

Board of Trustees Regular Meeting  
Thursday, March 28, 2024 5:30pm  
Port Angeles Main Library

**REMOTE ACCESS**

If unable to join in person, members of the public may participate in the meeting via internet or phone using the instructions available prior to the meeting at [www.nols.org/board-administration](http://www.nols.org/board-administration).

**PUBLIC COMMENTS**

Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board at meetings. Individuals having comments specifically related to agenda topics should raise their hand at the appropriate point on the agenda to indicate a wish to speak. Public comments on items not on the agenda, but within the jurisdiction of the North Olympic Library System Board of Trustees, are heard at the beginning of the meeting and at the end; individuals may choose to speak at either point. When time constraints require, the Chair may limit public remarks during meetings to less than three minutes. The Board will not discuss or take action on items raised during Public Comment, but may choose to add items to a future meeting agenda. Public comments may also be sent to: Library Board of Trustees, North Olympic Library System, 2210 South Peabody Street, Port Angeles, WA 98362 or [LibraryBoard@nols.org](mailto:LibraryBoard@nols.org).

**LAND ACKNOWLEDGEMENT**

The North Olympic Library System acknowledges that the lands on which we live and gather are the appropriated homelands of Indigenous Peoples. We want to express our deepest respect to those peoples past and present, including the [Hoh Tribe](#), [Jamestown S'Klallam Tribe](#), [Lower Elwha Klallam Tribe](#), [Makah Indian Tribe](#), [Quileute Tribe](#), [Quinault Indian Nation](#), [Port Gamble S'Klallam Tribe](#) and the [Skokomish Tribe](#), for their care of these lands throughout the generations. Let us learn more about the histories, cultures, and traditions of Indigenous Peoples. Let us strengthen relationships with sovereign tribal nations to provide an inclusive space fostering innovation and collaboration at the Library.

**AGENDA**

1. Call to order, roll call and introductions
2. Approval of Agenda
3. Approval of minutes for regular meeting of February 22, 2024  
Approval of minutes for special meeting of March 9, 2024  
Approval of minutes for special meeting of March 25, 2024
4. Communications
5. Public Comments
6. Financial Reports: February 2024
7. Approval of Vouchers: February 2024

8. Unfinished Business

None

9. New Business

N.1. Approval of Contract with Far West Technologies

N.2. Approval of Contract with Cerium Networks

N.3. Sequim Library Expansion and Renovation Project Verbal Update

10. Reports

R.1. Monthly Statistics Reports: February 2024

R.2. Monthly Activity Reports: February 2024

R.4. Highlight Log: February 2024

11. Public Comments

12. Trustee Comments

*Library Board members may ask a question for clarification, make a brief announcement or make a brief report on their activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendize a matter of business on a future agenda.*

13. Next meeting: 5:30pm, Thursday, April 25, 2024

14. Agenda items for next meeting

15. Adjournment

“Nurturing imagination, connection, and understanding,  
to improve lives and strengthen community.”

*NOLS Mission Statement  
Adopted 11/22/16*

**Upcoming Board Meetings**

<b><u>Date</u></b>	<b><u>Time</u></b>		<b><u>Location</u></b>
Thursday, April 25, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, May 23, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, June 27, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, August 22, 2024	5:30pm	Regular meeting	Clallam Bay
Thursday, September 26, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, October 24, 2024	5:30pm	Regular meeting	Port Angeles
Thursday, <b>November 21</b> , 2024	5:30pm	Regular meeting	Port Angeles

*Note: no regular Board meetings scheduled in July or December.*

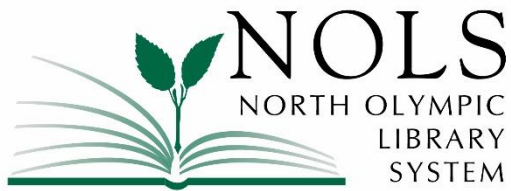
**North Olympic Library Foundation meetings** generally occur on the same dates as NOLS Board meetings, usually at 3pm in the Administrative conference room of the Port Angeles Main Library.

**Friends of the Library meetings**

- |                                     |   |
|-------------------------------------|---|
| Clallam Bay Friends of the Library  | Second Tuesday of March, June, September, and December at 1:30pm at Clallam Bay Branch Library  |
| Friends of the Forks Library        | Varies. Check with the Forks Branch for the next date.  |
| Port Angeles Friends of the Library | Second Tuesday of month at 10am at Port Angeles Main Library  |
| Friends of Sequim Library           | Third Tuesday in July, 9:30am at the Sequim Branch Library. Annual Meeting is held in January, date/location usually announced in December. |

*Note: Foundation and Friends meeting schedules can vary; please check with Library to confirm before attending.*





## MINUTES

1. Call to order, roll call and introductions  
Board Chair Mark Urnes called the meeting to order at 5:30pm. Trustees present: Mark Urnes, Jennifer Pelikan, Ian Miller, and Bert Caldwell. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan, Facilities Manager Brian Phillips, HR & Business Manager Shaina Lent, and West End Library Manager Troi Gale.
2. Approval of agenda  
*Motion by Ms. Pelikan to approve the agenda as presented. Motion seconded by Mr. Caldwell. Motion carried.*
3. Approval of minutes for regular meeting of January 25, 2024  
*Motion by Mr. Caldwell to approve the minutes from the January 25, 2024 regular meeting, as amended. Motion seconded by Ms. Pelikan. Motion carried.*
4. Communications  
None
5. Public Comments  
None
6. Presentation: An Overview of the ADA Facility Accessibility Survey NOLS Conducted in 2023
7. Financial reports: January 2024  
The financial reports for January 2024 were accepted as presented.
8. Approval of vouchers: January 2024  
*Motion by Ms. Pelikan to approve the January 2024 vouchers, numbered #1 through #119, in the amount of \$469,854.49. Motion seconded by Mr. Miller. Motion carried.*
9. Unfinished Business  
None
10. New Business  
N.1. Discussion of the Sequim Library Expansion and Renovation Project progress
11. Reports  
R.1. Monthly Statistics Reports: January 2024  
R.2. Monthly Activity Reports: January 2024

R.3. Customer Comments: January 2024

R.4. Highlight Log: January 2024

All reports were accepted as presented.

12. Public Comments

13. Trustee comments

*Library Board members may ask a question for clarification, make a brief announcement or make a brief report on his or her activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendaize a matter of business on a future agenda.*

14. Next meeting: 5:30pm, Thursday, March 28, 2024

15. Agenda items for next meeting

16. Adjournment

There being no further business, the meeting was adjourned by the Chair at 7:10pm.

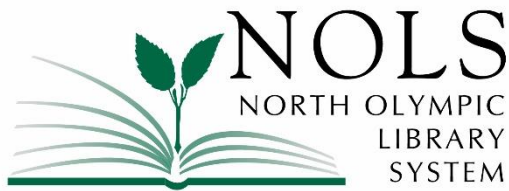
### **CERTIFIED AS TRUE AND CORRECT**

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Chair

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Board Secretary



## MINUTES

1. Call to order, roll call and introductions  
Board Chair Mark Urnes called the meeting to order at 11:00am. Trustees present: Mark Urnes, Jennifer Pelikan, and Bert Caldwell. Library staff present: Executive Director Noah Glaude, Sequim Branch Manager Emily Sly, and HR & Business Manager Shaina Lent.
2. Approval of agenda  
*Motion by Ms. Pelikan to approve the agenda as presented. Motion seconded by Mr. Caldwell. Motion carried.*
3. Public Comments  
None
4. New Business
  - N.1. The Board of Trustees will attend the [Sequim Library Send-Off Celebration](#). The Board is not expected to take any action.  
No action taken.
  - N.2. The Board of Trustees will receive a tour the temporary Sequim Library site and view the current state of preparing the temporary site. The Board is not expected to take any action.  
No action taken.
5. Adjournment  
There being no further business, the meeting was adjourned by the Chair at 12:35pm.

## CERTIFIED AS TRUE AND CORRECT

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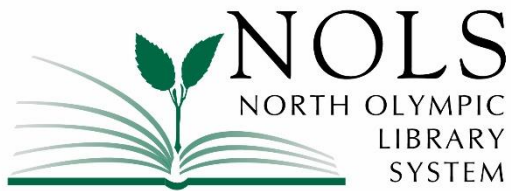
Chair

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Board Secretary







## MINUTES

1. Call to order, roll call and introductions  
Board Chair Mark Urnes called the meeting to order at 5:35pm. Trustees present: Mark Urnes, Jennifer Pelikan, Ian Miller, and Cyndi Ross. Library staff present: Executive Director Noah Glaude and HR & Business Manager Shaina Lent. Guests present: Matt Nash.
  
2. Approval of agenda  
*Motion by Ms. Ross to approve the agenda as presented. Motion seconded by Mr. Miller. Motion carried.*
  
3. Public Comments  
None
  
4. New Business  
N.I. Awarding a contract for the Sequim Branch Library Expansion and Renovation Project to Hoch Construction  
*Motion by Ms. Ross to approve awarding the Sequim Library Expansion and Renovation construction bid to Hoch Construction in the amount of \$6,887,000 plus sales tax. Motion seconded by Ms. Pelikan. Motion carried.*  
  
*Motion by Ms. Ross to approve the Executive Director to execute and approve contract amendments and change orders for the Sequim Library Expansion and Renovation Project, if the fiscal impact of the individual change is less than \$50,000. Motion seconded by Mr. Miller. Motion carried.*
  
5. Adjournment  
There being no further business, the meeting was adjourned by the Chair at 6:07pm.

### CERTIFIED AS TRUE AND CORRECT

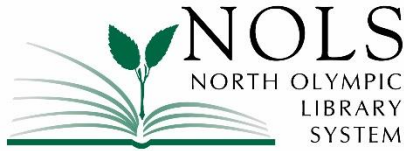
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Chair

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Board Secretary





# Staff Report

Meeting Date: March 28, 2024  
To: Library Board of Trustees  
From: Finance Manager, Amy Hough  
Subject: Comments on Financial Reports for February 2024

**Topic/Issue:** Informational comments on monthly financial reports.

**Background:** This report provides narrative comments on areas of the monthly financial reports that are out of the ordinary, or may require explanation.

## **Discussion:**

### **Revenues:**

Private Grants and Donations

- \$2,700 from the Donald Naddy Fund – Clallam County
- \$1,000 from Richard & Crystal Sherman
- \$250 from the Saffold Family

NOLS is so grateful for their generosity!

### **Expenditures:**

Expenditures are within the expected range for this time of year.

### **Account Balances:**

Payroll Account (US Bank 1301)

- \$295,755 - total payroll and benefit expenses paid in January
- \$296,061 - paid by electronic transfers, \$306 of which was paid to the DOR for Sales and Use Tax (Voucher 163).

**Recommendation/Alternatives for Consideration:** No action is required. As always, the Board may request clarification or additional information.





## Revenue Report<sup>\*</sup>

February 29, 2024

Operating Revenue				2/12ths is	16.7%
	Budgeted	Current	YTD	Difference	Percent
Taxes	4,738,147	149,003	166,283	4,571,864	3.5
Grants, Entitlements, Other Payments	31,000	-	-	31,000	-
Goods and Services	18,010	1,018	1,843	16,167	10.2
Library Fees	15,000	1,917	2,960	12,040	19.7
<i>Miscellaneous Revenues</i>					
Pool Fund Investment Interest	362,800	45,983	45,983	316,817	12.7
Facilities Leases (Short Term)	1,100	218	423	678	38.4
Contributions and donations <sup>(1)</sup>	104,000	8,514	44,301	59,699	42.6
Other Miscellaneous Revenue	102,400	225	385	102,015	0.4
<b>Total Miscellaneous Revenues</b>	<b>570,300</b>	<b>54,939</b>	<b>91,092</b>	<b>479,208</b>	<b>16.0</b>
Nonrevenues (excise taxes) <sup>(2)</sup>	800	99	179	621	22.4
Transfers In	1,087,793	-	-	1,087,793	-
<b>Total Operating Revenue</b>	<b>6,461,050</b>	<b>206,976</b>	<b>262,358</b>	<b>6,198,692</b>	<b>4.1</b>

*(1) Includes anticipated grants from Friends of the Library groups and other donors.*

*(2) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.*

### Capital Revenue

Timber Revenues (received in 2024)	-	8,245	36,237	-	-
<b>Total Capital Revenue</b>	<b>-</b>	<b>8,245</b>	<b>36,237</b>	<b>-</b>	<b>-</b>

<b>Grand Total Revenues</b>	<b>215,221</b>	<b>298,595</b>			
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## Expenditure Report<sup>™</sup>

### February 29, 2024

	Budgeted	Current	Year To Date	2/12ths is Difference	16.7% Percent
<b>Operating Expenditures</b>					
<i>Personnel</i>					
Salaries and Wages	3,334,976	259,033	503,076	2,831,900	15.1
Benefits	1,397,873	98,042	197,406	1,200,467	14.1
<b>Total Personnel</b>	<b>4,732,849</b>	<b>357,075</b>	<b>700,482</b>	<b>4,032,367</b>	<b>14.8</b>
<i>Supplies</i>					
Supplies, Office and Operating	120,600	7,297	11,195	109,405	9.3
Fuel	17,300	213	1,019	16,281	5.9
Collection Materials	480,000	19,272	41,138	438,862	8.6
Merchandise purchased for resale	2,625	85	85	2,540	3.2
Small Tools/Equip (<\$200)	2,650	127	215	2,435	8.1
<b>Total Supplies</b>	<b>623,175</b>	<b>26,995</b>	<b>53,652</b>	<b>569,523</b>	<b>8.6</b>
<i>Services</i>					
Professional Services	347,120	22,050	33,208	313,912	9.6
Communication	222,124	14,746	56,240	165,884	25.3
Travel	28,800	2,174	3,088	25,712	10.7
Taxes and Operating Assessments	7,851	5,990	5,990	1,861	76.3
Operating Rentals and Leases	2,726	-	-	2,726	0.0
Insurance	136,800	-	-	136,800	0.0
Public Utilities	108,100	9,447	18,131	89,969	16.8
Repair and Maintenance	155,665	3,222	15,776	139,889	10.1
Miscellaneous Services	11,000	1,742	2,350	8,650	21.4
Dues	5,240	199	473	4,767	9.0
<b>Total Services</b>	<b>1,025,426</b>	<b>59,571</b>	<b>135,256</b>	<b>890,170</b>	<b>13.2</b>
<i>Intergovernmental Services</i>	800	-	41	759	5.1
<i>Nonexpenditures (excise taxes)<sup>(1)</sup></i>	800	80	149	651	18.7
<i>Leases (Sequim temp space)</i>	78,000	6,662	19,986	58,014	25.6
<b>Total Operating Expenditures</b>	<b>6,461,050</b>	<b>450,382</b>	<b>909,566</b>	<b>5,551,484</b>	<b>14.1</b>

(1) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.

Capital Outlays	Budgeted	Current	Year To Date	Difference	Percent
Buildings and Structures	52,500	4,622	13,892	38,608	26.5
Other Improvements	489,000	7,350	8,540	480,460	1.7
Machinery & Equipment	287,250	20,580	20,789	266,461	7.2
Construction of Capital Assets	-	60,344	60,344	(60,344)	0.0
<b>Total Capital Outlays</b>	<b>828,750</b>	<b>92,896</b>	<b>103,566</b>	<b>725,184</b>	<b>12.5</b>
<b>Grand Total All Expenditures</b>	<b>7,289,800</b>	<b>543,278</b>	<b>1,013,132</b>	<b>6,276,668</b>	<b>13.9</b>

\*All amounts are rounded to the nearest dollar.



## Account Balances

February 29, 2024

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Investments</b>					
<b>Washington State Local Investment Pool</b>					
<i>Board Designated Accounts</i>					
Fiscal Emergency Reserve <sup>(1)</sup>	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve <sup>(2)</sup>	884,087	-	8,245	-	892,332
Operating Reserve <sup>(3)</sup>	1,382,498	-	-	-	1,382,498
PA Capital Reserve <sup>(4)</sup>	397,005	-	-	-	397,005
Sequim Capital Reserve	614,300	-	-	-	614,300
NOLS Capital Fund	435,041	-	-	14,175	420,865
PA Capital Fund	383,039	-	-	13,730	369,310
Sequim Capital Fund	1,181,637	-	-	64,991	1,116,646
<b>Total Board Designated Accounts</b>	<b>6,584,626</b>	<b>-</b>	<b>8,245</b>	<b>92,896</b>	<b>6,499,975</b>
<i>Grants and Donations</i>					
Systemwide Programming Fund	8,848	625	-	4,510	4,963
Francis Bode Materials Fund	245,147	-	-	-	245,147
Margaret Bode Materials Fund	264,679	-	-	-	264,679
Clallam Bay Donations Fund	6,893	-	16	-	6,909
Clallam Bay Friends Donations	1,593	-	-	-	1,593
Forks Donations Fund	2,177	-	16	-	2,193
Forks Friends Donations	2,493	(625)	-	174	1,693
NOLS Materials Fund	14,554	-	505	252	14,807
NOLS Donations Fund	85,096	-	105	-	85,201
Port Angeles Donations Fund	7,962	-	2,727	-	10,689
Port Angeles Friends Donations	19,699	-	-	745	18,954
Sequim Donations Fund	41,165	-	65	-	41,230
Sequim Friends Donations	34,199	-	-	420	33,779
Streett Memorial Gift Fund	10,497	-	-	-	10,497
Sequim Future Library Donations	572,511	-	1,025	1,742	571,793
Bookmobile Donations	6,329	-	-	-	6,329
<b>Total Grants and Donations</b>	<b>1,323,842</b>	<b>-</b>	<b>4,459</b>	<b>3,334</b>	<b>1,320,456</b>
<i>Unclaimed Property Account</i>	2,803	-	-	-	2,803
<b>Total Designated Cash</b>	<b>7,911,270</b>	<b>-</b>	<b>12,703</b>	<b>96,230</b>	<b>7,823,234</b>
<i>Undesignated Cash Operating Funds</i>	1,699,934	(240,020)	-	-	1,459,913
<b>Total WA State Local Investment Pool</b>	<b>9,611,204</b>	<b>(240,020)</b>	<b>12,703</b>	<b>96,230</b>	<b>9,283,147</b>

Notes:

- (1) Reserve buffer against major economic catastrophe.
- (2) Receives timber revenues designated to fund capital improvement projects.
- (3) Reserves to balance deficit budgets.
- (4) Fund management account for designated capital projects.



## Account Balances

February 29, 2024

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
<b>Total Investments</b>	9,611,204	(240,020)	12,703	96,230	9,283,147
<b>Cash</b>					
<b>Cash Operating Funds</b>					
Cash held by County Treasurer	-	-			-
<b>Imprest Accounts</b>					
Revolving Fund (FF 1503)	6,000	-	1,580	1,580	6,000
Payroll Account (US Bank 1301)	200	294,672	-	294,672	200
Merchant Account (FF 7401)	1,000	(8,837)	8,837	-	1,000
<b>Branch Change Funds</b>					
Port Angeles	180	-	-	-	180
Sequim	170	-	-	-	170
Forks	50	-	-	-	50
Clallam Bay	50	-	-	-	50
<i>Total Branch Change Funds</i>	450	-	-	-	450
<b>Total Imprest Accounts</b>	7,650	285,835	10,417	296,252	7,650
<b>Total Cash</b>	7,650	285,835	10,417	296,252	7,650
<b>Total Cash and Investments</b>	9,618,854	45,814	23,120	392,482	9,290,797





## Voucher Approval for February 2024

The undersigned Board of Trustees of the North Olympic Library System certify that merchandise or services specified have been received and that the following vouchers #120 through #231 are approved in the amount of \$544,585.69 this 28th day of March 2024.

