

Board of Trustees Regular Meeting
Thursday, September 24, 2026 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.

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.

AGENDA

1. Call to Order, Roll Call and Introductions
2. Land Acknowledgement
3. Approval of Agenda
4. Approval of minutes for regular meeting of August 27, 2026
5. Communications
6. Public Comments
7. Presentation: Accessible Pathways Project Tour of Completed Work
8. Financial Reports: August 2026
9. Approval of Vouchers: August 2026
10. Unfinished Business
None
11. New Business
 - N.1. Background Information: Budget/Levy/Fiscal Planning (no action)
 - N.2. NOLS 2027 Budget Guidelines
 - N.3. Awarding a contract to FE Technologies for new Holds Lockers

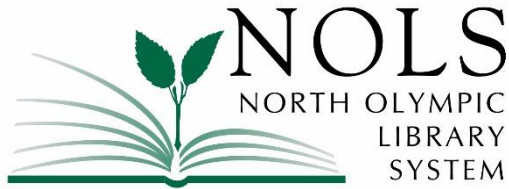
- I2. Reports
 - R.1. Monthly Statistics Reports: August 2026
 - R.2. Monthly Activity Reports: August 2026
 - R.3. Customer Comments: August 2026
 - R.4. Highlight Log: August 2026
- I3. Public Comments
- I4. Trustee Comments

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 agendaize a matter of business on a future agenda.
- I5. Next meeting: 5:30pm, Thursday, October 22, 2026
- I6. Agenda items for next meeting
- I7. Executive session to discuss Collective Bargaining Negotiations and the performance of a public employee
- I8. Action on executive session, if any
- I9. Adjournment

Upcoming Board Meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, October 22, 2026	5:30pm	Regular meeting	Port Angeles
Monday , November 16, 2026	5:30pm	Regular meeting	Forks

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



Board of Trustees Regular Meeting
Thursday, August 27, 2026 5:30pm
Port Angeles Main Library

MINUTES

1. Call to order, roll call and introductions
Board Chair Jennifer Pelikan called the meeting to order at 5:30pm. Trustees present: Jennifer Pelikan, Cyndi Ross, Betty Marcoux, Bert Caldwell, and Ian Miller. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan, HR & Business Manager Shaina Lent, Finance Manager Amy Hough, West End Library Manager Troi Gale Velasquez, Outreach Library Manager José Castro, and consultants from Compensation Connections: Alaina Goodman, Steve Tiegs, and Hannah Fredericksen.
2. Land Acknowledgement
3. Approval of agenda
Motion by Betty Marcoux to approve the agenda as presented. Motion seconded by Cyndi Ross. Motion carried.
4. Approval of minutes for regular meeting of June 25, 2026
Motion by Cyndi Ross to approve the minutes from the June 25, 2026 regular meeting. Motion seconded by Betty Marcoux. Motion carried.
5. Communications
Email from NOLS Board Member Ian Miller submitting his resigning from the Board effective December 2026
6. Public Comments
7. Presentation: 2026 Compensation Study - Presented by Compensation Connections
8. Financial Reports: June and July 2026
The financial reports for June and July 2026 were accepted as presented.
9. Approval of Vouchers: June and July 2026
Motion by Ian Miller to approve the June 2026 vouchers, numbered #538 through #655, in the amount of \$815,942.36. Motion seconded by Bert Caldwell. Motion carried.

Motion by Bert Caldwell to approve the July 2026 vouchers, numbered #656 through #760, in the amount of \$976,215.34. Motion seconded by Betty Marcoux. Motion carried.
10. Unfinished Business
None
11. New Business

N.1. Surplus Resolution 26-08-09

Motion by Ian Miller to approve Resolution 26-08-09. Motion seconded by Betty Marcoux. Motion carried.

N.2. Election of Officers and Confirmation of Committee Assignments

Motion by Cyndi Ross to appoint Bert Caldwell Chair of the NOLS Board of Trustees. Motion seconded by Betty Marcoux. Motion carried.

12. Reports

R.1. Monthly Statistics Reports: June 2026 and July 2026

R.2. Monthly Activity Reports: June 2026 and July 2026

R.3. Customer Comments: June 2026 and July 2026

R.4. Highlight Log: June 2026 and July 2026

All reports were accepted as presented.

13. Public Comments

14. 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 agendaize a matter of business on a future agenda.

15. Next meeting: 5:30pm, Thursday, September 24, 2026

16. Agenda items for next meeting

Union Negotiations

Performance Review of Executive Director

17. Adjournment

There being no further business, the meeting was adjourned by the Chair at 7:28pm.

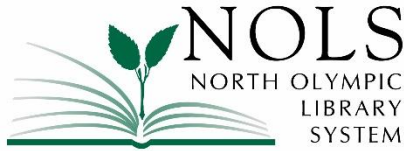
*“Nurturing imagination, connection, and understanding,
to improve lives and strengthen community.”*

*NOLS Mission Statement
Adopted 11/22/16*

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: September 24, 2026
To: Library Board of Trustees
From: Finance Manager, Amy Hough
Subject: Comments on Financial Reports for August 2026

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: \$260,774 of grant money was received from the Department of Commerce for the Port Angeles Accessible Pathways Project, bringing the PA Capital Fund up to \$89,541. The North Olympic Library Foundation donated \$1,000 - NOLS appreciates their wonderful generosity! Other revenue is within the expected range for this time of year.

The 2026 Budgeted column on the revenue reports for February through July had 2025 amounts. The Budgeted column for the August revenue report has been corrected to reflect 2026 budgeted amounts.

Expenditures: Capital construction costs for the Sequim Library Expansion totaled \$82,595, which include payments of \$39,778 to Hoch Construction, \$20,818 to SHKS Architects, and \$15,972 to Far West Technologies.

Other expenses are within the expected range for this time of year.

Account Balances: Payroll Account (US Bank 1301) shows expenses and reimbursements of \$314,095 for amounts paid by electronic transfers. Electronic transfers fund net payroll, payroll taxes and PERS Retirement, and sales and use tax payments. Medical and Dental Insurance, Union Dues and other payroll related items are paid by check. Total payroll and benefit expenses paid in August are \$389,388.

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



Revenue Report^{*}

August 31, 2026

Operating Revenue				8/12ths is	66.7%
	Budgeted	Current	YTD	Difference	Percent
Property Taxes	4,894,378	36,321	2,945,700	1,948,678	60.2
Grants, Entitlements, Other Payments	27,000	3,780	21,171	5,829	78.4
Goods and Services	21,325	1,621	11,859	9,466	55.6
Library Fees	15,000	640	8,897	6,103	59.3
Miscellaneous Revenues					
Pool Fund Investment Interest	262,500	19,374	133,176	129,324	50.7
Facilities Leases (Short Term)	1,600	355	2,318	(718)	144.8
Contributions and donations ⁽¹⁾	96,000	311	75,864	20,136	79.0
Other Miscellaneous Revenue	126,234	1,838	5,518	120,716	4.4
Total Miscellaneous Revenues	486,334	21,878	216,876	269,458	44.6
Nonrevenues (excise taxes) ⁽²⁾	1,100	154	1,149	(49)	104.5
Total Operating Revenue	5,445,137	64,394	3,205,653	2,239,484	58.9
⁽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					
Donations & Grants	689,500	261,839	612,381	77,119	88.82
Timber Revenues (received in 2026)	-	9,200	152,115	-	-
Total Capital Revenue	689,500	271,039	764,496	77,119	110.9
Grand Total Revenues	6,134,637	335,434	3,970,149	2,316,603	64.7