Trustee	Trustee
Trustee	Trustee
Trustee	Library Director

No.	Claimant	Purpose	Amount
120	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 01-31-2024) - EFT 1057	245,725.34
121	ADP, LLC	Payroll Services - 2023/Q4 Y/E Tax Reporting - W2's - NOLS	646.35
122	AHBL Inc	PO 231 Capital Improvements - PA Driveway Project - PA	7,350.00
123	Amazon.com	Collection Materials	155.52
124	Amazon.com	Collection Materials	454.11
125	Amazon.com	Collection Materials	111.02
126	Amazon.com	Collection Materials	149.76
127	Angeles Communications	Communications - VOIP	903.87
128	Angeles Plumbing, Inc.	PO 149 Repair & Maintenance - PA Restroom Appliance Repairs - FAC	1,082.12
129	Baker & Taylor	Collection Materials	3,994.02
130	Baker & Taylor	Collection Materials	176.74
131	Baker & Taylor	Collection Materials	4,181.27
132	Baker & Taylor	Collection Materials	831.28
133	Baker & Taylor	Collection Materials	3,514.32
134	Brodart Company	Collection Materials	119.72
135	Brodart Company	Collection Materials	539.34
136	Brodart Company	Collection Materials	111.31
137	CENGAGE Learning	Collection Materials	153.50
138	CENGAGE Learning	Collection Materials	324.75
139	Center Point Large Print	Collection Materials	236.70
140	CenturyLink 300511187 FO	Communications - Voice - FO	183.22
141	CenturyLink 300561130 CB	Communications - Voice - CB	81.32
142	CenturyLink 360-681-7811 468B SQ	Communications - SQ - Voice	150.39
143	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	72.37
144	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	312.96
145	City of Forks	Public Utilities - FO	128.56

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
146	City of Port Angeles/Dump	PO 126 Public Utilities - Solid Waste - Broken Furniture/ Metal Recycle - FAC	90.29
147	City of Port Angeles/Orcas Avenue	Public Utilities - PA	316.81
148	City of Port Angeles/Peabody St.	Public Utilities - PA	5,930.28
149	City of Sequim	Public Utilities - SQ	143.52
150	Clallam County Public Works Dept. (Sewer)	Public Utilities - CB	56.50
151	Clallam County PUD	Public Utilities - SQ2	147.69
152	Clallam County PUD	Public Utilities - CB	567.52
153	Clallam County PUD	Public Utilities - FO	612.92
154	Clallam County PUD	Public Utilities - SQ	725.85
155	Clallam County Treasurer	2024 Taxes and Assessments - Stormwater and Weed Control - NOLS	5,990.05
156	Clallam County Treasurer	JAN 2024 Investment Service Fee paid in FEB - EFT 1065	50.00
157	Communico LLC	PO 221 Machinery & Equipment - Meeting Rm Program & Digital Sign - NOLS	14,175.40
158	Co-Op Farm & Garden, The	PO 152 Maintenance Supplies - Tire Guage, Subaru Light Bulb - FAC	11.83
159	Co-Op Farm & Garden, The	PO 223 Maintenance Supplies - Liquid Wrench - FAC	9.30
160	Danks, John	Travel - Business - Mileage Reimbursement - IT	67.00
161	Decker City Hardware	PO 134 Maintenance Supplies - Cleaning Supplies - FAC	6.51
162	Dept. of Retirement Systems	PERS and DCP (PPE 01-31-2024) - EFT 1058	48,190.31
163	Dept. of Revenue - Use/Sales Tax	January 2024 Sales & Use Tax - EFT 1055	306.14
164	Desmarais, Corrina	Travel - Business - Mileage Reimbursement - SQ	31.76
165	Dokken, Jaiden	CO-04 Programming - Zine Workshop (PAFOL)	350.00
166	Driggers, Patrick	Travel - Business - Mileage Reimbursement - SQ	10.32
167	Empower Retirement	EmpDCP 02-2024 (PPE 01-31-2024) - EFT 1059	450.00
168	Fatbeam LLC	Communications - Internet Services	11,722.66
169	Forks Outfitters	PO 158 Maintenance Supplies - CB Door Handle with Lock	65.15
170	Health Care Authority	Medical (PPE 01-31-2024)	46,340.50
171	Hi-Tech Security, Inc.	PO 161 & 200 Maintenance & Repair - PA Service Call & Repair - FAC	178.60
172	KCDA Purchasing Cooperative	PO 145 Maintenance Supplies - Cleaning Supplies - FAC	960.37
173	Lambert, Grace	CO 5 Programming - Aging Well Posture Therapy (SP)	150.00
174	Liquid Painting Inc	PO 156 Capital Building - ADM Office Custom Painting - PA	4,621.82
175	MBI Systems Inc	PO 222 Capital Equipment - Staff Chairs 50% Deposit	4,646.66
176	McNish Family II LLC	SQ Temp Bldg Lease - March 2024 - SQ CPA	6,662.09
177	Midwest Tape	Collection Materials	324.02
178	Midwest Tape	Collection Materials	414.45
179	Midwest Tape	Collection Materials	1,405.80
180	Morrison Sarah	Travel - Business - Mileage Reimbursement - PA	12.06
181	Murreys Disposal Company, Inc.	Public Utilities - SQ & PA	670.76
182	NOLS Employee	HRA Reimbursement - PA	147.43
183	NOLS Employee	HRA Reimbursement - IT	119.09
184	NOLS Employee	HRA Reimbursement - ADM	1,750.00

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
185	NOLS Employee	HRA Reimbursement - PA	398.02
186	NOLS Employee	HRA Reimbursement - FO	74.98
187	NOLS Employee	HRA Reimbursement - ADM	296.51
188	NOLS Employee	HRA Reimbursement - SQ	710.70
189	NOLS Employee	HRA Reimbursement - SQ	105.00
190	NOLS Employee	HRA Reimbursement - PA	140.60
191	NOLS Employee	HRA Reimbursement - FO	260.00
192	NOLS Employee	HRA Reimbursement - CB	470.30
193	NOLS Employee	HRA Reimbursement - TS	48.07
194	NOLS Employee	HRA Reimbursement - SQ	504.94
195	NOLS Employee	HRA Reimbursement - PA	28.61
196	North Olympic Library System	January Revolving Fund Reimbursement	1,580.01
197	Olympic Laundry & Dry Cleaners, Inc.	PO 142 Professional Services - Laundry - FAC	174.24
198	Olympic Theatre Arts	CO 03 Programming - Space Rental for Renewed You	230.88
199	OverDrive, Inc.	Collection Materials	395.64
200	OverDrive, Inc.	Collection Materials	973.31
201	OverDrive, Inc.	Collection Materials	14.98
202	OverDrive, Inc.	Collection Materials	612.99
203	Pacific Office Equipment, Inc.	Copier Repair and Maintenance - PA & SQ	801.88
204	Patron Point Inc	PO 249 Technology Services - Service Notices - Email Marketing - NOLS	11,000.00
205	Peninsula Daily News	Collection Materials	176.80
206	Playaway Products LLC	Collection Materials	326.35
207	Rainbow Sweepers, Inc.	PO 199 Groundskeeping - PA Sweep Parking Lot 2-11-2024	244.80
208	Rosenblatt, Eli	CO 01 Programming - Eli Rosenblatt in Concert (SP)	3,100.00
209	SHKS Architects	PO 65 & 265 Capital Construction - Basic and Supplemental Services (SQ CPA)	59,999.22
210	Sound Energy Systems	PO 136 Repair & Maintenance - PA HVAC Control Maintenance - FAC	927.83
211	Sound Publishing Inc	PO 150 Professional Services - ERate Advertising - NOLS	19.94
212	Sound Publishing Inc	PO 240 Professional Services - ERate RFP Ad - NOLS	19.94
213	Strait Signs	PO 247 Printing & Binding - Signs for SQ Temp Location	1,742.40
214	Sullivan, Meghan	Travel - Business - Mileage Reimbursement - ADM	97.82
215	Swains General Store, Inc.	PO 151 Maintenance Supplies - Weed & Moss Control Supplies - FAC	158.50
216	Swains General Store, Inc.	PO 162 Maintenance Supplies - Staff Coat Hook - FAC	4.32
217	Tacoma Rubber Stamp	PO 241 Office Supplies - Magnetic Name Badges -- NOLS	61.63
218	The Home Depot Pro	PO 105 Maintenance Supplies - Hand Soap - FAC	686.08
219	The Home Depot Pro	PO 147 Maintenance Supplies - Floor Mat - FAC	100.33
220	Unique Management Services, Inc.	Professional Services - Debt Collection	413.70
221	United Way of Clallam County	United Way Contributions (PPE 01-31-2024)	165.00
222	US Bank	Credit Card Services - February 2024	14,118.44
223	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	525.26
224	Viking Sew & Vac	PO 131 Maintenance Supplies - Vacuum Parts & Filters	174.98

No.	Claimant	Purpose	Amount
225	Washington State Dept of Ecology	PO 143 Capital Construction - SQ Stormwater Permit	345.00
226	WCIF	Vi/Li/EAP (PPE 01-31-2024)	1,415.11
227	Weiss, Alisa	Travel - Business - Mileage Reimbursement - SQ	24.12
228	West Waste & Recycling	Public Utilities - FO/CB	56.43
229	WSCCCE - WPAS, Inc	Dental Premiums (PPE 01-31-2024) - Mar 2024 Coverage	6,304.58
230	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues (PPE 01-31-2024)	2,339.13
231	ZooBean	PO 233 Technology Services - Beanstack Premium Service thru 04-21-2025	2,095.00
			<b>544,585.69</b>

**\* Detail - NOLS Revolving Fund Account -- Voucher #196**

2329	NOLS Patron	Patron Refund	17.00
2330	NOLS Patron	Patron Refund	40.00
2331	Voided Check		0.00
2332	NOLS Employee	Regular Earnins - December Hours	1,164.31
2333	NOLS Patron	Patron Refund	14.99
2334	NOLS Patron	Patron Refund	17.99
2335	NOLS Patron	Patron Refund	84.99
2336	NOLS Patron	Patron Refund	48.80
2337	NOLS Patron	Patron Refund	12.99
2338	NOLS Patron	Patron Refund	34.95
2339	NOLS Patron	Patron Refund	5.00
2340	NOLS Patron	Patron Refund	56.00
2341	NOLS Patron	Patron Refund	7.99
2342	NOLS Patron	Patron Refund	1.95
2343	NOLS Patron	Patron Refund	29.32
2344	NOLS Patron	Patron Refund	43.73
			<b>1,580.01</b>

**\* Detail - NOLS US Bank Credit Card Purchases -- Voucher #222**

1	Alaska Airlines	PO 153 Training Travel - PLA Conference - NOLS	498.10
2	Alaska Airlines	PO 155 Training Travel - PLA Conference - NOLS	830.70
3	Amazon	PO 104 Program Supplies - StoryCraft (FOFOL)	48.96
4	Amazon	PO 115 Small Tools & Equipment - Socket Wrenches - FAC	33.18
5	Amazon	PO 122 Office Supplies - Material Processing Supply - TS	86.78
6	Amazon	PO 123 Program Supplies - StoryCraft (FOFOL)	37.50
7	Amazon	PO 135 Maintenance Supplies - PA Carpet Repair - FAC	88.08
8	Amazon	PO 137 Program Supplies - Books before Kindergarten (SP)	22.00
9	Amazon	PO 137 Program Supplies - Teen Advisory Board (FOSL)	21.66
10	Amazon	PO 137 Program Supplies - Teen Game Night (FOSL)	50.00
11	Amazon	PO 146 Program Supplies - Writing Workshop & 6-12 Contest (FOSL)	59.61

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
12	Amazon	PO 16 Program Supplies - English with Coffee - FO	101.42
13	Amazon	PO 203 Machinery & Equipment - Touchscreen Monitor - PA	663.00
14	Amazon	PO 205 Machinery & Equipment - Barcode Scanners - PA	467.13
15	Amazon	PO 215 Program Supplies - Story Time (PAFOL)	31.57
16	Amazon	PO 216 Program Supplies - Little Hands Art (PAFOL)	34.80
17	Amazon	PO 216 Program Supplies - Story Time (PAFOL)	35.91
18	Amazon	PO 217 Program Supplies - Story Time (PAFOL)	36.90
19	Amazon	PO 218 Program Supplies - Story Time (PAFOL)	21.77
20	Amazon	PO 42 Office Supplies - Items for Resale - PA	85.12
21	Amazon	PO 42 Office Supplies - Items for Resale - PA	(85.12)
22	Amazon	PO 42 Office Supplies - Pens - PA	10.82
23	Amazon	PO 42 Toner & Ink - PA	166.22
24	Amazon	PO 64 Office Supplies - Desk Lamp - ADM	43.54
25	Amazon	PO 90 Items for Resale - PA	85.12
26	Amazon	PO 90 Office Supplies - Batteries - PA	31.24
27	Amazon	PO 90 Toner & Ink - PA	166.21
28	Association of Bookmobile & Outreach Svcs	PO 176 Dues & Memberships - ABOS Membership - OR	49.00
29	Canon Direct	PO 113 Toner & Ink - SQ	946.96
30	Canon Direct	PO 173 Toner & Ink - SQ	946.96
31	CDW-G	PO 204 Machinery & Equipment - Touchscreen Monitor - PA	627.74
32	Chevron	PO 58 Business Fuel - Pacifica - TS	37.13
33	Costco	PO 140 Program Supplies - Adult Night Out (FOFOL)	8.99
34	Costco	PO 179 Small Tools & Equipment - Space Heater - Totes - SQ	93.62
35	Crown Awards	PO 214 Program Supplies - Battle of the Books (SP)	27.91
36	Delta Air	PO 154 Training Travel - PLA Conference - NOLS	298.60
37	Delta Air	PO 183 Training Travel - PLA Conference - NOLS	298.60
38	Demco, Inc.	PO 121 Office Supplies - Material Processing Supply - TS	65.33
39	Demco, Inc.	PO 138 Program Supplies - Bookmarks (FOSL)	54.91
40	Demco, Inc.	PO 138 Program Supplies - Books Before Kindergarten (SP)	54.91
41	DialMyCalls.com	PO 202 Technology Services - Staff ER Contact - NOLS	238.89
42	DialMyCalls.com	PO 206 Technology Services - Staff ER Contact - NOLS	100.00
43	DocuSign	PO 86 Credit Fraud Charge - ADM	(326.70)
44	DocuSign	PO 97 Technology Services - Digital Signature Service - ADM	325.80
45	eFax Corporate	PO 169 Technology Services - Online Fax Service - ADM	36.81
46	Elm USA	PO 141 Office Supplies - Material Processing Supply - TS	277.45
47	Exxon Mobil	PO 111 Business Fuel - Pacifica - TS	26.63
48	First Book Marketplace	PO 132 Program Supplies - Books Before Kindergarten (SP)	243.58
49	First Book Marketplace	PO 75 Program Supplies - Día del Niño (FOFOL)	79.01
50	GoDaddy.com	PO 118 Technology Services - SSL Certificate Renewal - IT	449.99

<b>No.</b>	<b>Claimant</b>	<b>Purpose</b>	<b>Amount</b>
51	KCDA Purchasing Cooperative	PO 91 Copy Paper - PA	73.82
52	KCDA Purchasing Cooperative	PO 91 Office Supplies - Pens - PA	15.29
53	KCDA Purchasing Cooperative	PO 112 Copy Paper - SQ	106.30
54	KCDA Purchasing Cooperative	PO 114 Office Supplies - Material Processing Supply - TS	76.13
55	Library Juice	PO 120 Training - TS Catalog Training - NOLS	200.00
56	Lower Elwha Food & Fuel	PO 106 Business Fuel - Bookmobile - OR	22.71
57	Lower Elwha Food & Fuel	PO 116 Business Fuel - Bookmobile - OR	42.35
58	Metsker Maps of Seattle	PO 144 Collection Materials	88.77
59	Microsoft	PO 189 Technology Services - MS Cloud Server - IT	887.01
60	National Safety Council	PO 177 Training - Defensive Driving x3 Courses - NOLS	157.50
61	NexusTek	PO 194 Technology Services - MS Project Licences - IT	110.00
62	OhioNet	PO 119 Training - TS Catalog Training - NOLS	45.00
63	Patron Point Inc	PO 186 Technology Services - SMS Carrier Fees - NOLS	82.02
64	POS of America	PO 201 Machinery & Equipment - Touchscreen Monitor - PA	559.00
65	POS of America	PO 201 Machinery & Equipment - Touchscreen Monitor - PA	(559.00)
66	Public Libraries of Washington	PO 207 Training - PLW Directors Meeting - ADM	75.00
67	Quill Corporation	PO 109 Office Supplies - Tax Forms - ADM	58.78
68	Quill Corporation	PO 109 Office Supplies - Tax Forms - ADM	(19.59)
69	Quill Corporation	PO 124 Office Supplies - Stapler & Bins - ADM	49.64
70	RealTaxTools	PO 103 Technology Services - Payroll Tax Forms SAS - ADM	532.14
71	Safeway	PO 41 Program Supplies - Craft Cafe (PAFOL)	53.48
72	Safeway Fuel	PO 210 Business Fuel - Nolsy White - NOLS	51.61
73	Shell	PO 139 Business Fuel - Westy - NOLS	32.84
74	SQ Luminesse Laser & Ski	Credit Adjustment from 1/20/2024	4.61
75	SQ Luminesse Laser & Ski	Credit Fraud Charges - Office Supplies - NOLS	(303.07)
76	SQ Luminesse Laser & Ski	Fraud Charges - Office Supplies - NOLS	298.46
77	Stamps.com	PO 101 Postage - TS	250.00
78	Stamps.com	PO 102 Postage - TS	250.00
79	Stamps.com	PO 127 Technology Services - Monthly Fee - TS	21.77
80	Stamps.com	PO 128 Postage - TS	250.00
81	Stamps.com	PO 148 Postage - TS	250.00
82	Stamps.com	PO 40 Postage - TS	250.00
83	Stamps.com	PO 79 Postage - TS	250.00
84	Tacoma Rubber Stamp	PO 125 Office Supplies - Bank Deposit Stamps for Branches - ADM	109.50
85	Tax1099.com	PO 193 Technology Services - 1099-MISC Tax Filing - ADM	4.35
86	Tax1099.com	PO 193 Technology Services - 1099-NEC Tax Filing - ADM	109.95
87	The Spanish Group	PO 87 Professional Services - Translation Services - NOLS	57.33
88	The Stamp Maker	PO 95 Office Supplies - Custom Property Stamp - NOLS	81.95
89	Tracfone	PO 191 Communications - Branch Cell Phones - IT	93.80

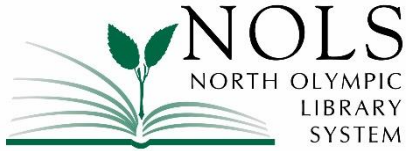
No.	Claimant	Purpose	Amount
90	UpdraftPlus	PO 190 Technology Services - WordPress Cloud Storage - IT	10.00
91	Walmart	PO 187 Program Supplies - Yarn Circle (FOSL)	2.48
92	Walmart	PO 188 Office Supplies - Ziplock Bags - SQ	2.48
93	Walmart	PO 212 Program Supplies - Teen Lit Bags (SP)	30.28
94	Walmart	PO 213 Program Supplies - Tween Book Club (PAFOL)	18.58
95	Walmart	PO 219 Program Supplies - Kids Book Club (PAFOL)	12.36
96	Washington Library Association	PO 209 Dues & Memberships - WLA Membership - ADM	150.00
97	Washington Library Association	PO 209 Training - WLA Conference - ADM	250.00
98	WP Mail SMTP	PO 192 Technology Services - Give WP WordPress Plugin - IT	49.00
99	Zoom	PO 208 Technology Services - Zoom One - NOLS	239.47
			<b>14,118.44</b>

**\* Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services**

<b>1057 ADP Tax/Financial Services</b>	Payroll and Payroll Tax (PPE 01-31-2024)	245,725.34
<b>1058 Dept. of Retirement Systems</b>	PERS and DCP (PPE 01-31-2024)	48,202.37
<b>1059 Empower Retirement</b>	EmpDCP 10-2023 (PPE 01-31-2024)	450.00
		<b>294,377.71</b>







## Staff Report

Meeting Date: March 28, 2024  
To: Library Board of Trustees  
From: Brian Phillips, Facilities Manager  
Noah Glaude, Executive Director  
Subject: Far West Technologies Contract Approval for Access and Security Enhancements Project

Attachments: NOLS-Far West Verkada Expansion Proposal 3-18-24

### **Topic/Issue:**

Approval of the purchase and installation through Far West Technologies of security cameras, environmental sensors, and card-reading (keyless) access devices at the Forks, Clallam Bay and Port Angeles Libraries.

### **Background:**

NOLS recognizes an increasing need for improved library building access and security measures to help prevent and monitor disruptive events (DE's) at all locations. DE's could include theft, break-ins, trespassing, vandalism, assault, illicit substance use, and similar activities that are criminal, in defiance of NOLS policy and otherwise disruptive to library operations.

NOLS Access and Security Enhancements Project is designed to provide all NOLS facilities with outdoor security cameras and indoor environmental sensors to monitor and record disruptive events. Cameras and sensors are also believed to provide a degree of prevention against disruptive activities where they are installed. Keyless card-reading door locking systems provide improved control over building access. Card-readers permit NOLS to manage access without the complexity and risk that comes with tracking physical keys needed for the type of locks currently used at NOLS public and staff entrances. The camera, sensor, and card reader devices will be managed using one web-based software program. This integrated approach allows for a simple easily trackable way to monitor all devices.

Based on recommendations and reviews gathered by NOLS from library professionals in 2023, NOLS purchased Verkada brand environmental sensing equipment from Far West Technologies for the Port Angeles Library restrooms. The sensors were installed to aid staff in monitoring DE's involving potentially harmful vapors caused by the use of e-cigarettes, tobacco and marijuana cigarettes, and the burning of illicit drugs, including heroin and fentanyl. The Verkada brand sensors are extremely sensitive and have other programmable capabilities, such as occupancy sensing. Occupancy sensing, for instance can be used to alert staff to people remaining in single-use rooms for extended periods of time and who may be experiencing a medical emergency. The proposal under consideration here would expand the current

installation to integrate high quality cameras and card-reader access points at the Port Angeles Library, as well as sensors, cameras and card-readers at the Forks and Clallam Bay Libraries.

**Discussion:**

The Access and Security Enhancements Project brings a greater degree of security, event monitoring and building access control to NOLS staff and management. These improvements will lead to speedier response times to disruptive events. Staff will have more information when responding to events which improves staff readiness and personal safety. Investigation into the causes of DE’s will be greatly enhanced using these tools.

The project will be implemented over a two-phase, two year timeframe. Phase One entails purchasing and installing cameras, sensors and car-readers. Phase Two entails training staff to use the monitoring and alert system safely and effectively.

Access and security enhancements proposed for the Port Angeles, Forks, and Clallam Bay Libraries will be implemented in 2024. Sequim Library enhancements, which will include the same devices installed elsewhere, will be completed during the construction of the Sequim Library Expansion and Renovation Project. Devices for the Sequim Library, which are not included in the current proposal, will be purchased and installed in 2025.

**Policy Considerations:**

In accordance with NOLS [Policy 5.5 Purchasing and Procurement](#), NOLS is eligible to purchase Verkada equipment utilizing the Organization for Educational Technology and Curriculum (OETC) purchasing cooperative for public libraries, educational institutions and other public entities. The contract titled “OETC-21B-Camera&Video-Verkada” makes Verkada equipment available to NOLS through Far West Technologies, a licensed reseller of Verkada equipment.

Currently, [NOLS Policy 5.1 Privacy and Confidentiality](#) includes a section about security cameras. This policy will be reviewed and updated by May 2024. Additionally, [NOLS Policy 5.1.1 Library Keys](#) will need to be reviewed and updated as new key card technology is deployed.

**Fiscal Considerations:**

The proposal from Far West Technologies includes parts and labor to install cameras, sensors and card-reader access devices, plus cabling and related network equipment. Total cost for this package also includes licensing fees for the use of Verkada equipment and access to the web-based control platform. The proposal does not include applicable WA State sales tax.

Item	Cost
Parts and Installation	\$169,772.14
5 year Licensing	\$32,290.50
Total	\$202,062.64
Total Plus 8.9% Sales Tax	\$220,046.22

The 2024 Capital Budget includes \$124,000 for this project. The amount budgeted was based on rough cost estimates for the amount of equipment needed and cost, installation, and licensing. Far West Technologies provided an initial quote after the 2024 Capital Budget was approved by the Board in January 2024. Their first quote was refined in February and shared with the NOLS Management Team to ensure proper camera and keycard locations. Based on feedback, additional keycard access points were added to allow full keyless access through library lobbies and meeting rooms, and additional camera locations were added in outer lobbies (the only indoor location cameras will be placed) and additional outside locations to ensure NOLS assets such as vehicles are fully monitored. These additions have expanded the scope and cost of the project to the attached quote, received on March 18, 2024.

To cover the \$96,046 gap between what was included in the 2024 Capital Budget and the total cost of this quote plus sales tax, a couple funding options can be considered. The Board can approve the contract utilizing \$96,046 in additional funds from the NOLS Capital Reserve. As of February 29, 2024, the NOLS Capital Reserve balance was \$892,332.

Alternatively, the Board can approve utilizing funds from the Port Angeles Capital Reserve that were allocated for a different project in the 2024 Capital Budget, but will now go unused in 2024. The 2024 Capital Budget includes \$350,000 for parking lot and sidewalk repairs in Port Angeles. This work was to be covered by funds transferred out of the Port Angeles Capital Reserve. The Library is now applying for grant funding for the Port Angeles parking lot and sidewalk repairs, so the \$350,000 budgeted for the project will not be utilized in 2024. If grant funding is received in 2025, the Library will require roughly half of the amount budgeted for the Port Angeles parking lot and sidewalk repairs.

The total cost for Far West Technologies contracted work in Port Angeles is \$100,566, including tax. Utilizing the Port Angeles Capital Reserve funds that have already been transferred for the 2024 Capital Budget but will not be used this year, would not require any additional transfers and there is little risk of this use impacting the Library's ability to complete the Port Angeles parking lot and sidewalk repair in the future.

**Recommendation:**

Utilizing funds available in the NOLS Capital Fund and PA Capital Fund, the Library Board of Trustees approve the attached contract between NOLS and Far West Technologies for the procurement and installation of additional cameras, environmental sensors, card-reader access devices, and related equipment.

North Olympic Library System  
2210 South Peabody Street  
Port Angeles, WA 98362  
Attn: Brian Phillips

**Date:** 3/18/2024  
**Project Name:** NOLS Verkada 2024  
**Expiration:** 30 days from above date  
**Prepared by:** Justin Berg

## North Olympic Library System – 2024 Verkada Expansion

Brian,

Thank you for the opportunity to submit a proposal for the 2024 Verkada Expansion project. We understand there are many choices to be made when selecting a technology solutions contractor. At FAR West Technologies (FWT), we leverage the latest technologies and solutions coupled with our expert staff to continuously exceed our customer's expectations. We believe that you will be completely satisfied with our design, installation, project management, and overall support throughout the project.

The following proposal is based on the project information that was provided to us, including a site walk dated 5/4/2023 and scope update meeting dated 1/16/2024. The proposal will remain in effect for the duration listed above and reflects all labor and material costs to complete the project.

The following information is included within this proposal:

- Scope of Work
- Exclusions
- Terms & Conditions
- Project Pricing
- Acceptance Form

Once again, thank you for your support and the opportunity you have shown FAR West Technologies. Please feel free to contact me with any questions or concerns you may have.

Sincerely,



Justin Berg  
Estimator / Project Manager  
253.988.3188  
[justinb@farwesttechnologies.com](mailto:justinb@farwesttechnologies.com)

## **Scope of Work – Forks Library Security Cameras**

FAR West Technologies will provide and install a complete turnkey Verkada security camera system with 6 cameras per the scope of work details listed below. Approximate security camera fields of view are shown on the last pages of this document.

- **Existing Security Cameras:**
  - Remove each existing security camera throughout the facility. A total of (2) existing security cameras have been identified, as indicated on the attached design drawing.
  - Test each Cat5e/Cat6 cable to ensure full functionality.
    - FWT assumes each existing security camera cable to be free of defects. Any cabling found to be defective and in need of replacement will be subject to additional charges.
  - Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry in place of each existing security camera.
- **New Security Cameras:**
  - Install (1) new Cat6 cable to each new security camera location throughout the facility. A total of (4) new security camera locations have been identified.
    - Follow existing cabling pathways wherever possible.
    - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
    - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
    - At the camera location, terminate each cable onto an RJ-45 modular connector plugged into the camera.
  - Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry at each new security camera location. A total of (4) new security camera locations have been identified.
- **Head End:**
  - Owner to provide and install PoE network switch within the IDF.
  - Patch each camera into owner provided PoE network switch at the head end.
- **System Configuration:**
  - Work with owner to create Verkada Command site for this facility.
  - Add each new Verkada device to owner’s Verkada Command account, configure installer settings within each device.
  - Complete camera field of view adjustments to owner’s approval.
  - Provide Verkada Command camera training on how to operate the Verkada security camera system.
- **Miscellaneous:**
  - Provide full time project management.
  - Provide record drawings upon completion identifying each device and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

## **Scope of Work – Forks Library Security Cameras Alternate #1**

In addition to the above Forks Library Security Cameras scope of work, FAR West Technologies will provide and install (1) additional Verkada CD52-E 5MP Outdoor Dome camera above the main entry door exterior.

## Scope of Work – Forks Library Environmental Sensors

FAR West Technologies will provide and install a complete turnkey Verkada environmental sensor system with 2 sensors per the scope of work details listed below.

- **Environmental Sensors:**
  - Install (1) new Cat6 cable to each new sensor location throughout the facility. A total of (2) new sensor locations have been identified.
    - Follow existing cabling pathways wherever possible.
    - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
    - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
    - At the sensor location, terminate each cable onto an RJ-45 modular connector plugged into the sensor.
  - Install (1) Verkada SV25 Environmental Sensor at each new sensor location throughout the facility. A total of (2) new sensor locations have been identified.
- **Head End:**
  - Owner to provide and install PoE network switch within the IDF.
  - Patch each sensor into owner provided PoE network switch at the head end.
- **System Configuration:**
  - Work with owner to create Verkada Command site for this facility.
  - Add each new Verkada device to owner’s Verkada Command account, configure installer settings within each device.
  - Complete sensor calibrations and set baseline thresholds.
  - Provide Verkada Command camera training on how to operate the Verkada environmental sensor system.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each device and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

**Scope of Work – Forks Library Access Control**

FAR West Technologies will install a complete turnkey Verkada access control system per the scope of work details listed below.

- **Provide Access Control at the following doors:**
  - Main Entrance Vestibule Exterior
  - Main Entrance Vestibule Interior
  - Back Office Door
  - Staff Entry
- **Head End:**
  - Install (1) Verkada Door Controller. Door Controllers will be installed in MDF/IDF rooms as required.
  - Install (1) Door Lock Power Supply. Power supplies will be installed in MDF/IDF rooms as required.
- **Cabling:**
  - Install (1) composite access control cable from the nearest MDF/IDF panels to each door.
    - Each cable will be home run and supported to local code throughout the ceiling space.
    - Surface mounted conduit will be required to achieve a complete cabling pathway for some doors. Owner to approve of all conduit pathways prior to installation.
- **Field Devices:**
  - Install (1) Verkada multi-technology card reader at each new access control door.
  - Install (1) door contact at each new access control door.
  - Install (1) request to exit motion detector at each new access control door.
- **Door Hardware:**
  - Install appropriate electrified door locking hardware at each new access control door.
- **Set Up:**
  - Create new access control site for this facility within owner’s Verkada Command account.
  - Configure each new door within the owner’s Verkada Command account.
  - Test each door to ensure full functionality.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each door and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

## Scope of Work – Clallam Bay Library Security Cameras

FAR West Technologies will provide and install a complete turnkey Verkada security camera system with 6 cameras per the scope of work details listed below. Approximate security camera fields of view are shown on the last pages of this document.

- **New Security Cameras:**
  - Install (1) new Cat6 cable to each new security camera location throughout the facility. A total of (6) new security camera locations have been identified.
    - Follow existing cabling pathways wherever possible.
    - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
    - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
    - At the camera location, terminate each cable onto an RJ-45 modular connector plugged into the camera.
  - Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry at each new security camera location throughout the facility. A total of (6) new security camera locations have been identified.
- **Head End:**
  - Owner to provide and install PoE network switch within the IDF.
  - Patch each camera into owner provided PoE network switch at the head end.
- **System Configuration:**
  - Work with owner to create Verkada Command site for this facility.
  - Add each new Verkada device to owner’s Verkada Command account, configure installer settings within each device.
  - Complete camera field of view adjustments to owner’s approval.
  - Provide Verkada Command camera training on how to operate the Verkada security camera system.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each camera and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.



## Scope of Work – Clallam Bay Library Environmental Sensors

FAR West Technologies will provide and install a complete turnkey Verkada environmental sensor system with 2 sensors per the scope of work details listed below.

- **Environmental Sensors:**
  - Install (1) new Cat6 cable to each new sensor location throughout the facility. A total of (2) new sensor locations have been identified.
    - Follow existing cabling pathways wherever possible.
    - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
    - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
    - At the sensor location, terminate each cable onto an RJ-45 modular connector plugged into the sensor.
  - Install (1) Verkada SV25 Environmental Sensor at each new sensor location throughout the facility. A total of (2) new sensor locations have been identified.
- **Head End:**
  - Owner to provide and install PoE network switch within the IDF.
  - Patch each camera into owner provided PoE network switch at the head end.
- **System Configuration:**
  - Work with owner to create Verkada Command site for this facility.
  - Add each new Verkada device to owner’s Verkada Command account, configure installer settings within each device.
  - Complete sensor calibrations and set baseline thresholds.
  - Provide Verkada Command camera training on how to operate the Verkada environmental sensor system.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each device and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

**Scope of Work – Clallum Bay Library Access Control**

FAR West Technologies will install a complete turnkey Verkada access control system per the scope of work details listed below.

- **Provide Access Control at the following doors:**
  - Main Entrance Vestibule Exterior
  - Main Entrance Vestibule Interior
  - Meeting Room
  - Staff Entry
- **Head End:**
  - Install (1) Verkada Door Controller. Door Controllers will be installed in MDF/IDF rooms as required.
  - Install (1) Door Lock Power Supply. Power supplies will be installed in MDF/IDF rooms as required.
- **Cabling:**
  - Install (1) composite access control cable from the nearest MDF/IDF panels to each door.
    - Each cable will be home run and supported to local code throughout the ceiling space.
    - Surface mounted conduit will be required to achieve a complete cabling pathway for some doors. Owner to approve of all conduit pathways prior to installation.
- **Field Devices:**
  - Install (1) Verkada multi-technology card reader at each new access control door.
  - Install (1) door contact at each new access control door.
  - Install (1) request to exit motion detector at each new access control door.
- **Door Hardware:**
  - Install appropriate electrified door locking hardware at each new access control door.
- **Set Up:**
  - Create new access control site for this facility within owner’s Verkada Command account.
  - Configure each new door within the owner’s Verkada Command account.
  - Test each door to ensure full functionality.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each door and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

## Scope of Work – Port Angeles Library Security Cameras

FAR West Technologies will provide and install a complete turnkey Verkada security camera system with 10 cameras per the scope of work details listed below. Approximate security camera fields of view are shown on the last pages of this document.

- **Existing Security Cameras:**

- Remove each existing security camera throughout the facility. A total of (5) existing security cameras have been identified, as indicated on the attached design drawing.
- Test each Cat5e/Cat6 cable to ensure full functionality.
  - FWT assumes each existing security camera cable to be free of defects. Any cabling found to be defective and in need of replacement will be subject to additional charges.
- Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry in place of each existing security camera.

- **New Security Cameras:**

- Install (1) new Cat6 cable to each new security camera location throughout the facility. A total of (8) new security camera locations have been identified.
  - Follow existing cabling pathways wherever possible.
  - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
  - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
  - At the camera location, terminate each cable onto an RJ-45 modular connector plugged into the camera.
- Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry at each new security camera location throughout the facility. A total of (6) new security camera locations have been identified.

- **Head End:**

- Patch each camera into owner provided PoE network switch at the head end.

- **System Configuration:**

- Add each new Verkada device to owner's Verkada Command account, configure installer settings within each device.
- Complete camera field of view adjustments to owner's approval.
- Provide Verkada Command camera training on how to operate the Verkada security camera system.

- **Miscellaneous:**

- Provide full-time project management.
- Provide record drawings upon completion identifying each camera and corresponding numbers.
- Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

## Scope of Work – Port Angeles Annex Security Cameras

FAR West Technologies will provide and install a complete turnkey Verkada security camera system with 3 cameras per the scope of work details listed below. Approximate security camera fields of view are shown on the last pages of this document.

- **Existing Security Cameras:**
  - Remove each existing security camera throughout the facility. A total of (2) existing security cameras have been identified, as indicated on the attached design drawing.
  - Test each Cat5e/Cat6 cable to ensure full functionality.
    - FWT assumes each existing security camera cable to be free of defects. Any cabling found to be defective and in need of replacement will be subject to additional charges.
  - Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry in place of each existing security camera.
- **New Security Cameras:**
  - Install (1) new Cat6 cable to each new security camera location throughout the facility. A total of (1) new security camera location has been identified.
    - Follow existing cabling pathways wherever possible.
    - New surface mounted raceways may be required to achieve desired equipment mounting locations. Owner to approve of all surface mounted raceway pathways prior to installation.
    - Within the telecom room, terminate each cable onto existing Cat6 patch panels.
    - At the camera location, terminate each cable onto an RJ-45 modular connector plugged into the camera.
  - Install (1) Verkada CD52-E 5MP Outdoor Dome camera with appropriate mounting bracketry at each new security camera location throughout the facility. A total of (1) new security camera location has been identified.
- **Head End:**
  - Owner to provide and install PoE network switch within the IDF.
  - Patch each camera into owner provided PoE network switch at the head end.
- **System Configuration:**
  - Work with owner to create Verkada Command site for this facility.
  - Add each new Verkada device to owner’s Verkada Command account, configure installer settings within each device.
  - Complete camera field of view adjustments to owner’s approval.
  - Provide Verkada Command camera training on how to operate the Verkada security camera system.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each camera and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

## **Scope of Work – Port Angeles Library Access Control**

FAR West Technologies will install a complete turnkey Verkada access control system per the scope of work details listed below.