Expenditure Report^{*}

August 31, 2026

				8/12ths is	66.7%
Operating Expenditures	Budgeted	Current	Year To Date	Difference	Percent
<i>Personnel</i>					
Salaries and Wages	3,773,681	282,456	2,279,368	1,494,313	60.4
Benefits	1,519,505	106,932	885,618	633,887	58.3
<i>Total Personnel</i>	<i>5,293,186</i>	<i>389,388</i>	<i>3,164,986</i>	<i>2,128,200</i>	<i>59.8</i>
<i>Supplies</i>					
Supplies, Office and Operating	110,400	8,363	73,156	37,244	66.3
Fuel	8,900	1,159	8,720	180	98.0
Collection Materials	455,000	19,576	168,298	286,702	37.0
Merchandise purchased for resale	1,230	69	4,947	(3,717)	402.2
Small Tools/Equip (<\$200)	16,750	846	10,959	5,791	65.4
<i>Total Supplies</i>	<i>592,280</i>	<i>30,013</i>	<i>266,080</i>	<i>326,200</i>	<i>44.9</i>
<i>Services</i>					
Professional Services	384,425	19,990	216,026	168,399	56.2
Communication	177,473	13,459	136,240	41,233	76.8
Travel	28,650	259	11,896	16,754	41.5
Taxes and Operating Assessments	6,780	-	3,005	3,775	44.3
Operating Rentals and Leases	22,055	40	27,579	(5,524)	125.0
Insurance	161,576	50	148,937	12,639	92.2
Public Utilities	112,427	11,362	78,141	34,286	69.5
Repair and Maintenance	185,782	8,865	76,881	108,901	41.4
Miscellaneous Services	6,500	-	1,553	4,947	23.9
Dues	5,310	-	2,556	2,754	48.1
<i>Total Services</i>	<i>1,090,978</i>	<i>54,026</i>	<i>702,815</i>	<i>388,163</i>	<i>64.4</i>
<i>Intergovernmental Services</i>	<i>1,020</i>	<i>45</i>	<i>432</i>	<i>588</i>	<i>42.4</i>
<i>Nonexpenditures (excise taxes) ⁽¹⁾</i>	<i>1,100</i>	<i>178</i>	<i>1,092</i>	<i>8</i>	<i>99.3</i>
<i>Debt Repayment</i>	<i>151,405</i>	<i>940</i>	<i>147,645</i>	<i>3,760</i>	<i>97.5</i>
<i>Interest & Other Debt Service Costs</i>	<i>194,000</i>	<i>-</i>	<i>98,625</i>	<i>95,375</i>	<i>50.8</i>
Total Operating Expenditures	7,323,969	474,590	4,381,676	2,942,293	59.8

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



Expenditure Report^{*}

August 31, 2026

8/12ths is **66.7%**

Capital Outlays	Budgeted	Current	Year To Date	Difference	Percent
Buildings and Structures	706,500	8,894	551,764	154,736	78.1
Other Improvements	14,500	-	834	13,666	5.8
Machinery & Equipment	232,000	7,085	47,401	184,599	20.4
Construction of Capital Assets	918,681	82,595	764,245	154,436	83.2
Total Capital Outlays	1,871,681	98,574	1,364,243	507,438	72.9
Grand Total All Expenditures	9,195,650	573,164	5,745,920	3,449,730	62.5



Account Balances^{*}

August 31, 2026

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Investments					
Washington State Local Investment Pool					
<i>Board Designated Accounts</i>	<i>Board Designated Accounts</i>				
Fiscal Emergency Reserve ⁽¹⁾	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve ⁽²⁾	523,150	-	9,200	-	532,350
Operating Reserve ⁽³⁾	603,359	-	-	-	603,359
PA Capital Reserve ⁽³⁾	315,794	-	-	-	315,794
Sequim Capital Reserve ⁽³⁾	13,001	-	-	-	13,001
NOLS Capital Fund ⁽⁴⁾	183,879	-	-	5,127	178,752
PA Capital Fund ⁽⁴⁾	(160,382)	-	260,774	10,852	89,541
Sequim Capital Fund ⁽⁴⁾	116,150	-	1,065	82,860	34,355
<i>Total Board Designated Accounts</i>	<i>2,901,970</i>	<i>-</i>	<i>271,039</i>	<i>98,839</i>	<i>3,074,171</i>
<i>Grants and Donations</i>					
Clallam Bay Donations Fund	7,181	-	2	-	7,183
Clallam Bay Friends Donations	3,049	-	-	185	2,864
Forks Donations Fund	19,160	-	-	348	18,812
Forks Friends Donations	2,095	-	-	371	1,724
NOLS Materials Fund	18,448	-	100	-	18,548
NOLS Donations Fund	77,040	-	130	952	76,218
Port Angeles Donations Fund	22,074	-	13	-	22,088
Port Angeles Friends Donations	32,811	-	-	1,121	31,690
Sequim Donations Fund	22,885	-	66	-	22,951
Sequim Friends Donations	12,871	-	-	1,660	11,211
NOLF Donations Fund	1,500	-	-	-	1,500
Outreach Donations Fund	15,583	-	-	510	15,073
<i>Total Grants and Donations</i>	<i>234,697</i>	<i>-</i>	<i>311</i>	<i>5,147</i>	<i>229,862</i>
<i>Unclaimed Property Account</i>	<i>3,326</i>	<i>-</i>			<i>3,326</i>
<i>Total Designated Cash</i>	<i>3,139,994</i>	<i>-</i>	<i>271,350</i>	<i>103,985</i>	<i>3,307,359</i>
<i>Undesignated Cash Operating Funds</i>	<i>2,140,923</i>	<i>(405,096)</i>			<i>1,735,827</i>
Total WA State Local Investment Pool	5,280,917	(405,096)	271,350	103,985	5,043,186

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.

* All amounts are rounded to the nearest dollar.



Account Balances^{*}

August 31, 2026

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Total Investments	5,280,917	(405,096)	271,350	103,985	5,043,186
Cash					
Cash Operating Funds					
Cash held by County Treasurer	-	-			-
Imprest Accounts					
Revolving Fund (FF 1503)	6,000	180	-	180	6,000
Payroll Account (US Bank 1301)	200	314,095	-	314,095	200
Merchant Account (FF 7401)	1,000	(1,392)	1,465	72	1,000
Branch Change Funds					
Port Angeles	180	-	-	-	180
Sequim	180	-	-	-	180
Forks	80	-	-	-	80
Clallam Bay	80	-	-	-	80
<i>Total Branch Change Funds</i>	520	-	-	-	520
Total Imprest Accounts	7,720	312,882	1,465	314,347	7,720
Total Cash	7,720	312,882	1,465	314,347	7,720
Total Cash and Investments	5,288,637	(92,213)	272,815	418,332	5,050,906

* All amounts are rounded to the nearest dollar.



Voucher Approval for August 2026

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 #761 through #865 are approved in the amount of \$573,668.51 this 24th day of September 2026.

_____ Trustee	_____ Trustee
_____ Trustee	_____ Trustee
_____ Trustee	_____ Library Director

No.	Claimant	Purpose	Amount
761	5th Element	C-16 Programming - Teen Self-Defense Workshop (PAFOL)	150.00
762	Acila Consulting LLC	PO 1261, 1264 Capital Construction, Buildings & Structures - SQ CPA, PACR	4,768.75
763	ADP LLC	Payroll Services - Payroll Processing Fee (PPE 06-30-26) - NOLS	75.22
764	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 07-31-2026) - EFT 1232	274,658.73
765	AHBL Inc	PO 1263 Buildings & Structures - PA Accessible Pathways Project - PACR	6,443.57
766	Alliance 2020 Inc	PO 1152 Professional Services - Background Checks - NOLS	117.38
767	Amazon.com	Collection Materials	80.01
768	Amazon.com	Collection Materials	56.01
769	Amazon.com	Collection Materials	64.83
770	AW Rehn & Associates Inc	PO 1156, 1157 HRA Reimbursements - June & July 2026 - NOLS	12,002.98
771	AW Rehn & Associates Inc	PO 1245 Professional Services - HRA Services JULY - ADM	223.25
772	Bizy Boys LLC	PO 1150 Groundskeeping - PA Lawn Care - FAC	895.57
773	Brito Angeles	Travel - Business - Mileage Reimbursement - NOLS	23.20
774	Brodart Company	Collection Materials	225.03
775	Brodart Company	Collection Materials	564.33
776	Canon Financial Services Inc	PO 1227 Leases - Printer & Copier Contract - NOLS	940.03
777	Castro Cordova Jose	Travel - Business - Mileage Reimbursement - NOLS	120.40
778	Center Point Large Print	Collection Materials	234.02
779	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	92.63
780	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	48.44
781	CenturyLink PA 333561247	Communications - Fax - PA	346.84
782	ChargePoint, Inc.	Merchant Service Fees	50.44
783	Clallam County Public Works Dept. (Sewer)	Public Utilities - CB	63.28
784	Clallam County Treasurer	JULY Investment Pool Service Fee - Paid in AUGUST - EFT 1238	50.00