- **Provide Access Control at the following doors:**
  - Main Entrance
  - Main Lobby to Library
  - Meeting Room #1
  - Meeting Room #2
  - Staff Entry (North Side)
  - Memorial Garden Entry
  - Admin Entry (East Side)
- **Head End:**
  - Install (2) Verkada Door Controllers. Door Controllers will be installed in MDF/IDF rooms as required.
  - Install (2) Door Lock Power Supplies. Power supplies will be installed in MDF/IDF rooms as required.
- **Cabling:**
  - Install (1) composite access control cable from the nearest MDF/IDF panels to each door.
    - Each cable will be home run and supported to local code throughout the ceiling space.
    - Surface mounted conduit will be required to achieve a complete cabling pathway for some doors. Owner to approve of all conduit pathways prior to installation.
- **Field Devices:**
  - Install (1) Verkada multi-technology card reader at each new access control door.
  - Install (1) door contact at each new access control door.
  - Install (1) request to exit motion detector at each new access control door.
- **Door Hardware:**
  - Install appropriate electrified door locking hardware at each new access control door.
- **Set Up:**
  - Create new access control site for this facility within owner’s Verkada Command account.
  - Configure each new door within the owner’s Verkada Command account.
  - Test each door to ensure full functionality.
- **Miscellaneous:**
  - Provide full-time project management.
  - Provide record drawings upon completion identifying each door and corresponding numbers.
  - Prevailing wage labor rates are included within this proposal, at the rates published as of 3/18/2024.

**Forks Library Simulated Camera Fields of View:**

**East Exterior – Book Drop**



**S.E. Exterior – Facing North**



**S.W. Exterior – Facing North**



**NW Exterior – Facing South**



**N.W. Exterior – Facing East**



**N.E. Exterior – Facing West**



**ALTERNATE #1 – Main Entry Exterior**



**Clallam Bay Library Simulated Camera Fields of View:**

N.E. Exterior – Facing West



N.W. Exterior – Facing East



N.W. Exterior – Facing South



S.W. Exterior – Facing East



S.E. Exterior – Facing West



S.E. Exterior – Facing North



**Port Angeles Library Simulated Camera Fields of View:**

N.W. Exterior – Facing North



West Exterior – Facing North



S.W. Exterior – Facing South



SW Exterior – Facing South



Main Entry Exterior

[no field of view image is available for this camera]

Memorial Garden – Facing West



Memorial Garden – Facing East

[no field of view image is available for this camera]

S.E. Exterior – Facing East



Main Lobby Interior

[no field of view image is available for this camera]

N.E. Corner Exterior – Facing West

[no field of view image is available for this camera]

N.E. Corner Exterior – Facing South

[no field of view image is available for this camera]

INITIAL: \_\_\_\_ / \_\_\_\_



**Port Angeles Library Simulated Camera Fields of View, continued:**

**East Entry Exterior**



**Bike Racks and Dumpsters**



**Port Angeles Annex Simulated Camera Fields of View:**

**N.E. Exterior – Facing S.W.**



**S.E. Exterior – Facing West**



**Main Entry Exterior**



## Exclusions

The following items are not provided within this proposal but can be provided upon request. Please inform FAR West Technologies if you desire to have any of the following included within this proposal, or for clarification on any of these items.

- Power circuits for customer provided/installed equipment
- Power poles, basket trays, surface mount raceways, underfloor raceways, and floor monuments
- Conduits, mud rings, back boxes, string within conduits and walls
- Sleeves between floors, sleeves within fire-rated walls, floor penetrations, and envelope penetrations
- Purchase and installation of patch cords for voice and data networks
- Telephone, Internet, and Cable TV services
- IT support services and/or network equipment for telephone, LAN, WAN, and CATV networks
- Fire-rated plywood backerboard
- Gates, gate operators, and overhead roll-up doors
- Vehicle detection loops, safety photo-eyes, and other vehicle detection devices
- Electronic door locking hardware, sliding doors, and associated door hardware
- Elevator travelling cable with adequate conductors, elevator machine room connections and terminations, and elevator cab device installations
- Integration with Fire Alarm and/or other life safety systems
- General Contractor related work, such as framing, painting, patching, roofing, scaffolding, etc.
- Demolition of any kind
- Hazardous material identification, abatement, or removal
- Trash removal from site

## Terms & Conditions

- 50% down payment is required before work can begin.
- All work to be performed during normal business hours Monday through Friday 7:00am – 4:00pm
- FAR West Technologies (FWT) will provide a project warranty for a period of (1) year unless noted otherwise. The warranty period will begin after the agreed upon completion date. FWT and manufacturer extended warranties are available upon request.
- Upon completion of Scope of Work(s) pursuant to the terms of this agreement, customer shall pay to FWT the contract price within 30 days of date shown on invoice, or, in the event of a progress invoice, the completed portion of the Scope of Work(s) as indicated on the progress invoice within 30 days of date shown on the progress invoice. Progress invoice(s) include any costs to date incurred by FWT including labor and/or materials required to complete Scope of Work(s).
- Any alterations from the above listed scope of work will result in a change order. All change order materials will be purchased and installed after written approval of the change order is received by FWT.
- Customer to provide all necessary keys, badging, and/or personnel needed to gain access throughout customer premises
- Customer shall provide (1) host Workstation/Server PC meeting the minimum requirements for system software. FWT will provide minimum requirements documentation for each software suite.
- FWT will provide (1) 2-hour end-user training session upon project completion. Please have all required personnel available at the scheduled time. Additional training sessions can be provided for an additional charge.
- Customer shall provide minimum (1) LAN & WAN network connection for each of the following systems:
  - Access Control
  - Intrusion Alarm
  - Security Cameras (each)
  - Environmental Sensors (each)
- FWT will not honor the warranty of any cabling that has been painted. Painting cabling installed by FWT will void all FWT warranties for the cabling. FWT shall not be held responsible for costs associated with replacing painted cabling due to failed inspections.
- Existing devices and/or cabling will be reused or repurposed within new systems. Existing devices and/or cabling have not been tested for operation, compatibility, or reliability and are not covered under FWT warranties. Any existing devices and/or cabling that require replacement, repair, or adjustment are not covered within the scope of work and are subject to additional charges.
- Software hosting fees will be invoiced as part of a separate contract. FWT Full-Service Protection Plans include this fee as well as parts and labor for regular service of the systems included within this proposal. Pricing available upon request.
- When audio surveillance or recording is used, state and federal regulations apply. Refer to Title 18, section 2510 of US Codes. Washington is a “two-party consent” state in which special regulations apply. Customer should consult legal advice as to their rights and liabilities.
- The National Electrical Code (NEC) requires abandoned wire and cable to be removed or marked as “spare” for future use. Formal requirements regarding abandoned wire and cable are determined by the Electrical Inspector. Removal of abandoned wire and cabling is not included within this proposal and is subject to additional charges.
- Burglary alarm systems utilizing central station monitoring must have a completed call list to enable emergency dispatch procedures. Central Station monitoring fees will be invoiced as part of a separate contract. Customer must complete call list to activate central station monitoring.
- In the event of any default on the part of the Customer including but not limited to failure to make any progress payment or final payment, FWT reserves the right to temporarily disable any equipment or systems installed as part of this proposal, until such time as payments have been received. Delinquent payments are subject to interest at the rate of 1-1/2% per month from the date of delinquency or the maximum lawful rate. Disabling or removing any equipment or systems as herein above set forth shall not be considered to constitute a breach by FWT of this agreement or waiver of FWT to any damages nor shall be considered fulfillment of payment.

INITIAL: \_\_\_\_ / \_\_\_\_

## Project Pricing

Project Reference Name: **NOLS Verkada 2024**

	Installation	5-Yr Licensing
<b>Forks Library Security Cameras Price:</b>	<b>\$18,342.37</b>	<b>\$4,045.50</b>
<b>Forks Library Security Cameras Alternate #1 Price:</b>	<b>\$2,537.82</b>	<b>\$674.25</b>
<b>Forks Library Environmental Sensors Price:</b>	<b>\$6,573.99</b>	<b>\$749.25</b>
<b>Forks Library Access Control Price:</b>	<b>\$20,875.00</b>	<b>\$2,997.00</b>
<b>Clallam Bay Library Security Cameras Price:</b>	<b>\$19,793.57</b>	<b>\$4,045.50</b>
<b>Clallam Bay Library Environmental Sensors Price:</b>	<b>\$6,005.99</b>	<b>\$749.25</b>
<b>Clallam Bay Library Access Control Price:</b>	<b>\$19,329.17</b>	<b>\$2,997.00</b>
<b>Port Angeles Library Security Cameras Price:</b>	<b>\$35,074.98</b>	<b>\$8,765.25</b>
<b>Port Angeles Annex Security Cameras Price:</b>	<b>\$9,180.58</b>	<b>\$2,022.75</b>
<b>Port Angeles Library Access Control Price:</b>	<b>\$32,058.67</b>	<b>\$5,244.75</b>
<b>TOTAL PROJECT PRICE:</b>	<b>\$169,772.14</b>	<b>\$32,290.50</b>

*(Washington state sales tax is NOT included in the above pricing and will be added to each invoice, if applicable)*

## Customer Acceptance Form

Customer Information:

Company Name:	Accepted by (printed):
Company Address 1:	Accepted by (signature):
Company Address 2:	Title:
Company City, State, ZIP:	Email:
Contact Phone Number:	Date:

Billing Information:

Bill to Company Name:	Billing Contact Person:
Bill to Company Address 1:	Billing Contact Phone Number:
Bill to Company Address 2:	Billing Contact Email:
Bill to Company City, State, ZIP:	Purchase Order Number:
Billing Dept. Email Address:	**Resale Certification #:

*(\*\*Non-taxable/resale only, please attach copy of Reseller Certificate to Acceptance Form.)*

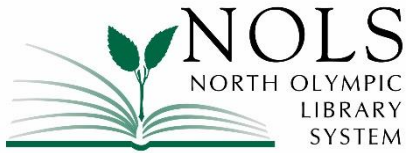
## FAR West Technologies Acceptance Form

FAR West Technologies Representative:

Name (printed):	Title:
Name (signature):	Date:

**This agreement is not valid until properly executed by both parties.**





## Staff Report

Meeting Date: March 28, 2024  
To: Library Board of Trustees  
From: Noah Glaude, Executive Director  
Subject: Cerium Networks Contract Approval

Attachments: Cerium Networks Statement of Work  
Cerium Networks Quote 101901 for Microsoft Exchange Online Migration with Teams Phone Deployment  
Cerium Networks Quote 10190-CO for ERS 911 Services

### Topic/Issue:

Approval of a contract with Cerium Networks to migrate the Library's Microsoft Exchange email server online and deploy Microsoft Teams Phones.

### Background:

In March 2012, NOLS signed a five-year contract with Angeles Communications to host and manage and host a VoIP telecommunications system and lease VoIP phones for the Library.

In recent years, NOLS experienced increased difficulty with Angeles Communications' System. These issues range from the inability of Library staff to change phone settings or greetings themselves and slow service response times, to incoming calls to the Clallam Bay and Forks branches not always working properly, forcing all West End callers through the Port Angeles Branch for nearly a year.

In January 2023, Angeles Communications and NOLS IT Manager developed a plan to deploy a new VoIP system for the Library and deploy new leased phones. As of January 2024, that new system with Angeles Communications had not been deployed and Angeles Communications notified NOLS that the current VoIP system they hosted for the Library could not be supported beyond January 30, 2024. Angeles Communications was eventually able to find a workaround that extended the current phone system's operation through May 31, 2024, but at an extra cost of \$2,428 per month from February through May 2024, plus additional network engineering fees to maintain the system.

Due to the pressing deadline to select a new phone vendor, setup and implement the system, and train all NOLS staff, in February 2024 a new small group of staff (the Executive Director, Public Services Director and IT Systems Administrator) was gathered to quickly review new

vendor options that NOLS could contract with directly and quickly through existing state and cooperative purchasing agreements.

Cerium Networks was the most responsive vendor that NOLS contacted and able to meet the critical deadline of having a new system in place by the end of May 2024. Cerium Networks has a communications contract with King County Directors' Association (KCDA), a purchasing cooperative owned by Washington's public school districts, which NOLS is a member and allows for contracting for services without going through a public bid process.

**Discussion:**

Through discussions with Cerium Networks, it was determined that utilizing Microsoft Teams Phone for the Library would work well. The system would integrate with the Library's current Microsoft Teams licenses and give NOLS staff full control of the system. Library staff will be able to adjust the system's structure, users, greetings and recordings, etc., without having to ask a third-party to do the work. Additionally, traditional phones and headsets can be utilized with the Teams system, or a user's phone can be completely software-based, utilizing an app on a computer or other device.

In order to deploy Microsoft Teams Voice, the Library's Microsoft Exchange server will need to be migrated from a server on-site to an online cloud-based version of Microsoft Exchange (email). This is work that's been needed for some time, so having Cerium Networks complete the Microsoft Exchange migration is beneficial, even outside the need for a new phone system. Not having the Exchange server hosted on-site will increase security and reduce the amount of work and time it takes NOLS IT to maintain the server.

After Cerium Networks completes the Microsoft Exchange migration, which they estimate will take about three weeks, they will focus on the Microsoft Teams Phone deployment. Cerium will carefully coordinate the entire deployment, working with NOLS IT to get it installed, adjusting settings to meet NOLS needs, testing in small groups, and providing training to staff. Cerium Networks will also provide additional Microsoft Teams training to Library staff, to ensure all staff have the same level of knowledge of the software.

Post implementation, Cerium Networks will provide 24/7 support, as needed.

**Policy Considerations:**

In accordance with NOLS [Policy 5.5 Purchasing and Procurement](#), NOLS is eligible to contract with Cerium through the KCDA purchasing cooperative.

**Fiscal Considerations:**

The total cost for the Microsoft Exchange migration and the Microsoft Teams Phone deployment is \$79,453.55, including the Microsoft Teams ERS 911 services. The ERS 911 services is quoted separately because it is the one element that cannot be acquired through the KCDA contract.

Due to the exact status of the NOLS phone system upgrade being unknown in late 2023 during the budgeting process, the 2024 Operating Budget and 2024 Capital Budget do not include funding for a new phone system. To cover the cost of the Cerium Network quotes, the Board can approve the contract utilizing additional funds from the NOLS Capital Reserve. As of February 29, 2024, the NOLS Capital Reserve balance was \$892,332.

**Recommendation:**

Utilizing funds available in the NOLS Capital Fund, the Library Board of Trustees approve the attached contract between NOLS and Cerium Networks to migrate the Library's Microsoft Exchange server and deploy Microsoft Teams Phone.







# Statement of Work

North Olympic Library System

Microsoft Exchange Online Migration with Teams Phone  
Deployment



## Implementation Services Statement of Work (SOW) for North Olympic Library System

<b>Date:</b>	<b>Services Performed By:</b>	<b>Services Performed For:</b>
3/27/2024	Cerium Networks, Inc. 1636 W 1st Spokane, WA 99201	North Olympic Library System 2210 S Peabody St Port Angeles, WA 98362
<b>Cerium Quote Number:</b>	<b>Cerium Account Executive:</b>	<b>Client Contact:</b>
CERQ101901, CERQ101901-CO1	Jamie Harris (509) 536-8630	Noah Glaude, Executive Director 360-417-8500 ext 7717
<b>Project ID Number (PID):</b>		
00060191		

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CERIUM NETWORKS 3

This Statement of Work (SOW) contains confidential information provided by Cerium Networks and is intended solely for the listed recipient. The recipient agrees to maintain this information in confidence and will not reproduce or otherwise disclose this information to anyone outside the group directly responsible for evaluation of this document.

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# 1.0 Introduction

This Statement of Work (SOW) is an attachment to Order Nos. CERQ101901 and CERQ101901-CO1 (“Order”) and are entered by and between Cerium Networks, (hereinafter referred to as Cerium) and NOLS (North Olympic Library System) (hereinafter referred to as Client). This SOW, when executed by both undersigned parties, together with the other documents, annexes or exhibits attached hereto or incorporated herein by reference, constitutes the complete contractual agreement between the undersigned parties with respect to the deliverables and/or services described herein.

## 1.1 Modifications

No verbal statements by Cerium or any other party shall constitute a modification of this SOW or representation that additional or different services will be performed. **Services not written within this SOW are not assumed and will not be performed unless defined within this document.** See Section – Engagement Standards – Change Management for more details.

In the event of a conflict between the Order, this SOW and any other Attachments, the following order of precedence shall apply: i) Order, ii) this SOW, and then iii) the Attachments (if any).

## 1.2 Contract Return Date

Cerium recognizes project completion timelines are important to Client. Project timelines will be established during project kick- off based on fully executed Contract Package return dates. A fully

executed Contract Package must be received before any resources are assigned to the work identified in this SOW. The Contract Package includes the Cerium Sales Order, Client Purchase Order, Advance Payment, Signed SOW, and Signed Support Agreement (if applicable).

This SOW will become invalid if not accepted within 60 days from the SOW date documented in the previous section.

## 2.0 Scope

### 2.1 Solution

Cerium is pleased to propose a unified communications solutions to migrate Microsoft Exchange mail on premises to Microsoft Exchange Online and deploy Microsoft Teams Phone via Direct Routing for communication and collaboration.

#### 2.1.1 Overview

North Olympic Library System (NOLS) current environment is an Avaya IP Office system under an operating agreement which expires on 5/31/24 and utilizes Microsoft Exchange on premise.

NOLS has engaged Cerium to perform a Microsoft Exchange Online and Microsoft Teams voice deployment. This engagement will be broken into their corresponding solution sets utilizing multiple phases to accomplish full roll out of each solution.

As Microsoft Teams Phone has Exchange Online dependencies this project will begin with the Exchange Online migration.

\*Note some configuration items of each solution can be performed in tandem and can overlap phases.

#### **Phase 1 Exchange Online Migration**

This engagement will begin with planning and discovery sessions to facilitate and ensure a successful migration. During these sessions Cerium engineering will perform an assessment on NOLS current on-premises infrastructure and Microsoft 365 tenant. These sessions will define users, mailboxes, mail flow and cut over plan.

Once planning and discovery sessions have been completed Cerium engineering will begin the process of preparing the Microsoft 365 tenant to support Exchange Online. Cerium Engineering will configure hybrid connections between on premise Exchange and Exchange online, the resulting Exchange hybrid will support the migrations of mailboxes. Next, the configuration of the mail flow connections to NOLS' 3<sup>rd</sup> party email filtering solution and 3<sup>rd</sup> party email archiving solution will be configured. Exchange Online Protection will also be set up for additional email filtering.

Next Cerium engineering will migrate a pilot group of twenty mailboxes to Exchange online, and test proper mail flow for those mailboxes. Cerium will provide 4hrs of in-service helpdesk support for pilot users to ensure that the solution is working as designed. Once Cerium and NOLS IT staff are satisfied

that those users are working as configured a batch migration of the remaining eighty users will be performed based on an agreed upon cutover strategy defined in the planning process. Cerium will provide an additional 8hrs of in-service helpdesk support for those users. Once all mailboxes have been migrated Cerium will decommission the Exchange on premise environment and leave only a small instance of Exchange 2019 for management purposes.

Finally, Cerium engineering will provide an IT admin-to-admin knowledge transfer to NOLS IT staff and provide as built documentation.

## **Phase 2 Teams Voice Deployment**

The Microsoft Teams Voice deployment phase will begin with planning and discovery sessions. Cerium will review NOLS Virtualized Machine (VM) environment to ensure successful deployment of the required VMs for Teams Voice. Cerium will review and design all call queues and auto attendants, create a cutover plan for the organization and identify users and associated dial plan requirements.

Cerium engineering will configure and deploy a virtual AudioCodes Session Border Controller (SBC) to bring Public Switched Telephone Service (PSTN) into Teams and deploy a Survivable Branch Appliance (SBA) to provide operational continuity in the event of Office 365 outages in the NOLS datacenter. These virtual appliances will support the organizations PSTN access via Session Initiation Protocol (SIP) utilizing NOLS selected network carrier. Cerium will create the necessary Direct Routing configurations to bring those carrier connections to the Microsoft Teams environment in Microsoft 365 to support in and outbound calling to and from the PSTN. Dial plan and routing will also be configured to allow interoperability between the Teams Calling and Avaya environments via the AudioCodes SBC during migration.