No.	Claimant	Purpose	Amount
785	Clark Jeff	PO 316 Vehicle Maintenance - Ariya Brake Service (Wilder Auto) - FAC	273.56
786	Convergence Design and Apparel	PO 1161 Program Supplies - SRP Tote Bags (NDF)	951.79
787	Decker City Hardware	PO 1176 Maintenance Supplies - Adhesive, Gloves - FAC	12.90
788	Dept. of Retirement Systems	PERS and DCP (PPE 07-31-2026) - EFT 1233	39,207.73
789	Dept. of Revenue - Use/Sales Tax	July 2026 Sales & Use Tax - EFT 1239	228.25
790	E-Rate Expertise	PO 1181, 1182 Professional Services - E-Rate Consultant - NOLS	3,484.50
791	E-Rate Expertise	PO 1248 Professional Services - E-Rate Consultant - NOLS	1,742.25
792	Evergreen Collision	PO 1120 Repair & Maintenance - Pacifica Oil Change, Camera Replace - FAC	957.02
793	Evergreen Collision	PO 1190 Repair & Maintenance - Red Forester Service - FAC	150.75
794	Far West Technologies Inc	PO 1138 Capital Construction - SQ Camara, Sensor, Card Reader - SQ CPA	15,972.15
795	Fatbeam LLC	Communications - Internet Services - NOLS	10,353.51
796	Fire Chief Equipment Co. Inc.	PO 1136 Repair & Maintenance - FO Backflow Prevention Inspection - FAC	794.54
797	Forks City of	Public Utilities - FO	160.29
798	Forks City of	Public Utilities - FO	125.00
799	Fredson Jennifer Rose	C-20 Programming - Tween Improv Workshop (PAFOL)	100.00
800	Gale/CENGAGE Learning	Collection Materials	227.87
801	Gale/CENGAGE Learning	Collection Materials	111.08
802	Gale/CENGAGE Learning	Collection Materials	241.76
803	Haggard & Ganson LLP	PO 1159 Professional Services - Legal Services - ADM	747.50
804	Hartnagel Building Supply	PO 1191 Maintenance Supplies - Drill Bits, Outlet Plates - FAC	26.42
805	HD Supply	PO 1111 Maintenance Supplies - Sanitizer, Soap, Pet Waste Bags - FAC	1,439.81
806	Health Care Authority	Medical EE PPE 07-31-2026	52,315.78
807	Hoch Construction Inc	PO 1175 Capital Construction - SQ Expansion & Renovation Project - SQ CPA	39,778.17
808	Hough Amy	Travel - Business - Mileage Reimbursement - NOLS	90.92
809	Ingram Library Services	Collection Materials	3,227.06
810	Ingram Library Services	Collection Materials	2,378.63
811	Ingram Library Services	Collection Materials	3,262.58
812	Ingram Library Services	Collection Materials	3,549.80
813	KCDA Purchasing Cooperative	PO 1110 Maintenance Supplies - Towels, Cleaners, Tissue - FAC	1,734.74
814	KCDA Purchasing Cooperative	PO 1184 Maintenance Supplies - Personal Hygiene Products - FAC	192.41
815	Langan Adrienne	Travel - Business - Mileage Reimbursement - NOLS	4.79
816	Libraria	Collection Materials	77.68
817	Lumen	Communications - VOiP - NOLS	146.00
818	Midwest Tape	Collection Materials	452.89
819	Midwest Tape	Collection Materials	1,671.23
820	Midwest Tape	Collection Materials	794.63
821	Midwest Tape	Collection Materials	500.44
822	Murreys Disposal Company Inc.	Public Utilities - SQ	444.47
823	North Olympic Library System	July Revolving Fund Reimbursement	179.84
824	Olympic Laundry & Dry Cleaners Inc.	PO 1154 Professional Services - Laundry - FAC	261.62
825	OverDrive Inc	Collection Materials	27.50

No.	Claimant	Purpose	Amount
826	OverDrive Inc	Collection Materials	730.32
827	OverDrive Inc	Collection Materials	317.70
828	Pacific Office Equipment Inc.	Copier & Paper Use Charges July 26 - NOLS	1,510.18
829	Pacific Office Equipment Inc.	PO 1236 Technology Supplies - Printer Cabinet - SQ	219.22
830	Paypal	Merchant Service Fees	21.99
831	Peninsula Daily News	Collection Materials	547.20
832	Playaway Products LLC	Collection Materials	334.81
833	Port Angeles City of/Peabody St.	Public Utilities - PA	6,465.54
834	Port Angeles/Dump	PO 1140, 1142 Utilities - Solid Waste - Yard Debris - FAC	83.98
835	Port Angeles/Orcas Avenue	Public Utilities - PA	308.27
836	PUD Clallam County	Public Utilities - SQ2	414.65
837	PUD Clallam County	Public Utilities - FO, CB, SQ2	1,036.12
838	PUD Clallam County	Public Utilities - SQ	595.66
839	Rainbow Sweepers Inc.	PO 1149 Groundskeeping - PA Parking Lot Sweeping - FAC	250.47
840	Renell Melissa	Travel - Business - Mileage Reimbursement - NOLS	19.58
841	Ropeworks	C-22 Programming - SRP End of Summer Celebration (PAFOL/ FOSL/FODF)	1,500.00
842	Sanford Irrigation, Inc.	PO 1155 Groundskeeping - PA Irrigation Startup, Repairs - FAC	558.42
843	Sciacca Ranger	C-45 Programming - Ranger and the Re-Arrangers (FOSL)	500.00
844	Sequim City of	Public Utilities - SQ	1,690.40
845	Sequim Gazette	Collection Materials	156.00
846	SHKS Architects	PO 1260 Capital Construction - SQ Library Expansion Project - SQ CPA	20,818.46
847	Sound Energy Systems	PO 1135 Repair & Maintenance - PA HVAC Controls Maintenance - FAC	1,018.22
848	Strait Signs	PO 1139 Office Supplies - Custom Decals - ADM	65.34
849	Sullivan Meghan	PO 1239 Program Supplies - County Fair Worker Passes NOLS Table (PAFOL)	36.00
850	Summit Law Group	PO 1253, 1254 Professional Fees - Legal Services - ADM	8,098.00
851	Swain's General Store, Inc.	PO 1114, 1129 Maintenance Supplies - Vinegar, Utility Blade, Caulk - FAC	119.80
852	Swain's General Store, Inc.	PO 1250 Maintenance Supplies - Bug Traps, Caulk, Soap - FAC	53.16
853	Timberland Regional Library	PO 1126 Interlibrary Loan Fees - Material Replacement - NOLS	5.00
854	TRS Mechanical Inc	PO 1137 Repair & Maintenance - Quarterly SQ HVAC Maintenance - FAC	2,412.97
855	Uline	PO 1158 Office Supplies - Slatwall Accessories - PA	386.08
856	Unique Management Services Inc.	Professional Services - Debt Collection	334.90
857	US Bank	Credit Card Services - August 2026	16,771.12
858	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
859	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	595.59
860	Viking Sew & Vac	PO 1217 Maintenance Supplies - Vacuum Parts - FAC	91.39
861	WCIF	Vii/Li/EAP PPE 07-31-2026	1,242.63
862	West Waste & Recycling	Public Utilities - FO & CB	99.42
863	WorkPointe	PO 1252 Construction of Capital Assets - Furniture Storage Fees - SQ CPA	3,484.80
864	WSCCCE-Council 2 AFSCME AFL-CIO	Union Dues PPE 07-31-2026	2,238.83
865	WSCCCE - WPAS Inc	Dental Premiums PPE 07-31-2026 - SEPT Coverage	7,721.46

573,668.51

No.	Claimant	Purpose	Amount
* Detail - NOLS Revolving Fund Account -- Voucher #823			
2557	NOLS Patron	Patron Refund	69.99
2559	NOLS Patron	Patron Refund	13.90
2560	NOLS Patron	Patron Refund	35.95
2561	NOLS Patron	Patron Refund	20.00
EFT 1235	First Federal	2026 Annual Safe Deposit Box Rent	40.00
			179.84

*** Detail - NOLS US Bank Credit Card Purchases -- Voucher #857**

1	ABT Electronics	PO 1100 Machinery & Equipment - Conference Room Webcams (2) - PACR	1,958.02
2	ABT Electronics	PO 1173 Machinery & Equipment - Conference Room Webcams (2) - CB	1,958.02
3	Adobe Creative Cloud	PO 1206 Technology Services - 6 Creative Cloud Licenses - IT	209.94
4	All Partitions	PO 1164 Maintenance Supplies - PA Restroom Partition Parts - FAC	54.89
5	Amazon.com	PO 1119 Merchandise for Resale - Flash Drives - NOLS	69.01
6	Amazon.com	PO 1119 Office Supplies - Alcohol Wipes - PA	21.10
7	Amazon.com	PO 1119 Program Supplies - Kinusaiga Crafting (PAFOL)	45.36
8	Amazon.com	PO 1168 Program Supplies - Discovery Club (FOFOL)	35.25
9	Amazon.com	PO 1169 Program Supplies - Teen Lit Bags (FODF)	47.63
10	Amazon.com	PO 1134 Office Supplies - Sandpaper, Book Tape, Markers - SQ	69.26
11	Amazon.com	PO 1032 Program Supplies - Tween Stuffed Animal Tea Party (PAFOL)	26.22
12	Amazon.com	PO 1032 Program Supplies - Tween Stuffed Animal Tea Party (PAFOL) Refund	-7.61
13	Amazon.com	PO 1209 Office Supplies - Dish Rack, DVD Dividers - FO	28.20
14	Amazon.com	PO 1209 Program Supplies - Speaker (FOFOL)	120.54
15	Amazon.com	PO 1215 Machinery & Equipment - Breakroom Furniture & Lamps - FO	224.34
16	Amazon.com	PO 1213 Machinery & Equipment - Breakroom Furniture - FO	124.84
17	Amazon.com	PO 1115 Small Tools & Equipment - Cable Management Boxes - IT	39.57
18	Amazon.com	PO 1015 Program Supplies - Teen & Tween Programs, Discovery Club (FOSL)	67.08
19	Amazon.com	PO 1015 Program Supplies - Teen & Tween Programs, Discovery Club (FOSL) I	-7.59
20	Amazon.com	PO 1125 Maintenance Supplies - Isopropyl Spray - FAC	43.03
21	Amazon.com	PO 1225 Small Tools & Equipment - Mailbox - SQ CPA	54.44
22	Amazon.com	PO 1225 Small Tools & Equipment - Roadside Mailbox - SQ CPA	200.44
23	Amazon.com	PO 1226 Program Supplies - Art Walk, Charging Cords (FOSL)	30.35
24	Amazon.com	PO 1225 Small Tools & Equipment - Vinyl Stickers for Mailbox - SQ CPA	9.79
25	Amazon.com	PO 1031 Program Supplies - Plant a Mocktail Garden (FOFOL)	17.62
26	Amazon.com	PO 1031 Program Supplies - Plant a Mocktail Garden (CBFOL)	17.62
27	Amazon.com	PO 1131 Program Supplies - Bad Art, Twilight Wonder, Craft Connect (FOFOL)	104.82
28	Amazon.com	PO 1131 Program Supplies - Bad Art, Twilight Wonder, Craft Connect (CBFOL)	39.07
29	Arco	PO 1099 Courier Fuel - Pacifica - OR	47.93
30	Arco	PO 1117 Courier Fuel - Pacifica - OR	37.37
31	Arco	PO 1144 Courier Fuel - Pacifica - OR	34.12

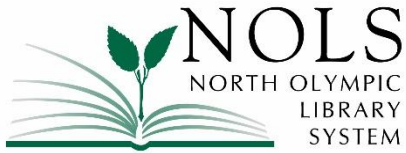
No.	Claimant	Purpose	Amount
32	Arco	PO 1108 Business Fuel - Bookmobile - OR	46.79
33	Arco	PO 1122 Business Fuel - Bookmobile - OR	61.38
34	B&H Photo	PO 1171 Machinery & Equipment - Conference Room TV, Wall Mount - FO	1,666.16
35	Circle K	PO 1148 Business Fuel - Transit Van - NOLS	46.25
36	Clarksworld Magazine	PO 1151 Collection Materials - NOLS	13.99
37	Costco	PO 1186 Program Supplies - Teen Night (FOSL)	21.67
38	Costco	PO 1085 Program Supplies - Parade Candy (BMOR)	229.90
39	Costco	PO 1124 Program Supplies - Parade Candy (BMOR)	279.88
40	Demco Inc.	PO 1210 Program Supplies - Programming Stickers (FOFOL)	71.57
41	eBay	PO 1205 Small Tools & Equipment - Logitech Webcam Mounts (3) - IT	59.87
42	eBay	PO 1205 Small Tools & Equipment - Logitech XL Webcam Mount - IT	93.84
43	eBay	PO 1205 Small Tools & Equipment - Logitech Webcam Mount - IT	49.10
44	eFax Corporate	PO 1174 Technology Services - Confidential HR Fax Line - ADM	36.84
45	eFile720	PO 1235 Technology Services - IRS eFile Form 720 - ADM	59.95
46	Evergreen 76	PO 1051 Business Fuel - Chevy Van - NOLS	118.48
47	First Book Marketplace	PO 1183 Program Supplies - Kids Book Club (FOSL)	204.44
48	Forks Outfitters	PO 1166 Program Supplies - CB Movie & Dinner (CBFOL)	66.45
49	Forks Outfitters	PO 1167 Program Supplies - Kids Book Club (FOFOL)	8.98
50	Forks Outfitters	PO 1223 Program Supplies - Sekiu/CB Fun Days (CBFOL)	49.65
51	Forks Outfitters	PO 1029 Program Supplies - Plant a Mocktail Garden (FOFOL)	5.22
52	Forks Outfitters	PO 1029 Program Supplies - Plant a Mocktail Garden (CBFOL)	5.23
53	Hide-It Mounts	PO 1056 Small Tools & Equipment - Dell Latitude Mini Wall Mount (6) - IT	163.10
54	Karafun	PO 1096 Program Supplies - Family Karaoke Night (PAFOL)	49.00
55	KCDA Purchasing Cooperative	PO 1035 Office Supplies - Pencils, Sealable Plastic Bags, Binder Clips - PA	54.27
56	KCDA Purchasing Cooperative	PO 1121 Office Supplies - Book Tape, Correction Tape, Batteries - PA	80.33
57	Lonesome Creek	PO 1214 Business Fuel - Blue Prius - NOLS	18.81
58	Lower Elwha Food & Fuel	PO 1198 Business Fuel - Bookmobile - OR	99.79
59	Lower Elwha Food & Fuel	PO 1199 Business Fuel - White Subaru - NOLS	36.14
60	Lower Elwha Food & Fuel	PO 1200 Business Fuel - Bookmobile - OR	49.28
61	Lower Elwha Food & Fuel	PO 1201 Business Fuel - Bookmobile - OR	50.57
62	Lower Elwha Food & Fuel	PO 1023 Business Fuel - Bookmobile - OR	50.40
63	Lower Elwha Food & Fuel	PO 1097 Business Fuel - Bookmobile - OR	57.69
64	Lower Elwha Food & Fuel	PO 1123 Business Fuel - Bookmobile - OR	45.89
65	Lower Elwha Food & Fuel	PO 1160 Business Fuel - Bookmobile - OR	56.03
66	Meta (Facebook)	PO 1237 Professional Services - Sponsored Posts - Program Ads - MKT	6.94
67	Michael's Store	PO 1162 Program Supplies - Discovery Club (PAFOL)	56.35
68	Michael's Store	PO 1034 Program Supplies - Discovery Club, Teen Night (FOSL)	27.57
69	Microsoft	PO 1075 Technology Services - A5 Licenses - IT	525.20
70	Microsoft	PO 1074 Technology Services - A3 Licenses - IT	419.54
71	Microsoft	PO 1076 Technology Services - Annual Shared Device Licensing - IT	980.10
72	Mt Pleasant 76	PO 1208 Business Fuel - White Subaru - NOLS	63.00