Next, Cerium will configure the necessary dial plans, call queues, auto attendants, IP phone configurations, and E911 in the Teams Admin Center (TAC). Additional E911 support will be provided from ERS 911 (delivered by Intrado) who will work with the Cerium team to configure and test their solution to support location identification of end users and routing of 911 calls to the end users' local public safety answering point (PSAP).

Cerium will migrate a pilot group of users to Teams Voice. Cerium will test to ensure proper call routing and provide up to 4hrs helpdesk support for the pilot group. Once Cerium and NOLS IT staff agree that Teams Voice is working as configured with the pilot group Cerium will migrate the rest of the users based on the cutover strategy defined in the planning portion of this project. Production users will receive an additional 8hrs of first day helpdesk support once Teams is the active calling solution.

Cerium will provide 20 hours of User Adoption for NOLS for Microsoft Teams Voice features and functionality. Cerium's adoption specialist will coordinate with the NOLS project lead to define the training outline to be delivered to NOLS users. Training will be delivered remotely and multiple sessions will be scheduled.

Finally, Cerium will provide as-built documentation and an admin-to-admin knowledge transfer to the NOLS IT staff on the Teams Admin Center and AudioCodes appliances.

## 2.1.2 Current Client Environment/Communication Challenges

The following is a description of the Client's current environment:

- Microsoft 365 Tenant
- Teams for Collaboration
- Avaya IP Office calling environment

## 2.1.3 Proposed Solution

The following is a description of the project design based on planning sessions completed by Cerium and Client:

### Phase 1 (Exchange Online Migration)

- Office 365 Pre-Requisite Assessment
- Exchange Online Migration Discovery and Planning Session
- Exchange Deployment Planning Services
- Office 365 Environment Initial Setup - Exchange Only
- Exchange Server Hybrid Deployment Configuration
- Office 365 Exchange Online Hybrid Transport Configuration
- Exchange Online 3rd Party Archiving Configuration Support
- Exchange Online 3rd Party Email Filtering Configuration Support
- Office 365 Exchange Online Protection (EOP) Configuration
- Exchange Online Mailbox Migration - Pilot Group 20 Users
- In-Service Helpdesk Support Pilot Group
- Exchange Online Mailbox Migration - Production Group 187 Users
- In-Service Helpdesk Support Production Group
- Exchange Server Decommission Legacy Servers
- Exchange Server Installation for Management
- Office 365 Portal Knowledge Transfer
- Microsoft Exchange Knowledge Transfer
- Documentation Services

### Phase 2 (Teams Voice Deployment)

- Office 365 Teams Planning Session
- Teams Meetings and Voice Planning Session
- Teams Auto Attendant Discovery and Design Session
- Teams Call Queue Discovery and Design Session
- AudioCodes Environment Discovery
- AudioCodes SBA Gateway: Data Collection and Dial Plan Design
- AudioCodes Virtual E-SBC Installation

- AudioCodes E-SBC License Add-On and Configuration
- SBC Direct Routing Configuration
- AudioCodes Sip Integration With PBX: AudioCodes Dial Plan and Routing Configuration
- AudioCodes Sip Integration With PSTN
- AudioCodes SBA Gateway Deployment
- AudioCodes Sip Trunk Configuration To 3rd Party (Intrado)
- Office 365 Direct Routing Configuration
- Teams Voice Deployment - Dial Plan and Voice Configuration
- Teams E911 Configuration and Enablement
- Teams Conferencing Setup
- Teams Call Queue Configuration and Testing
- Teams Auto Attendant Configuration and Testing
- Teams Ip Phone Provisioning Infrastructure Configuration - Cerium
- Teams Integration with Existing Overhead Paging System
- Teams User Migration, Enablement and Configuration Pilot Group
- Teams Pilot In-Service Support
- Office 365 Phone System - System Cutover and Testing
- Teams User Migration, Enablement and Configuration Production
- Teams User Acceptance Test and First Day Helpdesk
- Office 365 Portal Knowledge Transfer
- User Adoption Service
- Documentation Services

NOLS selected following HP/POLY SIP telephones and headsets as part of this project:

- 54 - HP Poly Edge E320 IP phones supports Bluetooth
- 11 - HP Poly Edge E450 IP phones supports Bluetooth and WiFi
- 11 - HP Poly Voyager 4320 headset – Bluetooth

The Edge E320 and E450 IP phones are not Microsoft Teams native. They are fully functional within the Microsoft Teams environment with the one exception that Teams meeting may not be initiated or joined from the telephone. The Microsoft Teams meeting would be initiated or joined with the Microsoft Teams client on the desktop or laptop.

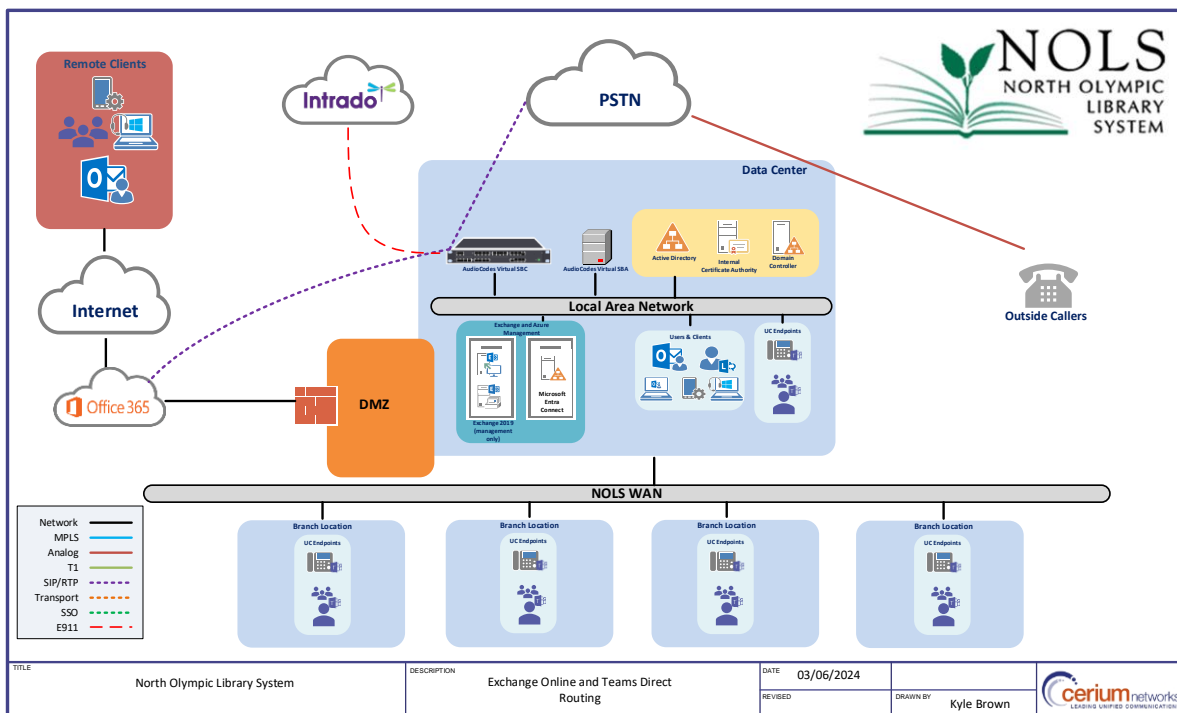
## 2.1.4 Solution Diagram

The following diagram provides a high-level depiction of the project architecture based on planning sessions completed by Cerium and Client:

CERIUM NETWORKS 8

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## 2.2 Locations

All Cerium supplied hardware and software will be delivered to, and services will be performed at the following Client location(s):

All work to be performed remotely.

## 2.3 Assumptions and Considerations

The success of the project defined in this SOW is partially based on the assumptions and considerations outlined in this section. All changes to the outlined assumptions and considerations should be documented and agreed upon prior to the agreement of this SOW.

Assumptions and considerations identified for this project include:

- All work will be performed during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., except holidays unless otherwise agreed to in advance.
- All tasks will be performed over a consecutive timeframe unless otherwise agreed to by all parties.
- All required licenses will be purchased and provided by Client prior to engagement.
- All work will be performed remotely.
- Project timelines are only an estimate and are subject to change.

- Cerium Networks will utilize Microsoft Best Practices for this project.
- Cerium Networks will in “good faith” work within the Client’s timeframe and schedule. However, during unforeseen events (death, illness, acts of nature, etc.) Cerium Networks reserves the right to reschedule as needed.
- Cerium Networks is not responsible or held accountable for the “health” of Client’s hardware or network. If network or hardware “health” are deemed insufficient or problematic, all remote work will stop until issues are addressed.
- Work requested outside the parameters of this document will be considered “out of scope” and a change order will be implemented.

## 2.4 Exclusions

The following components of the proposed solution are out of scope and therefore will not be implemented as part of this SOW. Any functionality listed as an exclusion that is desired or required for this project should be addressed prior to agreement to this SOW.

- Physical installation of the selected SIP phones for NOLS users

Cerium Networks is responsible for providing only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of Scope. All services requested outside of this SOW as detailed above will require a “Change Order” before any services are performed. “Change Order” must be agreed upon by all parties and signed.

## 3.0 Cerium Services

### 3.1 Engineering Services

Where included within Cerium Sales Order (CERQ101901), Engineering services will be rendered to address the tasks and objectives outlined and described within the “Scope” section (Section 2) of this document.

### 3.2 Adoption Services

#### 3.2.1 End User Adoption Services

QTY 10 CERIUM ADOPTION SERVICES - ADOPTION CREDITS (20 hours)

Adoption Credits are for use towards adoption services. End-user adoption is critical to the success of your deployment. Adoption is the strategy by which you acclimate users to a new product or service, and it consists of several elements, including but not limited to:

- 1) End-user Training Planning
- 2) Communication Planning and Strategy
- 3) User Persona Development
- 4) Champion and Earlier Adopter Strategy
- 5) Success Planning

Identification and engagement of Client Adoption Stakeholders is key to a successful engagement. Upon completion of a discovery session with Client Adoption Stakeholders, Cerium Adoption Specialist and/or Client Engagement Manager will provide client with Adoption Statement of Work, outlining the Adoption Strategy and training that will be delivered.

## 4.0 Client Responsibilities

Timely delivery of our services depends upon the prompt and effective completion of the responsibilities identified herein, among other things. Any delay in performance of Client responsibilities may result in additional charges and/or delays completing the project.

### 4.1 Client Responsibilities

To ensure the success of this project, Client agrees to:

- Participate in all aspects and phases of the project.

### 4.2 Client Environment Readiness

Proper network and infrastructure planning are essential for ensuring timely completion of the Project. Client responsibilities for ensuring environment readiness include:

- Ensuring all network requirements communicated by Cerium are met or exceeded.
- Ensuring all hardware and software related to this engagement are at current or supported maintenance levels.

Cerium anticipates a successful outcome for this project; however, despite our best efforts, occasionally we encounter unforeseen issues that are outside of our control within the Client's environment that impact the project. Cerium can support you and resolve issues on a time and material basis.

### 4.3 Client Point of Contact

Prior to the project kickoff, NOLS will designate a Client Point of Contact to whom all communication relative to the project will be addressed. Client Point of Contact responsibilities include:

- To serve as the interface between Cerium and all Client personnel participating in or affected by the project.
- To work with Cerium Project Manager to manage project plans, schedules, etc.
- To attend and actively participate in all mutually scheduled required project meetings.
- To assist Cerium Project Manager with scheduling and coordinating Client resources.
- To coordinate Client vendors, subcontractors, and local exchange carrier interactions.
- To provide Cerium with information or documentation required to complete the projects
- To provide access to the systems required to complete the project.
- To help resolve or escalate issues encountered during the project.

## 5.0 Project Management

### 5.1 Project Management – Agile

#### 5.1.1 Agile Overview

Cerium Networks Software Development Practice is built on Agile/Scrum project management practices. Cerium will work with the Client to utilize Agile/Scrum project management methodology, ensuring tasks are completed on time and allow for frequent client evaluation and course corrections as the project nears the final stages. Agile/Scrum is an industry best practice, iterative methodology for managing implementation and customization projects.

While Agile is considered an informal methodology, it is also a highly effective methodology due to its flexibility, and one which works harmoniously with Cerium’s collaborative culture. Agile teams are structurally different than traditional “waterfall” teams. Waterfall teams follow the structure of the organization and scheduling is often “top down,” meaning that management sets the pace and schedule. In agile development, the team is self-organizing. It sets its own schedule based on priorities from the product owner and the available capacity of the team.

#### 5.1.2 Agile Roles and Responsibilities

Project leadership, under agile methodology, are development managers and scrum masters. These two roles bridge the organizational gap between senior management and individual development teams. They work to optimize teams and individuals to deliver the best quality software that furthers company goals. The development manager and the scrum master also protect teams from outside distractions like feature creep, waterfall anti-patterns, cross-functional thrash, and side projects that distract from the team's true goals.

The Scrum Master responsibilities are:

- Maintains and removes impediments
- Manages the Scrum process, making the process work

- Plans the release
- Plans the Sprints
- Shields the team from external interfaces
- Facilitates Scrum meetings as requested
- Ensures clear communication among everyone involved in the project

The iterative approach to work consists of individual “Sprints.” A Sprint is a period of weeks (between one and four) where work is agreed upon beforehand and completed during the duration of the sprint. The decision of how long sprints will be determined during the kickoff call with the Client.

Each Sprint will culminate in a continuous delivery of small chunks of functionality, during or at the end of each Sprint. This small chunk of functionality is called a User Story. User Stories contain a description of the requirements, acceptance criteria (definition of “done”), a high-level estimation of the size of the effort, and is assigned to a specific staff member. Once a Sprint starts, each team member further breaks down the User Story into tasks to be accomplished in 3 days or less. At the end of each Sprint, the Client will evaluate each User Story to approve or provide feedback for further changes. The plan can be adjusted at this time. This early demonstration of functionality and the ability to revise is vital to the Client receiving the desired end vision, while preserving the efficiency of the delivery process.

A “burn down” chart is utilized to track progress. Daily meetings are used to alert the team to any issues that may surface throughout the Sprint. More information and demonstrations about Agile and the Microsoft Visual Studio Online (VSO) tool can be provided upon request.

The Microsoft Visual Studio Online (VSO) tool is a proven and effective tool which will be utilized for managing the Agile/Scrum process. The Scrum Master assigned to the Sprints will handle day-to-day management of the team as it pertains to the underlying user stories, sprints, and tasks, etc.

### 5.1.3 Client Responsibilities for Project Management

The following are the Client responsibilities for Project Management:

- Ensure necessary network access
- Manage the collection of data using Cerium provided data collection forms
- Coordinate and ensure technical requirement compliance
- Provide information and guidance on the Client Change Management policies
- Assist Cerium Project Manager with scheduling and coordinating Client resources
- Provide any Cerium requested documentation or information
- Provide any necessary access to Client systems
- Attend and actively participate in all mutually scheduled required project meetings

### 5.1.4 Project Kickoff

The Project Manager will be responsible for planning, coordinating, and facilitating the project kickoff meeting. The project kickoff meeting will include the following agenda items:

- Introduce the team members
- Review Project Team member roles and responsibilities
- Determine Sprint length and schedule
- Schedule team status meetings as required and mutually agreed to
- Review project deliverables
- Review proposed solution

## 6.0 Engagement Standards

### 6.1.1 Change Management

Cerium is committed to meeting and exceeding our Client's expectations delivering the contracted services defined within this fixed-price SOW. Occasionally, conditions outside of our control are discovered during the project. A time and materials change order will be required to remedy:

- If additional work efforts to support an expanded scope such as, but not limited to, additional locations and/or end users, additional solution feature activation, and/or overall solutions.
- If there are unexpected Client environment constraints or issues.
- If the Local Exchange Carrier (LEC) has an issue delivering the telecommunications services in a full working manner at the time required.
- If the Client's WAN and LAN network environment are having issues discovered during deployment that require troubleshooting.
- If there are extended timelines, project delays, design changes, extra desired work, or other unforeseen circumstances that cause a project to exceed its original scope.

The Cerium Project Manager will work with the appropriate resources to scope the change requirements and provide a change order for your review and execution. Time and material change orders will include work effort estimates. Cerium will make every effort to continue executing the project as scheduled, and to mitigate impact on schedule while any change order is in process.

### 6.1.2 Service Hours

Standard hours of operations are 8:00 AM to 5:00 PM Pacific Standard Time Monday through Friday. It is understood that due to the nature of the industry and work performed, after-hours and weekend availability is often required. In the event Cerium resources are required to perform work outside of the standard hours of operation, agreed-upon work windows will be discussed and subsequently documented via email. It is also required that either a Client project stakeholder or a technical contact be either on location or on call during the agreed-upon weekend/after-hours work window(s).

### 6.1.3 Travel and Living Expenses

Should travel be required, travel expenses will be billed as actual for services performed onsite. Travel includes all that apply to airfare, hotel, meal per diem, car rental, mileage, and parking.

#### 6.1.4 Rescheduling, Cancelling and Delay of Services

The duration of the project detailed in this Statement of Work will be outlined in the project plan delivered at project kickoff. Should the duration of the project exceed this original estimate, whether due to Client requirements, third party delay or facilities readiness, Cerium reserves the right to adjust the services scope and fees to account for the expanded duration of the project.

While Cerium understands that at times rescheduling a project because of unforeseen delays with other vendors, materials, facilities, etc. is unavoidable, it does represent an increased cost to Cerium. For that reason, each Client requested delay without written notice to Cerium at least 2 weeks prior to the scheduled work, may result in a change order to the project. The change order will equal either:

- 50% of the scheduled resource hours assigned to the project that are being rescheduled due to Client request.
- \$1800.

Please note, the greater of these two options will apply in each instance.

Multiple or recurring requests for rescheduling, with or without notice to Cerium, will result in a change order to the project equaling the greater of the two options above.

#### 6.1.5 Project Closure and Solution Acceptance

Cerium will seek acceptance from the Client for the implementation and will document any remaining action items to be completed via the Project Closure Form. The Project Closure Form will be submitted within one business day after system cutover or production go-live of the solution. The Client will have up to two business days to review and respond to the Project Closure Form, and if written acceptance or dispute of acceptance is not received, Cerium will deem the implementation as “accepted” without exception.

The Solution Acceptance Criteria include:

- The equipment, servers or devices to be implemented as parts of the solution or system have been installed, tested, and have passed the basic system or solution functionality tests as defined in the Test Plan.
- Solution functions are available at cutover with minimal impact to the users and without major issues.
- “Major issues” are defined as:
  - Issues affecting business-critical features or functionality of the solution, which preclude the Client from conducting regular business use of the system.
  - Issues affecting more than 25% of the end user population.
- The solution or system is put into production use by the Client for two consecutive business days.

## 6.1.6 Project Invoicing

Unless specifically stated otherwise in the Client signed terms and conditions, milestone invoicing may be initiated by completion of any of the following conditions:

- Receipt of equipment, licenses, software, or other material.
- Completion of any major milestones as defined in the project plan.

Completion of any other milestone as agreed upon by the Client and documented in the Cerium project plan.

Invoicing will be done in accordance with KCDA contract terms.

## Post-Implementation

### Warranty

All Cerium Networks Services provided in this statement of work to implement Microsoft solutions are warranted for a period of 30 days from the in-service date of each location. The AudioCodes SBCs and SBA are covered under the AudioCodes manufacturer support.