No.	Claimant	Purpose	Amount
73	Navigate360 LLC	PO 1057 Training & Conferences - Tabletop Training Cards - NOLS	27.99
74	Office Depot	PO 1207 Small Tools & Equipment - Logitech XL Webcam Mount - IT	141.56
75	Petco	PO 1219 Miscellaneous - Fish Tank (CBDF)	43.44
76	Petco	PO 1219 Miscellaneous - Fish Tank (CBDF) REFUND	-43.44
77	POS Supply Solutions	PO 1033 Office Supplies - Receipt Paper - NOLS	190.02
78	Prime Video	PO 1104 Program Supplies - Family Movie Matinee (FOSL)	4.33
79	Prime Video	PO 1189 Program Supplies - Candy Sushi and a Movie (FOSL)	4.33
80	Quill Corporation	PO 1218 Office Supplies - Tape, Notebooks, Screen Wipes - FO	223.42
81	Quill Corporation	PO 1220 Machinery & Equipment - Office Chairs (2) - FO	141.16
82	Quill Corporation	PO 1220 Machinery & Equipment - Office Chairs (2) - CB	145.15
83	Quill Corporation	PO 1220 Machinery & Equipment - Office Chair (1) - FO	266.84
84	Quill Corporation	PO 1220 Machinery & Equipment - Office Chair (1) - FO	296.20
85	Quill Corporation	PO 1220 Machinery & Equipment - Office Chair (1) - CB	304.18
86	Rusty Gate Nursery/Moodys	PO 1028 Program Supplies - Plant a Mocktail Garden (FOFOL)	7.21
87	Rusty Gate Nursery/Moodys	PO 1028 Program Supplies - Plant a Mocktail Garden (CBFOL)	7.20
88	Safeway	PO 1078 Program Supplies - Tween Stuffed Animal Tea Party (PAFOL)	28.59
89	Safeway	PO 1036 Program Supplies - Teen Night, Discovery Club, Movie (FOSL)	72.18
90	Safeway	PO 1143 Program Supplies - Tea Social Organic Conversations (PAFOL)	37.28
91	Safeway Fuel	PO 1130 Business Fuel - White Subaru - NOLS	40.11
92	Sequim City of	PO 1224 Capital Construction - Permit Service Fee - SQ CPA	8.06
93	Sequim City of	PO 1224 Capital Construction - Right of Way Permit - SQ CPA	215.00
94	Shell	PO 1145 Business Fuel - Chevy Van - NOLS	123.55
95	Shell	PO 1039 Courier Fuel - Pacifica - OR	75.59
96	Sports Illustrated Kids	PO 1177 Collection Materials - NOLS	27.10
97	Stamps.com	PO 1018 Postage - TS	250.00
98	Stamps.com	PO 1038 Postage - TS	250.00
99	Stamps.com	PO 1095 Postage - TS	250.00
100	Stamps.com	PO 1113 Postage - TS	250.00
101	Stamps.com	PO 1118 Postage - TS	250.00
102	Stamps.com	PO 1127 Technology Services - Monthly Service Charges - TS	22.86
103	Stamps.com	PO 1133 Postage - TS	250.00
104	Stamps.com	PO 1147 Postage - TS	250.00
105	The Braille Superstore	PO 1071 Collection Materials - NOLS	44.85
106	Tractor Supply	PO 1132 Maintenance Supplies - Fuel Additive for Bookmobile - FAC	47.90
107	Uline	PO 1212 Maintenance Supplies - Staff Safety Barriers - FAC	179.82
108	Uplift Desk	PO 1103 Maintenance Supplies - Control Box for Desk - FAC	140.48
109	Uprinting	PO 1116 Professional Services - Remote Printing Bookmarks - NOLS	181.45
110	USPS	PO 1107 Postage - Certified Mail - ADM	6.37
111	Walmart	PO 1172 Small Tools & Equipment - Desk Lamp, Light Bulb - PA	34.14
112	Walmart	PO 1094 Program Supplies - Library Lawn Games (FOSL)	65.31
113	Walmart	PO 1187 Program Supplies - Candy Sushi and a Movie (FOSL) REFUND	-9.92

No.	Claimant	Purpose	Amount
114	Walmart	PO 1187 Program Supplies - Candy Sushi and a Movie (FOSL)	59.87
115	Walmart	PO 1188 Program Supplies - Candy Sushi and a Movie (FOSL)	11.23
116	Walmart	PO 1141 Repair & Maintenance - Curtain - FAC	30.26
117	Walmart	PO 1141 Repair & Maintenance - Curtain Rod - FAC	13.14
			16,771.12

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

1232 ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 07-31-2026)	274,658.73
1233 Dept. of Retirement Systems	PERS and DCP (PPE 07-31-2026)	39,207.73
		313,866.46



Staff Report

Meeting Date: September 24, 2026
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Overview of NOLS' 2027 Budgeting Process

Attachments: Policy 5.15: Fiscal Management
Fiscal Factors Overview

TOPIC/ISSUE:

This report provides background on NOLS' budgeting process, as a refresher on the factors that underlie staff activities and Board discussions and actions during the upcoming budget season.

BACKGROUND/ DISCUSSION:

NOLS' Budget/Levy Development Process

NOLS' fiscal year is January-December. The Library is required to file a levy request with the County by the end of November. A brief outline of the significant mileposts (*and approximate timing*) in the budget and levy development process follows:

- NOLS budget planning season kicks off with development of a detailed budget task timeline (*August*).
- Managers and workgroup leaders initiate development of branch/department/committee workplans for the coming year (*September*). The Library's strategic initiatives are also updated periodically as part of the work planning process.
- A series of Board Finance Committee meetings are scheduled to occur at intervals during the budget development process (*September-January*).
- In years in which collective bargaining occurs, a series of negotiation meetings are scheduled with the bargaining unit(s) (*September-November*).
- The Board adopts Budget Guidelines for the coming year (*September or October meeting*).
- Managers work with branch/department staff to identify operating and capital budget needs for the coming year (*August-October*).
- Branch Managers develop budget requests to be submitted to Friends of the Library groups (*August-October*).

- Administrative staff develop detailed personnel cost projections, and also estimate costs for various “systemwide” expenditures (such as utilities, insurance, payroll, printing, etc.) (*August-October*).
- The Finance Manager works with the county Assessor, and utilizes various other resources, to estimate tax (levy) revenue projections (*October-November*).
- Revenue and operating expenditure projections come together in a working Operating Budget spreadsheet (*late September*), which is discussed and fine-tuned in a series of Management Team meetings (*September-November*). Copies of the working drafts of this spreadsheet are available to all NOLS staff throughout the budget development period.
- The Board Finance Committee views the working drafts of the budget spreadsheets periodically during development, and ultimately approves a summary budget for full Board review and adoption (*September-November*).
- The Board conducts two Public Hearings on the Operating Budget (at their *October* and *November* meetings). Board packets for the budget hearings include the current iteration of the summary budget, as approved by the Finance Committee, and a detailed budget narrative prepared by the Executive Director. The November packet also includes the required levy resolutions and explanatory staff report(s).
- The Board adopts the Operating Budget and the required levy resolutions (*November meeting*). The Board may also approve collective bargaining agreements in *November*.
- The Executive Director submits the levy resolutions and other required documents to the County prior to the *end-of-November deadline* set by the Assessor.
- The preliminary draft of the Capital Budget is prepared and reviewed by the Finance Committee simultaneously with development of the Operating Budget (*September-January*). NOLS funds its Capital Budget through timber revenues, rather than operating levy revenues; adoption is therefore not subject to the Assessor’s levy deadline. The Capital Budget is finalized and adopted in *January*, so that it will accurately reflect the completion status of prior year capital projects, and prior-year timber-receipt revenues.
- In *January*, the Board also reviews end-of-year budget reconciliations for the previous fiscal year, and approves any transfers necessary to fund the operating “float” and/or Operating or Capital budgets for the upcoming year.

POLICY CONSIDERATIONS:

NOLS follows a methodical and transparent process for budget development, which includes staff, Board, and public input opportunities at multiple stages along the way. Copies of past year budget documents, including detailed budget narratives, are available on the Library’s webpage.

The budget and levy process are also subject to a complexity of state laws and both state and county administrative requirements.