### Cerium Support Center

Client may contact Cerium in a variety of ways for emergency support, such as:

- a) Calling Cerium at 1-800-217-0933
- b) Email: [csc@ceriumnetworks.com](mailto:csc@ceriumnetworks.com)
- c) Web Site [www.ceriumnetworks.com](http://www.ceriumnetworks.com)

Within 2 hours a response is sent to the Client via phone or email containing a case ID #, and contact information for the Cerium associate responsible to resolve your request. **Please note that Cerium Support Center work will be charged to the Client, at a rate determined by the CSC.**

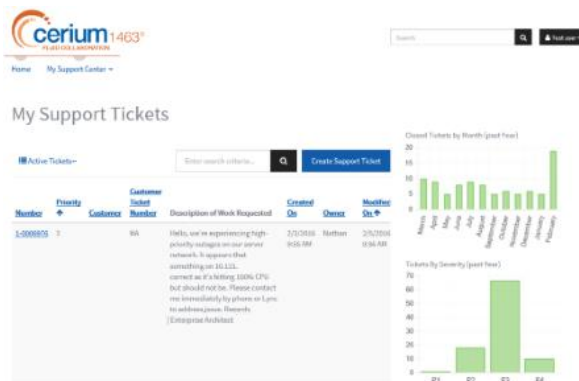
Case ID information includes:

- (Company Name)
- (Contact) Name of Client contact calling with support issue
- Nature of request
- Status of request / SLA



## Cerium Support Web Portal

Our current Cerium support Clients, when engaged with Cerium on an active case, may visit the Cerium support portal for real-time status updates and escalation contact information. After the case has been closed, return to the portal for historical and statistical information on all trouble tickets and service orders submitted.



The Cerium Support Web Portal is a self-service tool that is leveraged to provide another effective channel of communications with our active support Clients.

## Post-Project Support

Cerium Managed Services has been purchased with CERQ101901. A Managed Service agreement will be provided on separate documentation to address the below services provided.

### CSC - MANAGED SERVICES - ONBOARDING

Managed services onboarding

### CSC - CERIUM VISION

Cerium Vision

### CSC - ESSENTIAL MANAGED SERVICES COLLAB - MONITORING, ALARMING, AND ISSUE RESPONSE

Essential managed services collaboration - monitoring, alarming, and issue response

### CSC - ESSENTIAL MANAGED SERVICES COLLAB - SYSTEM MANAGEMENT AND PATCHING

Essential managed services collaboration - system management and patching

### CSC - MANAGED SERVICES - MAC ALLOWANCE

Managed services - MAC allowance

## 7.0 Signature Authorization

**YOUR SIGNATURE BELOW ACKNOWLEDGES THAT YOU HAVE READ, UNDERSTAND AND AGREE TO ALL SECTIONS OF THE STATEMENT OF WORK, INCLUDING DEPENDENCIES.**

X

X

Client Signature

Cerium Networks Signature

Printed Name

Printed Name

Title

Title

Date

Date

✉ Orders@CeriumNetworks.com  
☎ 877.4.CERIUM | 877.423.7486  
🌐 ceriumnetworks.com

**DATE:** 3/27/2025  
**CERQ:** CERQ101901  
**CONTACT:** Jamie Harris  
509-536-8630  
jharris@ceriumnetworks.com

**PREPARED FOR:**

North Olympic Library System

**QUOTE DESCRIPTION:**

Please send PO and signed Purchase Agreement over to Janice Lee janicelee@kcda.org at KCDA.

**SHIP TO:**

Noah Glaude  
North Olympic Library System  
2210 S Peabody St  
Port Angeles, WA 98362  
United States

Ln #	Qty	Part Number	Description	Unit List	Unit Price	Extended Price
1			<b>KCDA 23-230 TELEPHONE COMMUNICATIONS SYSTEMS</b>			
2	1	J10597	KCDA #23-230 Telephone Communication Systems	\$0.00	\$0.00	\$0.00
3						
4			<b>MICROSOFT PROFESSIONAL SERVICES</b>			
5			<b>MICROSOFT TEAM - Project Management</b>			
6	8	J91090	PM - Agile Project Management - Setup, Planning, & Closure	\$220.00	\$193.60	\$1,548.80
7	60	J91095	PM - Agile Project Management - Execution & Control	\$220.00	\$193.60	\$11,616.00
8			<b>Phase 1 (Microsoft Exchange Online Migration)</b>			
9	4	J20908	MS - OFFICE 365 PRE-REQUISITE ASSESSMENT	\$220.00	\$195.80	\$783.20
10	4	J20913	MS - EXCHANGE ONLINE MIGRATION DISCOVERY AND PLANNING SESSION	\$220.00	\$195.80	\$783.20
11	2	J20689	MS - EXCHANGE DEPLOYMENT PLANNING SERVICES	\$220.00	\$195.80	\$391.60
12	2	J20923	MS - OFFICE 365 ENVIRONMENT INITIAL SETUP - EXCHANGE ONLY	\$220.00	\$193.60	\$387.20
13	8	J20643	MS - EXCHANGE SERVER HYBRID DEPLOYMENT CONFIGURATION	\$220.00	\$193.60	\$1,548.80
14	2	J20922	MS - OFFICE 365 EXCHANGE ONLINE HYBRID TRANSPORT CONFIGURATION	\$220.00	\$193.60	\$387.20
15	2	J20945	MS - EXCHANGE ONLINE 3RD PARTY ARCHIVING CONFIGURATION SUPPORT	\$220.00	\$193.60	\$387.20
16	2	J20937	MS - EXCHANGE ONLINE 3RD PARTY EMAIL FILTERING CONFIGURATION SUPPORT	\$220.00	\$193.60	\$387.20
17	2	J20927	MS - OFFICE 365 EXCHANGE ONLINE PROTECTION (EOP) CONFIGURATION	\$220.00	\$193.60	\$387.20
18	2	J20912	MS - EXCHANGE ONLINE MAILBOX MIGRATION - PILOT GROUP 20 USERS	\$220.00	\$193.60	\$387.20
19	4	J20466	MS - IN-SERVICE HELPDESK SUPPORT PILOT GROUP	\$220.00	\$193.60	\$774.40
20	6	J20912	MS - EXCHANGE ONLINE MAILBOX MIGRATION - PRODUCTION GROUP 187 USERS	\$220.00	\$193.60	\$1,161.60
21	8	J20466	MS - IN-SERVICE HELPDESK SUPPORT PRODUCTION GROUP	\$220.00	\$193.60	\$1,548.80
22	4	J20474	MS - EXCHANGE SERVER DECOMMISSION LEGACY SERVERS	\$220.00	\$193.60	\$774.40

Ln #	Qty	Part Number	Description	Unit List	Unit Price	Extended Price
23	2	J20682	MS - EXCHANGE SERVER INSTALLATION FOR MANAGEMENT	\$220.00	\$193.60	\$387.20
24	1	J20903	MS - OFFICE 365 PORTAL KNOWLEDGE TRANSFER	\$220.00	\$193.60	\$193.60
25	1	J20400	MS - MICROSOFT EXCHANGE KNOWLEDGE TRANSFER	\$220.00	\$193.60	\$193.60
26	2	J20468	MS - DOCUMENTATION SERVICES	\$220.00	\$193.60	\$387.20
27			<b>Phase 2 (Microsoft Teams Voice Deployment)</b>			
28	4	J20174	MS - OFFICE 365 TEAMS PLANNING SESSION	\$220.00	\$195.80	\$783.20
29	2	J21007	MS - TEAMS - MEETINGS AND VOICE PLANNING SESSION	\$220.00	\$195.80	\$391.60
30	2	J21005	MS - TEAMS AUTO ATTENDANT DISCOVERY AND DESIGN SESSION	\$220.00	\$195.80	\$391.60
31	2	J21006	MS - TEAMS CALL QUEUE DISCOVERY AND DESIGN SESSION	\$220.00	\$195.80	\$391.60
32	1	J20725	MS - AUDIOCODES ENVIRONMENT DISCOVERY	\$220.00	\$195.80	\$195.80
33	4	J20622	MS - AUDIOCODES SBA GATEWAY: DATA COLLECTION AND DIAL PLAN DESIGN	\$220.00	\$195.80	\$783.20
34	2	J20735	MS - AUDIOCODES VIRTUAL E-SBC INSTALLATION	\$220.00	\$193.60	\$387.20
35	1	J20719	MS - AUDIOCODES E-SBC LICENSE ADD-ON AND CONFIGURATION	\$220.00	\$193.60	\$193.60
36	2	J21004	MS - SBC DIRECT ROUTING CONFIGURATION	\$220.00	\$193.60	\$387.20
37	2	J20606	MS - AUDIOCODES SIP INTEGRATION WITH PBX: AUDIOCODES DIAL PLAN AND ROUTING CONFIGURATION	\$220.00	\$195.80	\$391.60
38	2	J20596	MS - AUDIOCODES SIP INTEGRATION WITH PSTN	\$220.00	\$193.60	\$387.20
39	4	J20454	MS - AUDIOCODES SBA GATEWAY DEPLOYMENT	\$220.00	\$193.60	\$774.40
40	2	J21004	MS -AUDIOCODES SIP TRUNK CONFIGURATION TO 3RD PARTY (INTRADO)	\$220.00	\$193.60	\$387.20
41	2	J21003	MS - OFFICE 365 DIRECT ROUTING CONFIGURATION	\$220.00	\$193.60	\$387.20
42	4	J21019	MS - TEAMS VOICE DEPLOYMENT - DIAL PLAN AND VOICE CONFIGURATION	\$220.00	\$193.60	\$774.40
43	4	J21008	MS - TEAMS E911 CONFIGURATION AND ENABLEMENT	\$220.00	\$193.60	\$774.40
44	2	J21014	MS - TEAMS - PSTN CONFERENCING SETUP	\$220.00	\$193.60	\$387.20
45	6	J21016	MS - TEAMS CALL QUEUE CONFIGURATION AND TESTING	\$220.00	\$193.60	\$1,161.60
46	2	J21015	MS - TEAMS AUTO ATTENDANT CONFIGURATION AND TESTING	\$220.00	\$193.60	\$387.20
47	2	J21018	MS - TEAMS IP PHONE PROVISIONING INFRASTRUCTURE CONFIGURATION - CERUIUM	\$220.00	\$193.60	\$387.20
48	4	J20513	MS - TEAMS INTEGRATION WITH EXISTING OVERHEAD PAGING SYSTEM	\$220.00	\$193.60	\$774.40
49	2	J21009	MS - TEAMS USER MIGRATION, ENABLEMENT AND CONFIGURATION PILOT GROUP	\$220.00	\$193.60	\$387.20
50	4	J21010	MS - TEAMS PILOT IN-SERVICE SUPPORT	\$220.00	\$193.60	\$774.40
51	4	J21012	MS - OFFICE 365 PHONE SYSTEM - SYSTEM CUTOVER AND TESTING	\$220.00	\$193.60	\$774.40
52	4	J21009	MS - TEAMS USER MIGRATION, ENABLEMENT AND CONFIGURATION PRODUCTION	\$220.00	\$193.60	\$774.40
53	8	J21020	MS - TEAMS USER ACCEPTANCE TEST AND FIRST DAY HELPDESK	\$220.00	\$193.60	\$1,548.80
54	2	J20903	MS - OFFICE 365 PORTAL KNOWLEDGE TRANSFER	\$220.00	\$193.60	\$387.20
55	2	J20468	MS - DOCUMENTATION SERVICES	\$220.00	\$193.60	\$387.20
56						
57						

Ln #	Qty	Part Number	Description	Unit List	Unit Price	Extended Price
58			<b>Microsoft Teams Voice User Adoption</b>			
59	20	J10828	CERIUM ADOPTION SERVICES - ADOPTION CREDIT	\$210.00	\$189.00	\$3,780.00
60			SubTotal			\$44,108.20
61						
62			<b>CERIUM MICROSOFT MANAGED SERVICES</b>			
63	5	J71760	CSC - MANAGED SERVICES - ONBOARDING	\$126.00	\$126.00	\$630.00
64	1	J71761	CSC - CERIUM VISION	\$600.00	\$600.00	\$600.00
65	101.2	J71762	CSC - ESSENTIAL MANAGED SERVICES COLLAB - MONITORING, ALARMING, AND ISSUE RESPONSE	\$8.32	\$8.32	\$841.98
66	22	J71764	CSC - ESSENTIAL MANAGED SERVICES COLLAB - SYSTEM MANAGEMENT AND PATCHING	\$126.00	\$126.00	\$2,772.00
67	52.8	J71770	CSC - MANAGED SERVICES - MAC ALLOWANCE	\$150.00	\$150.00	\$7,920.00
68			Year One Annual Billing - (Monthly Billing Available)			\$12,763.98
69						
70						
71						
72			<b>AudioCodes Hardware -One Time Purchase</b>			
73	1	MSW/LOW	Mediant VE low-capacity (up to 250 sessions) Session Border Controller (SBC)	\$0.00	\$0.00	\$0.00
74	1	ACTS24X7-MSW_S5/YR	Annual Support for MSW/LOW	\$149.00	\$138.57	\$138.57
75	3	SW/SBC/10S/10-250	SBC session license upgrade for 10 sessions, when ordering within the 10-250 session range (1 to 25 units)	\$588.00	\$495.93	\$1,487.79
76	3	ACTS24X7-SBC_S80/YR	Annual Support for SW/SBC/10S/10-250	\$96.00	\$89.28	\$267.84
77	1	SW/SBC/10R/10-250	SBC registered users license upgrade for 10 registered users, when ordering within the 10-250 registered users range (1 to 25 units).	\$21.00	\$17.71	\$17.71
78	1	ACTS24X7-SBC_S61/YR	Annual Support for SW/SBC/10R/10-250	\$3.57	\$3.32	\$3.32
79	1	SW-VA-SBA-TMS	DR SBA Virtual Appliance Image for Microsoft Teams, Available for deployment on Hyper-V or VMware Platforms. Doesn't include the Windows OS license.	\$2,560.00	\$2,159.14	\$2,159.14
80	1	ACTS24X7-GSO_S18/YR	Annual Support for SW-VA-SBA-TMS	\$425.00	\$395.25	\$395.25
81	0	Note - MVE HyperV SBC 1 vCPU - 2GB Spec	Summary Spec for Customer supplied Virtual Machine for: - Up to 250 RTP or SRTP Sessions - No Transcoding - See Installation Manual for further detail	\$0.00	\$0.00	\$0.00
82			SubTotal			\$4,469.62
83						
84			<b>Project Subtotal Not including SIP Phones &amp; Headsets</b>			
85			Microsoft Services (includes Managed Services) and Audiocodes Hardware SubTotal			\$61,341.80
86						
87						
88						
89			<b>POLY EDGE PHONES</b>			
90	54	82M88AA	POLY EDGE E320 IP PH POE-E	\$251.95	\$161.17	\$8,703.18
91	11	82M90AA	POLY EDGE E450 IP PH POE-E	\$361.95	\$231.37	\$2,545.07
92	11	77Y99AA	POLY VOY 4320 - Headset - Wireless - Bluetooth - On-Ear - Stereo - 20 - 20000 - Poly standard two-year limited	\$253.95	\$165.07	\$1,815.77

Ln #	Qty	Part Number	Description	Unit List	Unit Price	Extended Price
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warranty

93

Applicable taxes and/or freight & handling to be billed upon final invoicing

**Subtotal** **\$74,405.82**

**TERMS:** **Net 30**

For order inquiries, including shipping estimates and tracking, please email [orders@ceriumnetworks.com](mailto:orders@ceriumnetworks.com).

**See Attached Signature Page**



Your signature acknowledges that you have read, understand and agree to Cerium's terms and conditions listed below and these terms and conditions apply to this order and any subsequent orders accepted by Cerium Networks.

This quote is valid for 30 days from above date. Cerium reserves the right to cancel quotes and/or orders in the event of pricing changes or other errors. Taxes and/or shipping fees are estimated, and final costs will be billed upon final invoicing. Additional handling and/or other fees may apply. Expedited shipping is subject to an additional charge. This pricing quote is governed by the Cerium Networks terms & conditions. All software and/or hardware is subject to manufacturer terms and conditions. Subscription fees are non-refundable and payment obligations are non-cancelable and non-negotiable, except where prohibited by law.

Authorized Signature	Printed Name:	Date:

Thank you for your business!

***Connecting your workforce to its potential.***

 [Orders@CeriumNetworks.com](mailto:Orders@CeriumNetworks.com)  
 877.4.CERIUM | 877.423.7486  
 [ceriumnetworks.com](http://ceriumnetworks.com)

**DATE:** 3/26/2024  
**CERQ:** CERQ101901-CO  
**CONTACT:** Mady Simmelink  
 (509) 343-4924  
[msimmelink@ceriumnetworks.com](mailto:msimmelink@ceriumnetworks.com)

**PREPARED FOR:**

North Olympic Library System

**QUOTE DESCRIPTION:**

**SHIP TO:**

North Olympic Library System  
 2210 S Peabody St  
 Port Angeles, WA 98362  
 United States

Ln #	Qty	Part Number	Description	Unit List	Unit Price	Extended Price
1						
2			<b>Microsoft Teams ERS 911 Implementation Services</b>			
3	6		MS-ERS Account Set Up - 6 Hours	\$220.00	\$193.60	\$1,161.60
4	3		MS ERS Implementation - 3 Hours	\$220.00	\$193.60	\$580.80
5			SubTotal			\$1,742.40
6						
7			<b>Microsoft Services ERS 911 Annual</b>			
8	1		Enterprise ERS 911 Service Annual Service	\$0.00	\$3,305.63	\$3,305.63
9			Year One Annual Billing			\$3,305.63
Applicable taxes and/or freight & handling to be billed upon final invoicing					<b>Subtotal</b>	<b>\$5,048.03</b>
					<b>TERMS:</b>	<b>Net 30</b>

For order inquiries, including shipping estimates and tracking, please email [orders@ceriumnetworks.com](mailto:orders@ceriumnetworks.com).  
**See Attached Signature Page**





Your signature acknowledges that you have read, understand and agree to Cerium's terms and conditions listed below and these terms and conditions apply to this order and any subsequent orders accepted by Cerium Networks.

This quote is valid for 30 days from above date. Cerium reserves the right to cancel quotes and/or orders in the event of pricing changes or other errors. Taxes and/or shipping fees are estimated, and final costs will be billed upon final invoicing. Additional handling and/or other fees may apply. Expedited shipping is subject to an additional charge. This pricing quote is governed by the Cerium Networks terms & conditions. All software and/or hardware is subject to manufacturer terms and conditions. Subscription fees are non-refundable and payment obligations are non-cancelable and non-negotiable, except where prohibited by law.

Authorized Signature	Printed Name:	Date:

Thank you for your business!

***Connecting your workforce to its potential.***



18639- 80<sup>TH</sup> Ave S. ♦ P.O. Box 5550 ♦ Kent, WA 98064-5550 ♦ Phone 425-251-8115 ♦ Fax 253-395-5402 ♦ [www.kcda.org](http://www.kcda.org)

July 21, 2023

Cerium Network, Inc.  
Attn: Roger Junkermier  
1636 W First Avenue  
Spokane, WA 99201  
Email: [rjunkermier@ceriumnetworks.com](mailto:rjunkermier@ceriumnetworks.com)

BOARD OF DIRECTORS

Division 1  
TIM  
CLARK  
Kent  
School District 415

The KCDA Board of Directors, at their July 20, 2023 meeting, awarded the following to Cerium Network, Inc. based upon the response to the KCDA Bid #23-230 Telephone Communication Systems bid.

- **Manufacturers: Avaya, Cisco, Poly, AudioCodes, Dell (VX Rail)**

Division 2  
STEFANIE  
MCIRVIN  
Renton  
School District 403

KCDA also awards Cerium Network, Inc. the installation and services included in this solicitation. Catalog discounts have been awarded and listed in Attachment B. Freight charges will be FOB shipping point on all deliveries.

Division 3  
LORI  
METSCHAN  
Enumclaw  
School District 216

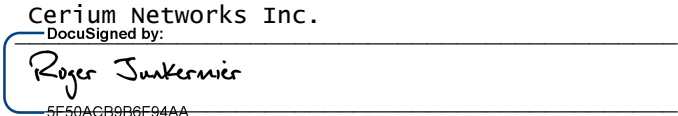
Please note the bid submitted by Cerium Network, Inc., the award by the KCDA Board of Directors, and the signed award letter, forms a contract based upon the terms and conditions set forth in KCDA Bid #23-230 Telephone Communication Systems.

Division 4  
VACANT

This contract is in effect starting August 1, 2023 through July 31, 2024 with options to renew for three one-year periods at the mutual discretion of KCDA and Cerium Network, Inc.

Division 5  
RAM DUTT  
VEDULLAPALLI  
Snoqualmie Valley  
School District 410

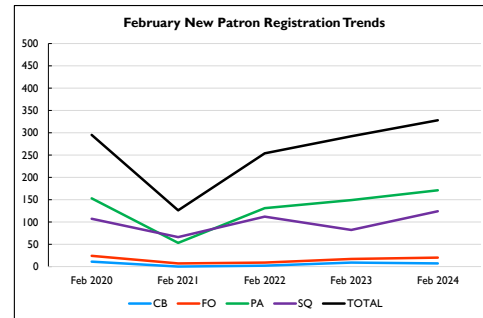
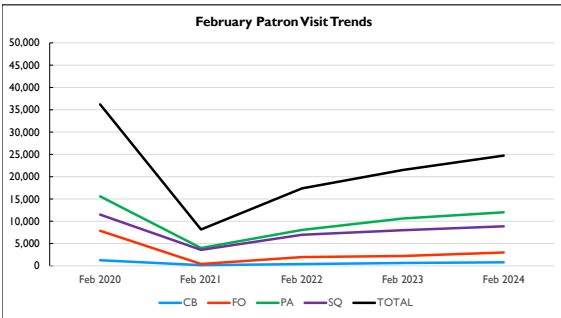
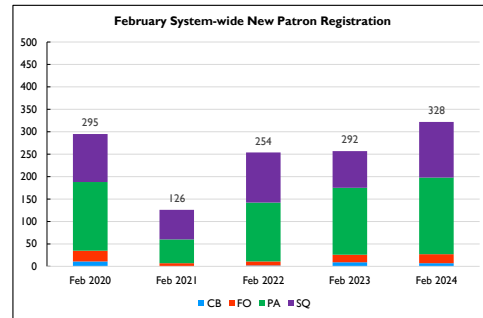
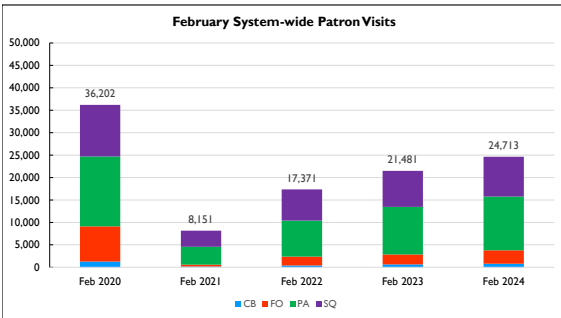
Please acknowledge receipt of this contract by signing below and returning to: Janice Lee / Contract & Procurement Specialist at [janicelee@kcda.org](mailto:janicelee@kcda.org).

Company Name	Cerium Networks Inc.
Signature	
Name (printed)	Roger Junkermier
Title	President
Date	7/21/2023
Phone	5095368656
Email	<a href="mailto:rjunkermier@ceriumnetworks.com">rjunkermier@ceriumnetworks.com</a>

Patron Visits		
	2024	% of System
<b>Port Angeles</b>	12,001	48.6%
Children	13%	
<b>Sequim</b>	8,857	35.8%
Children	6%	
<b>Forks</b>	2,979	12.1%
Children	7%	
<b>Clallam Bay</b>	795	3.2%
Children	22%	
<b>Bookmobile</b>	81	0.3%
<b>Total</b>	24,713	100.0%

\*Door sensors count objects less than 47" as children.

New Patron Registration		
	2024	% of System
<b>PA</b>	171	52.1%
<b>SQ</b>	124	37.8%
<b>FO</b>	20	6.1%
<b>CB</b>	7	2.1%
<b>BOS</b>	6	1.8%
<b>Total</b>	328	100.0%



\* Due to COVID-19, all NOLS locations were closed in February 2021, but curbside service was offered.

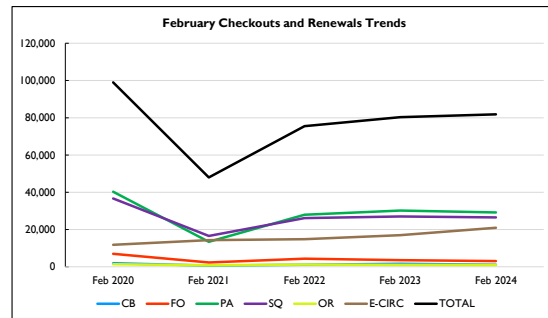
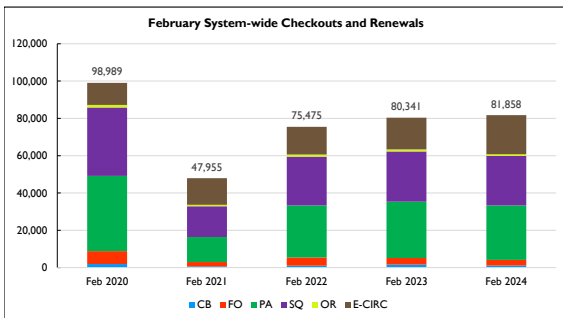
\* Due to COVID-19, all NOLS facilities were only open for limited service in February 2022.

Checkouts & Renewals		
	2024	% of System
<b>Port Angeles</b>		
Checkouts	17,191	29.2%
% From Self-Check	78%	
% From Holds	28%	
Renewals	12,006	52.3%
<b>Total</b>	<b>29,197</b>	<b>35.7%</b>
<b>Sequim</b>		
Checkouts	16,574	28.1%
% From Self-Check	81%	
% From Holds	36%	
Renewals	9,951	43.3%
<b>Total</b>	<b>26,525</b>	<b>32.4%</b>
<b>Forks</b>		
Checkouts	2,605	4.4%
% From Self-Check	35%	
% From Holds	28%	
Renewals	436	1.9%
<b>Total</b>	<b>3,041</b>	<b>3.7%</b>
<b>Clallam Bay</b>		
Checkouts	652	1.1%
% From Self-Check	4%	
% From Holds	31%	
Renewals	436	1.9%
<b>Total</b>	<b>1,088</b>	<b>1.3%</b>
<b>Outreach</b>		
Checkouts	831	1.4%
% From Holds		
Renewals	97	0.4%
<b>Total</b>	<b>928</b>	<b>1.1%</b>
<b>Bookmobile</b>		
Checkouts	95	0.2%
% From Holds	9%	
Renewals	41	0.2%
<b>Total</b>	<b>136</b>	<b>0.2%</b>
<b>Electronic Circulation</b> (WA Anytime Library/Overdrive & Hoopla checkouts do not renew)		
Checkouts	20,943	25.6%
<b>Systemwide Totals</b>		
Checkouts	58,891	
Renewals	22,967	
<b>System Total</b>	<b>81,858</b>	

Interlibrary Loan Services	
Items borrowed from other libraries	146
Items loaned to other libraries	125

\*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	4,866	17.51
SQ	5,887	17.79
FO	725	23.65
CB	201	12.68
OR	699	10.20
BOS	12	8.75
<b>Total</b>	<b>12,390</b>	<b>17.50</b>



\* Due to COVID-19, all NOLS locations were closed in February 2021, but curbside service was offered.

\* Due to COVID-19, all NOLS facilities were only open for limited service in February 2022.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	42/629	48%/35%
Sequim	22/371	25%/21%
Forks	13/517	15%/29%
Clallam Bay	7/30	8%/2%
NOLS	1/111	1%/6%
Virtual	3/149	3%/8%
<b>Total</b>	<b>88/1807</b>	<b>100%/100%</b>

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	44/654	71%/74%
Sequim	0/0	0%/0%
Forks	17/228	27%/26%
Clallam Bay	1/2	2%/0%
<b>Total</b>	<b>62/884</b>	<b>100%/100%</b>

Proctor Exams Administered		
Port Angeles	0	#DIV/0!
Sequim	0	0.0%
Forks	0	0.0%
Clallam Bay	0	0.0%
<b>Total</b>	<b>0</b>	<b>100%/100%</b>

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	43.5	6
Sequim	0	0
Forks	4	2
Clallam Bay	0	0
Outreach	0	0
NOLS	36.25	1
<b>Total</b>	<b>84</b>	<b>9</b>

Community Outreach Events		
	Events/Attendees	% of System
PA	0/0	0%/0%
SQ	0/0	0%/0%
FO	3/38	60%/42%
CB	0/0	0%/0%
OR	0/0	0%/0%
NOLS	2/53	40%/58%
<b>Total</b>	<b>5/91</b>	<b>100%/100%</b>

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	227
Read & Ride (Clallam Transit Buses)	55
Dolly Parton Imagination Library	0
Library Programs & Outreach	51
Clallam County Correctional Facility	170
<b>Total</b>	<b>503</b>

Outreach Delivery Services	
Deliveries/Pickups	88
New Patrons w/ Delivery Services	3

BookMatch Requests Fulfilled	
Number of Requests	6
Titles Suggested	35

Bookmobile	
Routine Stops	11
Special Stops	-
Appearance (e.g. parade)	-
Miles Traveled	1,158

<b>General Public Computer Use</b> (excludes Special Computer Use)				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	32	1803	1,435	22.5%
Sequim	6	782	429	35.9%
Forks	10	425	293	14.7%
Clallam Bay	5	207	201.95	28.0%
<b>Total</b>	<b>53</b>	<b>3217</b>	<b>2358.67</b>	<b>23.0%</b>

<b>Special Computer Use</b> (ADA, Express, Microfilm, Scanner)				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	6	182	112	9.4%
Sequim	2	168	51	12.9%
Forks	2	75	13	3.3%
Clallam Bay	1	0	0	0.0%
<b>Total</b>	<b>11</b>	<b>425</b>	<b>176.57</b>	<b>8.3%</b>

<b>Computer Prints Made</b>		
	# of Prints	% of System
Port Angeles	9,159	52.1%
Sequim	6,582	37.4%
Forks	1,285	7.3%
Clallam Bay	565	3.2%
<b>Total</b>	<b>17591</b>	<b>100.0%</b>

<b>Laptop Checkouts</b> (For Use on Library Property Only)	
Port Angeles	3
Sequim	3
Forks	1
Clallam Bay	0
<b>Total</b>	<b>7</b>

<b>Wi-Fi Access</b>		
	Wi-Fi Accessed	% of System
Port Angeles	4,029	56.1%
Sequim	1,332	18.5%
Forks	1,470	20.5%
Clallam Bay	353	4.9%
<b>Total</b>	<b>7,184</b>	<b>100.0%</b>

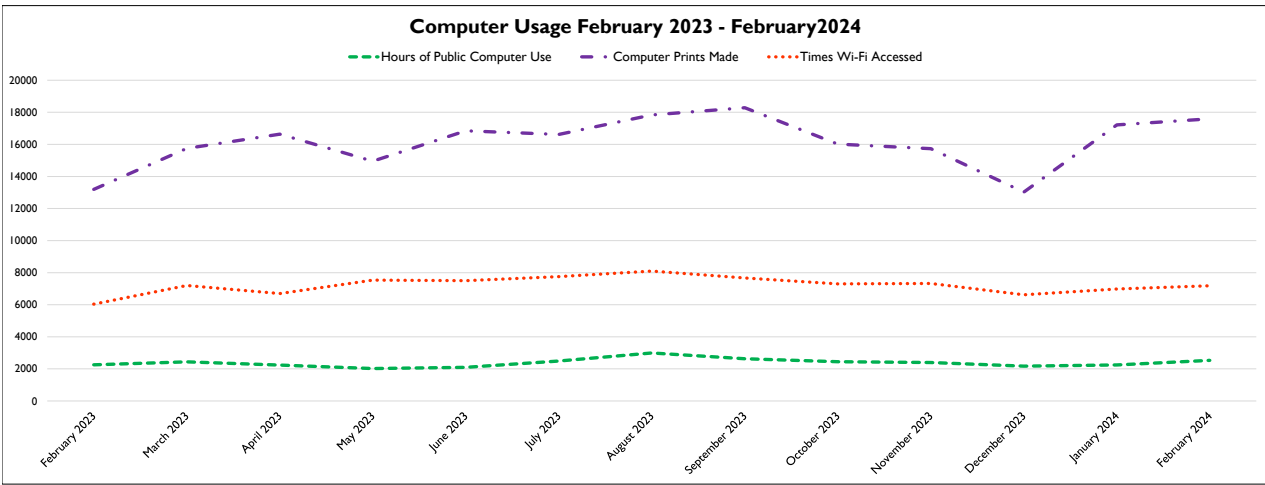
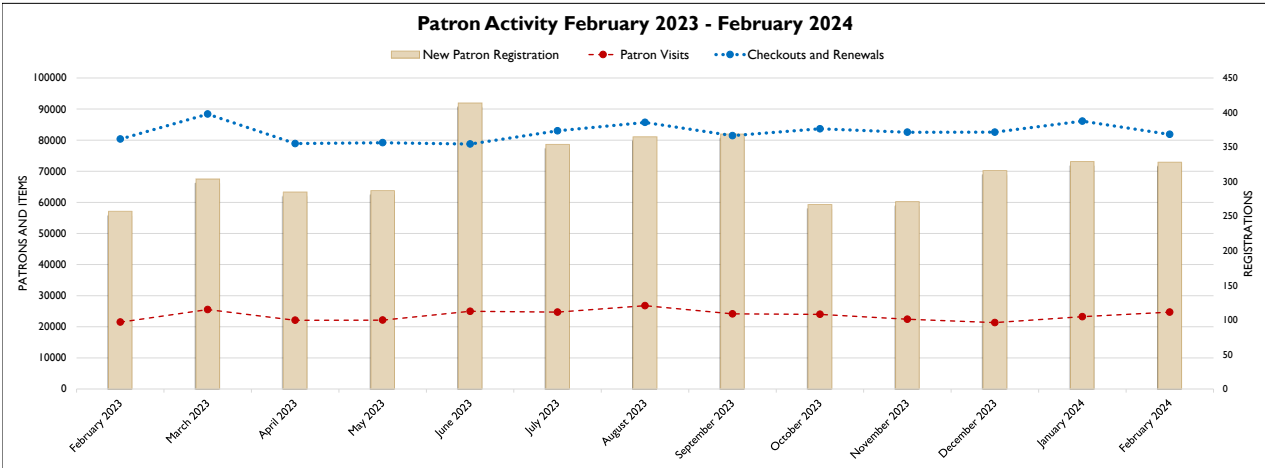
<b>Website Visits</b>	
From outside the Library	20,519
From inside the Library	832
<b>Avg. # of pages visited</b>	<b>2</b>

<b>Facebook Activity</b>	
Followers	5,241
Content Published	45
Reach (unique accounts)	42,215
Reactions/Likes/Comments, etc.	1,050
Link Clicks	266

<b>YouTube Activity</b>	
Subscribers	400
Videos Published	2
Program Recordings	2
Views (lifetime content)	1,339
Watch Time (hours)	83

<b>Instagram Activity</b>	
Followers	1,476
Content Published	52
Reach (unique accounts)	3,269
Reactions/Likes/Comments, etc.	465

<b>Advertising</b>	
Ads Run	3
Reach (unique accounts)	15,745
Link Clicks	84



**Significant Events During the Past 13 Months:**

February 2023 - Hours were limited at all branches for several days, due to inclement weather.

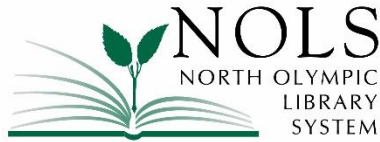
May 2023 - Bookmobile makes first pop-up visits.

October 2023 - All branches closed one day for an All Staff Training Day.

January 2024 - Hours were limited at all branches for one week of January, due to inclement weather.







# Monthly Activity Report

Meeting Date: March 28, 2024  
To: Library Board of Trustees  
From: Executive Director and Staff  
Subject: Monthly Activity Report for February 2024

## Port Angeles Main Library

*Jina Felton, Port Angeles Operations Manager*

Programming during the month of February included:

- Baby, Toddler, and Preschool Storytimes – 345 participants at 17 events
- First Step Headstart Storytime – 25 participants
- Eli Rosenblatt Concert – 95 participants



- Battle of the Books discussion: – 23 participants (rescheduled from February)
- Battle of the Books Semi-finals – 32 participants
- Kids Book Club– 16 participants
- LEGO® Build It! – 68 participants
- BeTween Books & Crafts – 18 participants
- Teen Lit Bags – 34 participants

- Teen Tuesdays:
  - Teen Game Club – 3 participants
  - Teen Advisory Board – 6 participants
  - Teen Book Club – 6 participants
  - Teen Writing Club – 1 participants
- Wednesday Movie Matinee:
  - February 21: *Just Mercy* – 7 participants
  - February 28: *Pride & Prejudice* – 5 participants
- Craft Café – 3 participants
- Olympic National Park Winter Perspectives: In Search of the Rarest Plants on the Olympic Peninsula presented by Patrick Loafman, ONP Biological Technician – 111 participants in-person, 105 online
- Jigsaw Puzzle Contest – 33 participants
- Northstar Digital Literacy Computer Classes – 4 participants
- Second Wednesday Book Group reading *Just Mercy* by Bryan Stevenson – 8 participants
- Fourth Wednesday Book Group reading *How to Be A Good Creature* by Sy Montgomery – 7 participants

Other activities Port Angeles staff were involved in during the month of February included:

- Librarian Sarah M. met with the state-wide Library Legislation Working Group and provided feedback on the draft legislation.
- Public Services Specialists continued focusing on the web-based circulation tool Leap during their Professional Development time.
- Branch Operations Manager Jina worked with other managers on submitting information for an article in Seniors Sunset Times, attended Branch Manager and Management Team meetings, participated in Beanstack, Programming, Circ Team, and ILS work group meetings and activities, and more.

### **Sequim Branch Library**

*Emily Sly, Library Manager*

Adult programs included the weekly Yarn Circle held on Saturday mornings and Drop-in Tech help on the first Friday morning of the month. Second Saturday Book Discussion group met at the Sequim Library. *New Year, Renewed You* with Life Coach Sabrina Caverly was held at Olympic Theatre Arts. This program was a rescheduled from January due to snow. Adult Services Librarian Corrina D. joined Kristin O. (Community Outreach Lead) in sharing information about NOLS at a National Federation of the Blind meeting.



Youth programs included Storytime, Teen Advisory Board (TAB), Teen Board Game and Art Night, Book Magic Book Club, Battle of the Books Discussion Groups at Sequim area elementary schools and a family concert featuring Eli Rosenblatt in the library on a Saturday morning.

Sequim staff are involved in the Collection Management Team, Youth Services Team, Programming Team, Social Media Team, Health and Safety Team, eHelp Team and Bookmatch Team. Emily participated in Sequim Expansion and Renovation Project planning, Branch Manager meetings, Sequim staff meetings and Management Team meetings. Emily gave a tour of the Sequim Branch to Jeanne Williams, Washington State Library Public and Tribal Library Consultant who was visiting NOLS.