NOLS Policy 5.15 establishes the fiscal, financial, and budget practices that support the Library’s responsible and sustainable stewardship of public resources (copy attached, and also publicly available on the Library’s webpage).

FISCAL CONSIDERATIONS:

NOLS is a Library Tax District as defined under Washington State Law (RCW 27.12). The majority of NOLS' revenues are derived from property taxes. Since Clallam County voters approved a levy lid lift for NOLS, the 2027 levy rate will be set at \$0.45 per \$1,000 of assessed value. Tax revenue collected at this new rate will not be received by NOLS until spring 2027.

A detailed discussion of the factors driving NOLS' budget, levy, and fiscal planning can be found in NOLS' *Levy, Budget and Fiscal Outlook* document (copy attached, and also publicly available on the Library's webpage).



Policy 5.15 Fiscal Management

Adopted by the Library Board of Trustees:
10/27/2016; 1/25/2024

Purpose

The North Olympic Library System Board of Trustees establishes the following Fiscal Management Policy in order insure that the Library's fiscal, financial, and budget practices are conducted according to sound and accepted financial procedures and policies, and to support responsible and sustainable stewardship of public resources.

Revenue

Pursuant RCW 27.12.070, the Clallam County Office of the Treasurer serves as the Library's fiscal agent for receiving and disbursing taxes levied on behalf of the Library.

Although library services are primarily funded through property taxes and timber revenue, the Library will seek information on alternative funding from multiple sources, e.g. grants, partnerships and fees.

All Library fees and charges will be approved by the Board in [Policy 4.2](#).

Debt Management

As a junior taxing district, the Library has a few options in determining the method of taking on debt. Those include short term loan obligations, limited tax general obligation or "councilmanic" bonds, unlimited tax general obligation or "voted" bonds, and other types of debt including leases, as well as intergovernmental and Local Option Capital Asset Lending (LOCAL) loans. Long-term debt is only to be used to finance capital improvements and should never be used to support current operations.

Investments

Pursuant RCW 43.250, the Library will participate in the Washington State Local Government Investment Pool (LGIP) and adopt their Investment Policy. The Executive Director or Finance Manager will recommend other investment opportunities to the Board for approval. Staff will regularly review investments to ensure compliance with any direction from the State Auditor's Office.

Annual Budget

The Board will adopt and maintain a balanced annual Operating Budget. Library staff will prepare an annual budget based on anticipated revenues and expenses, and present it to the Board for approval. The process will follow an established calendar and include a public hearing for the final reading. The annual levy for tax collection purposes must be set and sent to the Clallam County Assessor by November 30 of each year.

The Library's Capital Budget will be approved by the Board at the January Board meeting for the fiscal year of the budget. The Capital Budget provides for routine annual capital improvement and maintenance of the Library's capital infrastructure.

Large-scale non-routine capital projects may be funded from various gift, grant, or Capital Project accounts, which will be approved separately by the Board on a case-by-case basis.

Amended or revised budgets may be adopted by the Board as needed.

Undesignated Cash Operating Fund

This fund is used to carry out the Library's normal operations and maintenance activities. While the Library budgets on a calendar year (January-December), tax revenue is received primarily in the second and fourth quarters. The minimum beginning balance for the fund in January each year should not be less than 33% of budgeted operational expenditures to ensure adequate funding to maintain services between property tax collections. The Board delegates the responsibility of maintaining an adequate fund balance to the Executive Director to maintain sufficient cash available for the operational needs of the Library. A fund balance in excess of the minimum may be used for current-year expenditures or may be transferred to Board Designated Reserve Accounts.

Reserve Accounts

The Library maintains a number of Board Designated Reserve accounts. These accounts are designated or restricted as to use by the Board. The Library may also maintain other Reserve accounts, which are designated or restricted as to use by donors or other legal requirements.

The Library will maintain the following Board Designated Reserve Accounts:

- **Fiscal Emergency Reserve** - designated as a reserve resource to be used in the event of a significant fiscal emergency as declared by the Board, including events such as the need to fund the Undesignated Cash Operating account, payout a substantial portion of the workforce, weather widespread tax default, or respond to significant natural catastrophe or civil disruption. The Fiscal Emergency Reserve will be funded to a level that represents approximately three months of operating expenses based on what has been budgeted for the current year's personnel, utilities, communications, and supplies (excluding collection) expenses.

Upon declaring a need for fiscal resources to address a significant emergency having effects that cannot be addressed through the existing budget, the Board may take action to release cash reserves for purposes of meeting fiscal obligations and/or ensuring continuity of operations and services.

- **Operating Reserve** – serves as a holding account for funds set aside to augment annual revenues in deficit budget years, when operations and maintenance costs exceed expected revenues. Funding and use of Operating Reserves will be authorized by the Board in keeping with established reserve and fiscal management strategies.

- **NOLS Capital Reserve** - serves as a receiving account for timber revenues. Funds in this account are utilized to support capital projects.
- **NOLS Capital Budget Fund** - designated as a reserve resource for maintaining and enhancing capital infrastructure. Funds may be designated, at Board direction, to support capital replacement or enhancement projects at any NOLS facility.
- **Capital Project Accounts** - may be created at need to receive and disburse funds for capital projects at various Library locations (e.g. *Port Angeles Capital Reserve or Sequim Capital Project Account*).

Reserve Account funds may be held jointly in both liquid accounts (such as the State Local Investment Pool) and investment accounts (such as Certificates of Deposit).

For purposes of managing the Library's finances, additional reserve accounts may be designated and/or reserve funds may be transferred between library reserves and/or operating accounts by the Board at any time.

Grants and Donations

The Executive Director or designee will create and maintain designated Grants and Donations funds as necessary to accurately control and account for funds received as grants and donations. Board authorization is not required for establishing Grants and Donations funds.

Expenditure Certification and Disbursement Systems Controls

Pursuant to RCW 42.24.080, the Finance Manager is designated to certify all claims made against the Library for payment. The Executive Director or designee shall certify payments in the absence of the Finance Manager.

To provide guidelines for receiving, handling, reporting and disposition of cash, check, and electronic receipts and other petty cash funds held by the Library, staff will follow [Cash Management Policy 5.7](#), Electronic Fund Transfer Policy 5.18, and related procedures.

The Library shall establish and maintain control systems for each major disbursements process, including payroll and accounts payable, as well as controls over transactions from initiation to payment, account monitoring, and fraud protection.

Duties shall be segregated to ensure that there is appropriate separation from assets by those empowered to approve expenditures. These include signatories not having access to the ability to print checks or access the Library's accounts. Duties for authorization, reconciliation, recording, asset inventory, surplusing and other accounting duties shall be delegated among the Administrative staff to ensure compliance.

Financial Reporting

The Library will follow the prescribed Budget, Accounting, and Reporting System (BARS) as outlined by the Washington State Auditor's Office.

The Library's financial reporting will be on a cash basis. Financial reports will be submitted to the Board at their regular public meetings.

Whenever required by the Washington State Auditor's Office, the Library will participate in audits and budget for those activities accordingly.

Board Responsibilities

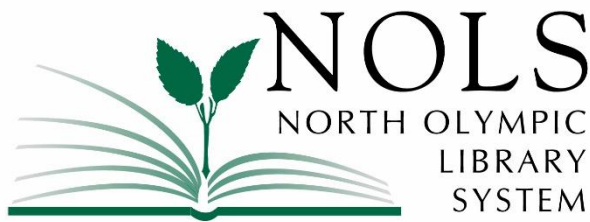
Washington State Law (RCW 27.12.210) authorizes the Board of Trustees to undertake all actions necessary for the orderly and efficient management and control of the Library's finances. The Board has responsibility for the following:

1. Assist with budget development and approve annual Operating and Capital budgets;
2. Regularly review financial reports;
3. Approve voucher payments;
4. Regularly review reserve balances and strategies;
5. Approve transfer of funds among Board designated accounts as needed;
6. Participate in the State audit process;
7. Review this fiscal management policy periodically, and amend it as deemed appropriate.

Administrative Responsibilities

The Board expects the Executive Director and designees to carry out the following responsibilities:

1. Establish a budget system and administer the budget process.
2. Establish and maintain financial procedures for managing the Library's cash. Document, keep prudently current, and enforce such financial procedures as an implementation of this fiscal policy.
3. Establish and maintain a strategic fiscal management plan.
4. Develop and manage fiscal practices that support reserve strategies established by the Board.
5. Administer a cash-flow system as an anticipatory approach to budgeting, and meet the Library's expenditure needs for future operations, including bill management.
6. Implement the State of Washington's Budget, Accounting, and Reporting System (BARS).
7. Furnish the Board appropriate financial reports on a monthly basis.



Fiscal Factors Overview:

NOLS Levy, Budget, and Fiscal Outlook

Updated: Fall 2026

This document provides a summary of the factors that impact NOLS' levy, budget, and fiscal outlook. Some non-essential details have been omitted or simplified in order to keep the summary as concise as possible.

TRANSPARENCY AND GOOD STEWARDSHIP

NOLS' Fiscal Management Policy ([Policy 5.15](#)) establishes the fiscal, financial, and budget practices that support the Library's responsible and sustainable stewardship of public resources.

NOLS develops budgets through a staff inclusive process, and conducts public hearings on the budget. NOLS' fiscal management policies, financial records, budgets, annual reports, and Washington State Audit reports are routinely posted to the [Library's website](#).

LIBRARY LEVY BACKGROUND

Tax District: NOLS is a Library Tax District as defined under Washington State Law ([RCW 27.12](#)). The majority of NOLS' revenues are derived from property taxes. The Library's tax revenues are levied and collected by Clallam County.

Calculation of the Library's Operating Levy: Fifty cents per \$1000 of the Assessed Valuation (AV) for all property in the county is the maximum levy rate allowable by state law for rural library districts. This formula ($AV \times .50/\$1000$) establishes the amount of property tax the Library District is theoretically eligible to collect each year. There are however other factors that impact this theoretical levy figure.

Washington State laws impose several limiting factors on property tax levy amounts.

- The levy cannot exceed the statutory maximum levy rate for the district;
- The levy cannot exceed the previous year's levy amount by more than one percent (1%);
- The levy cannot exceed the tax revenue amount specified in the district's approved budget;
- The levy cannot exceed the total levy amount authorized by Board resolution; and
- The levy cannot exceed the highest regular tax which could have been lawfully levied since 1985.

In calculating the levy, separate computations are performed to determine all the possible levy amounts, taking each of the limiting factors into consideration. Final determination of the certified regular levy computation for the tax district always reflects the least amount that could potentially be levied based on any of the limiting factor computations.

Implicit Price Deflator: The implicit price deflator (IPD) for personal consumption expenditures is a figure used to measure inflation, and it can impact how much property tax revenue a jurisdiction can collect in any year.

Under state law, no local government may increase its property tax levy more than 1% in a given year, and local governments with a population of 10,000 or more are limited to the lesser of 1% or the rate of inflation (RCW 84.55.005 - .010). However, if inflation falls below 1%, a jurisdiction with a population of 10,000 or more may adopt a resolution of "substantial need" allowing it to increase the levy (or bank the excess capacity) up to the full 1%.

The inflation rate as of August 2026 is 3.4%, which means local governments in Washington with populations 10,000 or greater do not need to adopt a resolution of substantial need in order to receive the full 1% increase as allowed by law.

The Library Levy in times of increasing Assessed Valuation (AV) – 1% growth limitation – shrinking levy rate: Theoretically speaking, when the assessed valuation of County property increases, NOLS' levy would also increase. Functionally speaking however, the 1% growth limitation established by state law ensures that a district's property tax revenues cannot grow by more than 1% over the previous year's actual levy, regardless of the rate of increase of the AV. Under this scenario, an additional levy rate factor may come into play: if the AV grows at more than 1%, and the district's actual levy receipts are capped at 1% growth, this will result in a shrinking levy rate. In essence, the rate is the only piece of the tax levy formula that can be adjusted, so it is.

NOLS' 2026 levy rate stands at 28¢ per \$1000 of the AV of all the property in the county. The Library's total property tax revenues may also include separate "add on" amounts for new construction and levy refunds, but in the context of NOLS' overall revenue/budget picture, the amounts of these potential add-ons are minor. Various factors, such as a dramatic drop in assessed valuation, could change the projected trajectory for levy and levy rates in the future. Generally speaking, however, if the present trend of an increasing AV continues, the one percent (1%) cap on year-to-year levy growth will be the pertinent limiting factor for NOLS' budgeting and levy calculation for coming years, and the Library's levy rate will experience ongoing compression.

The impacts of normal inflation on operational costs almost always exceed 1% per year, so even in the best case assessed valuation/levy rate situations, the 1% growth limitation inevitably results in an increasingly restricted levy.

The 2026 Levy Lid Lift: NOLS experienced the 1% limitation/shrinking levy rate scenario described above between the years of 2011 (after a levy lid lift was approved by voters in 2010, setting the rate at 50¢ / \$1000 AV) and 2026. Between 2011 and 2026, the District's levy rate dropped from 50¢ / \$1000 AV to 28¢ / \$1000 AV. This reduced levy rate had severe fiscal impacts for NOLS. To improve

NOLS' fiscal outlook, and ability to adequately serve the community, the Library developed a [2026-2030 Strategic Roadmap](#) and a [levy lid lift](#) was referred to the voters of Clallam County in April 2026. As a result of this vote, the Library's levy rate was successfully lifted to 45¢ / \$1000 AV. The County will begin to collect this higher rate of tax revenue on NOLS' behalf in 2027.

Operating Reserves Strategy: A key fiscal strategy of NOLS since the passing of the levy lid lift in 2010 called for building operating reserves during the first several years following the levy lid lift, in anticipation of the inevitable erosion that would result in later years due to the limitations of the 1% cap and the shrinking levy rate. The reserved funds would be available to help balance NOLS' operating budget in the later years. NOLS plans to continue this strategy after the 2026 levy lid lift is implemented in 2027.

Levy/Budget Impacts: During the past decade, NOLS responded to fiscal challenges in a number of ways, including: careful budgeting and spending, more solicitation of grants and donated funds, creative use of gift funds and volunteers, strategic adjustments to personnel costs, and careful preservation of the more-limited-than-expected operating reserves.

Excluding debt payments, about 76% of NOLS' operating expenditures are in personnel costs (salary and benefits). In comparison, approximately 7% of the annual budget is expended on the next largest budget category, library materials (including electronic resources), and all other library operating costs together total about 17% of the annual operating budget, excluding debt.

Personnel costs routinely increase by at least 3% per year, not including additional increases that may arise from negotiated increases to salaries and/or benefits. Long term inflationary impacts of personnel cost commitments must therefore be prudently considered in projecting the Library's long-term fiscal sustainability.

Draws on Reserves: The 2018 Library levy was \$4,105,381. This figure exceeded and replaced NOLS' previous "highest lawful levy" (HLL) figure of \$4,082,156, and became the new HLL growth limiting factor for the Library District. Levy capacity banked in prior years has been fully utilized. In 2019, therefore, the District received only a 1% levy growth over the 2018 levy (plus add-ons for new construction and refunds). In 2020, this resulted in a tax levy, including add-ons for new construction valuation, of \$4,435,000. The District's 2020 levy rate was 44¢ per \$1,000 of assessed valuation. The levy rate dropped to 41¢ per \$1,000 of assessed valuation in 2021, then to 37.6¢ per \$1,000 of assessed valuation in 2022 and dropped further to 31¢ per \$1,000 of assessed valuation in 2023.

The District's 2026 levy rate stands at 28¢ per \$1,000 of assessed valuation. The gradual erosion of the levy rate, as a result of the 1% growth limitation began in 2018, continued through 2026, and is expected to continue after the levy lid lift resets the levy to 45¢ in 2027. Operating reserves, which have been carefully maintained over the past 15 years, will need to be rebuilt and maintained, if services are to be maintained far into the future. The following table depicts AV and NOLS property tax levy for 2011 through 2026.