### **Sequim Expansion and Renovation Project**

Much of February was focused on Temporary Location prep and relocation planning, impacts on collection, and effectively communicating with community members (bookmark with move info, postcard to Sequim area residents, signage at Temp Location, press release, web page about the move and library services available). Met with Olympic Moving and Storage to pre-plan the move. Emily and Karyn B. (Marketing and Communications Manager) were guests on KONP's *Girl Friday Show* sharing information about the Sequim Project and library services.

### **West End Branches (Forks and Clallam Bay)**

*Troi K. Gale, Library Manager*

West End Daily Operations:

- All West End staff continued to provide excellent customer service, assist with eHelp and microfilm inquiries, created engaging displays, and assist with various work groups and teams.

## West End Programming:

- Musician Eli Rosenblatt performed at the Forks Elementary to 400 excited children, teachers, and parents for the Concert and Family Dance Party.



- The annual Friendship and Valentines Card making event was attended by 19 creative patrons at the Clallam Bay Branch and 25 crafty patrons at the Forks Branch.
- Rainforest Council of the Arts took over the Forks Branch to showcase community members Fun-A-Day art project. 62 artists and craftspeople enjoyed refreshments while connecting about their January projects.
- Clallam Bay Branch offered the monthly Drop-in Tech Help (0), Bad Art Night for Adults (0), Game Lounge (6), Build it! (15), Storytime (0) and Family Movie Matinee (5).
- Forks Branch offered the monthly Family Storytime (4), Game Lounge (0), Build it! (5), Anime & Manga (5), and Movie Matinee (5).
- Forks Elementary School Students were active participants in the battle of the book reading and discussions.
- In the Community Tech help and StoryCraft is getting a positive response, in Neah Bay and La Push.

## Facilities Department

*Brian Phillips, Facilities Manager*

*Port Angeles Library:* Helped set up North Olympic Historical Center sign exhibit; changed HVAC filters; trimmed landscape trees; re-caulked restroom sinks; cleaned windows; installed whiteboard; mowed lawns; reviewed plans for reconfiguring the Outreach office with staff; resolved minor warranty issues with several of the new lighting fixtures; worked with AHBL, Inc. to revise driveway and sidewalks plans for a more accessible approach to the building.

*Sequim Library Project:* Removed the carport from the library entrance; started cleaning temp space and removing junk items from the building; conducted a walkthrough of the temp space with the contractor performing improvements there.

*Other:* Bookmobile maintenance; mowed Clallam Bay lawn; joined Sustainability Team and Health and Safety Committee meetings.

## **Outreach Services: Bookmobile and Delivery Services**

*Kristin Overbey, Community Outreach Lead*

### **Outreach Delivery Services**

During the month of February, 90 deliveries were made and 3 new patrons registered for Outreach Delivery Services. There were 831 items checked out and 97 items renewed for Outreach Delivery patrons.

### **Bookmobile Outreach Services**

- Regular stops continued in Neah Bay, Three Rivers, and Blyn providing opportunities for community members to check out library materials, place holds, as well as create new library cards for people of all ages.
- At the monthly stop at the Boys and Girls Club of Makah Nation, two fifth graders got their own library cards and checked out a book to take home. One presented his ID and the other called her Mom who came and helped her choose books.
- We made a new stop at the Jamestown S'Klallam Youth Center. The children were excited to visit the Bookmobile and enthusiastically picked out books. An educator remarked how impressed they were with the children's' enthusiasm and increased apparent interest in books and being read to!
- Outreach staff made adjustments to the collection layout on the vehicle based on patron and staff feedback to improve accessibility and ease of access.
- Earlier in the month, the Bookmobile had its first service appointment and we celebrated its First Birthday at NOLS.

## **Information Technology (IT) Department**

*Shane Miller, Information Technology Manager*

IT Specialist Jonah H. and IT Systems Administrator John D. introduced two new touch screen monitors at the Port Angeles self-check stations to test a replacement for our outdated self-

check touch screens. The initial feedback has been highly favorable, with numerous patrons and staff members noting that the new screens are significantly more responsive and user-friendly.

To address persistent problems with the public printer in Forks, a loaner printer was obtained from POE. John and Jonah installed the printer on all public computers in Forks and configured it to function with Cassie, our public computer management system.

Web & Digital Systems Coordinator Bryan J. continued further onboarding with the Library's new meeting room and event management software, Communico. The process includes configuring meeting rooms and events platforms, including branch descriptions and library assets such as the library logo and imagery.

IT worked closely with Marketing and Communications Manager Karyn B. to successfully go live with the new Patron Point system for email and text message notifications.

In coordination with the ILS Team, the IT Team helped upgrade the Library's Integrated Library System (ILS), Polaris from version 6.7 to 7.5.

This was the first upgrade of the ILS since 2020, and the first during the post-pandemic "new normal" for all but one member of the IT staff. As such, the upgrade was a formative experience not just for IT but also for the ILS team. Overall, it went smoothly and IT addressed a few minor issues caused by the changes. We expect future upgrades to become routine events that take place on a more regular cadence.

The Sequim temporary site preparations continued with John D. physically preparing the site for installation of Internet service, including mounting a rack to hold network equipment. IT consulted on technical questions for equipment at the new location, and planning for the move.

Work to prepare NOLS to take advantage of USAC E-Rate funds is a recurring annual process spanning multiple months. In February, Shane worked with the Library's E-Rate consultant to prepare and publish several RFPs for tech equipment that will be purchased during the 2024 funding year.

## **Technical Services Department**

*Erin Shield, Collection Services Manager*

1017 physical items were processed and available for customers in the month of February. 176 print materials were repaired. 217 media items were resurfaced or repaired to extend their lives. 51 physical donations were made and will be added to the collection. 728 totes were moved between NOLS' branches by the couriers, as well as 20 Outreach deliveries. Tech Services filled 146 InterLibrary Loan requests for NOLS' patrons and 125 loans out to other libraries.

Couriers completed the second tote inventory and have started piloting new shipping labels.

The labels have bigger font with more contrast and decreased printing costs. Staff will provide feedback after a couple of weeks and further changes will be made as needed. Sarah C. started in-house cataloging training and will move to an online class shortly. Wendy O. took a class on original cataloging and was pleased that the Polaris upgrade went smoothly. Mark J. has been repackaging old Port Angeles High School annuals so they are better organized and available in archival boxes. Catalogers are enjoying a new streamlined cataloging workflow. Kim L. loves counting how many elk herds she sees in her daily courier drive. Top daily count to date? 3 herds!

ILL highlight: “I am once again amazed by the power of interlibrary loan! I recently submitted an article request on behalf of one of our patrons who was looking for a magazine article from the 1940s. The lending library sent scans of the article within two hours and went above and beyond by providing additional scans. As it turns out, the article our patron wanted was part of a three-part essay, so the librarian at the lending library sent us all three. Our patron was thrilled to have the additional information to aid them in their research. Being part of this collaborative effort is one of my favorite aspects of my work.”

In February, Technical Services staff participated in trainings, webinars, tasks and meetings related to grants, Sequim Building move, All Staff Day Committee, NOLS Gear Team, ILS Team, Health and Safety Committee, Clallam County Law Library, EDI Team, Collection Management Team, Communico, Management Team, and Web Team.

## **Administrative Operations Department**

### ***Human Resources***

*Shaina Lent, HR & Business Manager*

Significant meetings, events, and projects Shaina attended and worked on this month:

- Management Team meeting
- All Staff Training Day planning meeting
- Equity, Diversity, and Inclusion Team meeting
- Finalized Affordable Care Act Annual Reporting
- Begin HR Manual Update Project

### **Recruitments:**

- Youth Services Librarian 1 – WE
- Administrative Operations Specialist 2 – ADM
- Youth Services Library Services Specialist – WE
- Adult Services Library Services Specialist – WE
- IT Specialist 2 – IT
- IT Specialist 3 – IT

**New Hires:**

- Angela Disque – Shelver – PA

**Separations:**

- Alex Markunas – IT Systems Administrator – IT
- David Leach – Public Services Specialist – WE

**Marketing and Communications**

*Karyn Bocko, Marketing and Communications Manager*

Email Marketing – Notices via Patron Point

- The new notices successfully launched to the public on Monday, February 12.
- 8,190 email notices were sent in February, and achieved an average read ratio of 76%.

Artist Selected – Summer Reading T-shirt

- Daria Hunt of Beaver was selected as the designer for the 2024 Summer Reading Challenge T-Shirt. A panel voted on an anonymous lineup of artwork to make this selection from many talented artists who responded to the RFQ. The final design will be provided by April 19.

Mailing

- 17K postcards were mailed to Sequim residents with Sequim Library moving details.

Media

- Appeared on KONP *Girl Friday Show* with Emily Sly, February 16.

News Releases & Articles:

- 7 news releases were sent.
  - 5 new programs/events.
  - 2 ongoing programs.
- The monthly NOLS “Off the Shelf” article in the Sequim Gazette was written by Emily Sly. It featured five titles to encourage patrons to explore new genres via NOLS’ yearlong Genre Reading Challenge on the Beanstack platform.





## Social Media:

- Posted 104 pieces of content across Facebook, Instagram, and YouTube.
- Posts with the highest reach were Olympic National Park’s Perspective Series (18.1K), Family Concert with Eli Rosenblatt (14.7K), Sequim Yarn Circle extended program (10.6K), and Bad Art Night for Adults in Forks (8.9K). These also were among the posts with highest engagements.
- Another popular post was about the Jamestown S’Klallam Tribal Library opening. It reached fewer than 1K accounts, but had the fourth highest engagements for the month.
- A reel celebrating the Bookmobile’s first year in operation was played nearly 700 times.

## Meetings and Trainings:

- Meeting with Uptown Arts District.
- Meetings with Communico, our new meeting rooms and event management software.
- Training on how libraries can foster social connection.



## **Financial Operations**

*Amy Hough, Finance Manager*

- Developed corrections in response to the DRS Compliance Review
- Participated in Management Team Meetings

## **Public Service Director’s Report**

*Meghan Sullivan, Public Services Director*

- Participated in recruitment activities for the West End Youth Services Librarian.
- Continued activities to operationalize Bookmobile service including community partner meetings; IT, Facilities and Marketing meetings; collection maintenance tasks; and staff training.
- Participated in planning meetings for the Sequim Temporary Library move including discussions on collection, staffing, and Bookmobile Service.
- Participated in project activities for new phone system; Communico implementation; and Polaris Upgrade.
- Attended GEU Labor Management meeting.
- Attended two Co-Designing for Trust Workshops (UW iSchool).
- Attended the Grand Opening of the Jamestown S’Klallam Tribal Library.
- Staffed NOLS resource and information table for the “Small Island Big Song” program at

Field Arts and Event Hall.

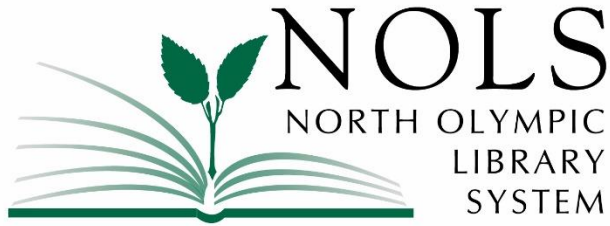
- Attended monthly ARSL Membership Committee Meeting and bi-monthly ARSL West Regional Focus Group Meeting.
- Routine Branch Manager, Management Team, Outreach Services, Adult Services Team, Youth Services Team, ILS Team, Health & Safety Team, PA Branch, SQ Branch, IT Department, and One-on-One meetings.

### **Director's Report**

*Noah Glaude, Executive Director*

Significant meetings/events and projects this month:

- Continued work on the Sequim Library Expansion and Renovation Project
  - Review and approve bid document addendums
  - Met with Olympic Moving & Storage to walk through move
  - Prepare detailed plan for move of Sequim Library
  - Prepare application for Washington State Treasure's LOCAL Program and coordinate process with bond counsel and financial advisors
- Developed strategy for IT Department staffing
- Developed new plan to replace NOLS phone system
- Overseeing system-wide printer replacement project
- Planning response to ADA Facility Survey
- Coordinated meetings with the Washington State Library's new Public and Tribal Library Consultant and the NOLS Management Team
- Met with Clallam County officials about a possible partnership to support the County's Law Library
- Attended GEU Labor-Management Meeting
- Attended Public Libraries of Washington Directors meeting in Tukwila
- Attended a Library Council of Washington meeting in Spokane
- Attended County Commissioner Meetings regarding timber revenue impacts on junior taxing districts
- Routine Branch Manager, Collection Management and Management Team Meetings



Highlight Log  
February 2024

*The Highlight Log provides an intranet location for NOLS staff to share uplifting anecdotes and patron comments. It was created in 2016 to provide an emotional counter-balance to the DE Log, which is used to track and document disruptive events in that occur in the library. It provides an interesting glimpse into community perceptions about the Library. The following is a list of Highlights logged during the past month.*

**02/01/2024 – Port Angeles**

Patron was very excited to see a book a knitting book themed after the national parks. Flagged me down to show it to me. "It's amazing. Look at these. I will be taking this one home."

**02/01/2024 – Port Angeles**

A patron brought in chocolate covered caramels for the staff this morning with a little note, "Thanks for all you do for the community. Enjoy!". A very kind and appreciated gesture!

**02/08/2024 – Sequim**

5th graders and their 2nd grade reading buddies walked down from Helen Haller for a class visit at the Sequim Library this morning. Lots of bright early-morning eager faces, many a picture book, graphic novel, and chapter book was browsed and checked out, and a scavenger hunt was completed for some scratch n sniff bookmark fun. Really sweet mentorship moments of the 5th graders helping their buddies find books.



### **02/07/2024 – Forks**

Patron was having trouble navigating the Amazon website and customer service for a return label. After staff helped them get the label they needed, patron came back and gushed how thankful they were. They were so happy we were here and knew what to do!

### **02/07/2024 – Outreach**

Bookmobile patrons in Neah Bay were very happy with two changes to the Bookmobile - the new, more accessible arrangement of books and DVDs and the ability to place holds for Bookmobile pickup. One woman commented that she appreciates not having to bend down.

### **02/08/2024 – Sequim**

This morning at the class visit I overheard a 5th grade boy telling his friend "Dude, check out the new library! It's gonna be so sick!" while pointing at the blue print of the new building. So sweet!

### **02/08/2024 – Outreach**

We had a wonderful day at Jamestown S'Klallam with their youth group! The children were so excited to visit the Bookmobile and enthusiastically picked out books. We checked out 26 six books, had 20 visitors, and issued 2 library cards to the teachers. The crowning moment was as we were pulling out; the children had all climbed to the very top of their play structure and were wildly waving and yelling good-bye to us. It was a heart-warming day!

### **02/10/2024 – Sequim**

Sequim's Yarn Circle has diversified beyond knit and crochet! A patron shared his Hardanger project - a Norwegian form of embroidery that incorporates cutting away fabric within the stitches for gorgeous results. So fun to hear patrons catching up on the past week and congratulating each other on new jobs and new grandbabies.

### **02/10/2024 – Port Angeles**

A great turnout at the Puzzle Contest today! We actually ran out of tables, as more groups preferred to work in pairs or groups of 3, so some groups dispersed out into the library. The winning team completed their puzzle in just 50 minutes-- and felt like extra winners, as they shared they came in very last place last month! Groups in second and third places both finished within 58 minutes. One team, who was attending for the first time, had gone all out with matching team t-shirts (they placed third). One young patron attending with his grown-ups remarked, "this puzzle has me stumped!"-- his group heroically volunteered to try a puzzle that had been donated with no indication of how many pieces it has; it has \*way\* more than 500, it turns out, but the team is gamely facing up to the challenge. Tons of photos will be in the folder, and thanks to Sarah d. and Kayla for helping take some video clips!

### **02/10/2024 – Forks**

Good turnout at the Valentines Event with many smiling and happy patrons. Was really good to be able to talk with everyone and see their creativity and connect even further with the community. I even had a younger patron read me two of their favorite books, was nice to be read to for a change!

### **02/14/2024 – Forks**

On Valentine's Day I decided to wear a cat shirt and cat ears. A small child saw my outfit and asked me to help her find books about big cats in both English and Spanish. I was excited to support her cat curiosity.

### **02/15/2024 – Port Angeles**

Just wanted to give a big shout out to Audra, Sarah M. and Theresa for their making the last Olympic National Park Perspective series talk go off without a hitch. From quick set up and take down, to dealing with a plant-obsessed speaker, recording the program and assisting the standing room only crowd. Patrick and I thank you so much for all you do.

### **02/16/2024 – Forks**

Today after the Concert and Dance party with Eli Rosenblatt several of the students came up to thanks the library for bring Eli to their school. many of the students lined up to get autographs. A fun time was had by all.

### **02/16/2024 – Clallam Bay**

A patron gave the Clallam Bay Library a \$5 donation after we sent a fax for her. She said we've helped her so much over the years and she "really love[s] this library."

A busy parent was very appreciative that we put a "to-go" valentine card kit together for her daughter who was quite disappointed they didn't have time to stop and make some. She was absolutely alight to get to make some valentines after all.

One of our kiddos wanted to donate some new extra headphones he had to the library. Told him that was very thoughtful. He's used them some himself as have many other patrons who are happy to have them.

A patron came in just to let me know she appreciated the recommendation of *The Grapes of Wrath*. She'd been unsure of it initially and concluded "that it's beautiful!"

One of the kids really wanted a specific book when he came over with his class for storytime but it wasn't here. I put a hold on it and told him I got it for him. He was glowing, speechless and all smiles as he was handed the book. He read it before playing on the computer and gave it back saying "it's a good one!"

### **02/17/2024 – Sequim**

Another exciting Saturday here in Sequim -- a full house! Knitters wrapped up their knitting with the Knitting Circle program while kids and families trickled in for the Eli Rosenblatt concert. 95 people danced and sang along with Eli. At the very beginning as folks were still coming in, Eli and one tiny attendee ad-libbed together, singing questions and answers back and forth to the soothing sound of guitar--we saw a budding musician this day. Lots of happy faces!

### **02/17/2024 – Port Angeles**

Right before closing on Saturday, a patron came in looking for a ticket to Small Island, Big Song happening at Field Hall on Sunday. She was overjoyed that we still had a ticket and shared with me that she had lived in Hawaii for many years. She mentioned that she couldn't afford to purchase the tickets and was so grateful for the giveaway at the library!

### **02/22/2024 – Sequim**

Feeling the love in Sequim - so many patrons have offered to help us move. They have volunteered their muscles, time, and trucks! It is amazing!

**02/23/2024 – Port Angeles**

A patron using the self-check expressed their appreciation of the new monitors.

**02/24/2024 – Port Angeles**

A patron placed a beautiful card on the front desk addressed "To: The Library Workers"

The inside reads "Dear Library workers, Thank you for working so hard to make our library a fun and amazing place. I really enjoy my time at the library and have made friends with many librarians here at NOLS. Thank you for helping share knowledge with the people of the Pacific Northwest. I love books and the library is my favorite place in Washington. Keep up the good work! :) P.S. The puzzle on the back table makes my day! Thank you!"

**02/27/2024 – Outreach**

Once a month the kids at the Boys and Girls Club of the Makah Nation board the bookmobile 3 or 4 at a time and each choose one book to be checked out to the Coordinator and kept at the center for reading time every day. I have told the kids and the staff that if the older (5th grade) participants bring their own cards we will check out to them so they can take a book home. For the first time, two fifth graders got their own cards and checked out a book to take home. One presented his ID and the other called her mom who came and helped her choose books. Great interactions.