Year	Total Taxable Assessed Value (AV)	% change from previous year's AV	Levy Limiting Factor*	Levy Rate	Total Taxes Collected by NOLS	% Change From Previous Year's Total Taxes
2026	\$17,256,940,521	3.8%	1% growth	28¢	\$4,894,977	1.7%
2025	\$16,625,611,367	3.6%	1% growth	29¢	\$4,811,321	2.1%
2024	\$16,054,804,180	7.3%	1% growth	29¢	\$4,714,054	1.8%
2023	\$14,967,504,004	25.1%	1% growth	31¢	\$4,632,383	2.8%
2022	\$11,968,220,628	12.3%	1% growth	38¢	\$4,505,352	2.4%
2021	\$10,660,588,245	8.1%	IPD or 1% growth	41¢	\$4,397,988	2.1%
2020	\$9,863,835,562	9.1%	1% growth	44¢	\$4,308,000	2.4%
2019	\$9,041,260,364	8.7%	1% growth	47¢	\$4,207,459	2.5%
2018	\$8,319,296,313	8.1%	HLL w/banked capacity	49¢	\$4,105,381	6.7%
2017	\$7,697,314,552	5.0%	HLL w/banked capacity	50¢	\$3,848,657	7.1%
2016	\$7,329,150,449	3.7%	1% growth	49¢	\$3,593,574	1.2%
2015	\$7,064,518,822	0.9%	Statutory Maximum	50¢	\$3,551,460	1.0%
2014	\$7,004,800,000	-2.2%	Statutory Maximum	50¢	\$3,517,400	-0.9%
2013	\$7,165,800,000	-5.0%	Statutory Maximum	50¢	\$3,550,000	-5.8%
2012	\$7,540,600,000	-9.1%	Statutory Maximum	50¢	\$3,770,000	-9.1%
2011	\$8,292,700,000	3.30%	Statutory Maximum	50¢	\$4,146,378	45% (last levy lid lift)
*Additional tax revenue from new construction is not accounted for in the levy limiting factor						

LIBRARY BUDGET BACKGROUND

Operating Budget: Every year in the late autumn NOLS develops an Operating Budget in accordance with its service priorities for the upcoming fiscal year (January-December). During this

same time period the County Assessor is busy finalizing assessed valuation figures, so NOLS works with estimated levy/revenue figures during much of the development phase of the NOLS operating budget. Ideally, current year operations can be funded from current year revenues. As a matter of policy and fiscal prudence the Library endeavors to stay within its projected resources (revenues and reserves) and not incur debt for operational purposes.

Capital Budget: The Library's annual Capital Budget, which provides for routine capital maintenance and improvements, is submitted to the Board for approval each January. NOLS funds its Capital Budget through timber revenues and capital reserves, rather than operating levy revenues; adoption is therefore not subject to the Assessor's levy deadline. The Capital Budget is finalized and adopted in January so that it can accurately reflect the completion status of prior-year capital projects, and prior-year timber-receipt revenues. See below for and more details on Capital Budget funding and development.

Timber Receipts, Capital Replacement Account, and Capital Budget: In addition to property tax revenues, NOLS also receives a share of receipts from timber harvests in Clallam County on Washington State Department of Natural Resources (DNR) managed trust lands. Timber revenues can be extremely volatile and the amount received in any given year is difficult to predict. In 2012, the Board began to redirect this revenue stream into a separate NOLS Capital Reserve (NCR) Account. As a general rule, the revenue base for the annual Capital Budget expenditures is calculated in the context of the timber revenues received during the prior year, although the Board may authorize the use of other capital reserves or gift funds to address capital needs when necessary. After adoption of the Capital Budget, the approved revenue amount is transferred to the Capital Budget Account for expenditure. Capital expenditures tend to be somewhat more discretionary than personnel-heavy operating expenses, therefore in times of low timber revenues capital projects can be postponed or scaled appropriately. This budgeting strategy has worked well for NOLS, in that the District need not rely on difficult-to-predict timber revenues to balance the operating budget, and NOLS is able to budget for capital needs using a known revenue figure. As a result, NOLS is able to maintain public infrastructure responsibly, effectively address capital improvement needs, and make provision against future capital needs.

OTHER FISCAL RESOURCES AND STRATEGIES

Reserve and Designated Accounts: NOLS maintains a number of reserve accounts, which are fully described in [Policy 5.15: Fiscal Management Policy](#). As noted above, reserve funds play a crucial role in NOLS' fiscal management strategy. Capital reserves improve the District's ability to adequately maintain public infrastructure and provide for the safety and comfort of staff and library users. Operating reserves provide a cushion against the inevitable erosion of the operating levy rate, helping the Library deliver library service in Clallam County in an ongoing and consistent manner.

NOLS also receives other gift, donation, grant, and bequest funds. Many of these funds are restricted as to use - by donor designation, Board designation, or legal designation. Gift funds are a useful supplemental revenue source for funding purchases and projects both small and large, thereby alleviating some pressure on the operating and capital budgets. Within the constraints of the fund's

designated purpose, some gift funds may also serve as a reserve cushion to be utilized in times of decreasing operating levies.

Current balances for reserve accounts and gift funds are always documented in the Board's monthly Financial Reports, published on the [Library website](#).

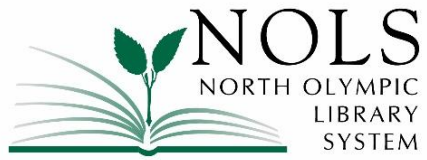
MORE INFORMATION

NOLS strives for openness and transparency in its management and reporting of public funds.

Budgets are drafted with input from and involvement of Library staff. As part of NOLS' budget development process, public hearings on the operating budget are held in October and November each year, and the capital budget is reviewed at the regular January meeting; public comment is always welcomed. Copies of the NOLS' Operating and Annual Budgets, and the annual Budget Glance document are available on the library's webpage. Narrative's discussing the budgets presented to the Board for approval can be read in the Board Packets for October, November (Operating) and January (Capital).

Monthly financial reports, including current balances of reserves, fund accounts, and notes about reserve designations, are presented monthly as part of Board Packet materials. Annual fiscal reporting and reconciliation are covered in the January Board Packet. All the above documents, and others, such as state audit reports, can be viewed at <https://www.nols.org/board-administration/>.

If you have questions or comments, please contact the Executive Director at Director@nols.org or 360.417.8500 x 7717.



Staff Report

Meeting Date: September 24, 2026
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Adoption of 2027 Budget Guidelines

Topic/Issue

Review and adoption of the 2027 Budget Guidelines.

Background

Adoption of annual guidelines stating ongoing and specific objectives for the upcoming budget year is an established practice of NOLS Board of Trustees.

Policy Considerations

The Finance Committee reviewed the 2027 Guidelines and has approved them for submittal to the Board.

Fiscal Considerations

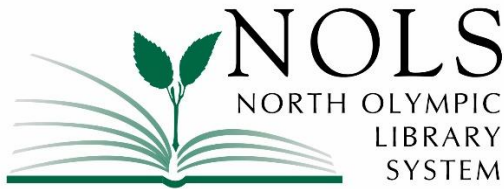
The budget guidelines affirm and establish guiding principles for budgeting. Specific fiscal considerations are addressed in the budget itself.

Alternatives Considered

The Board may request additional information and/or may propose changes, prior to adopting the 2027 Budget Guidelines.

Recommendation

That the Board move to adopt the 2027 Budget Guidelines as presented (or amended).

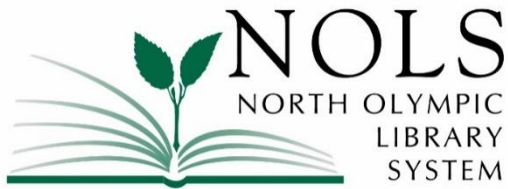


2027 BUDGET GUIDELINES *DRAFT*

With the 2027 Operating and Capital Budget, the Library Board of Trustees will be a responsible steward of the Library's public and private funds, and manage NOLS resources prudently utilizing the following guidelines:

1. In Spring 2026, Clallam County voters approved increasing the Library's compressed levy rate, allowing the NOLS 2027 budget to emphasize maintaining current library services and staffing levels.
2. The Library's [2026-2030 Strategic Roadmap](#), in addition to ongoing community feedback, will provide guidance on which services, programs, and projects will be prioritized.
3. The compensation study commissioned in 2026 will be utilized to ensure employees are compensated appropriately and that the Library can retain and recruit excellent employees, it's most important resource.
4. The Library will maintain Board Designated Reserve Accounts as described in Fiscal Management Policy 5.15 and recognizes that the Operating Reserve will need to be built back up to prepare for the inevitable shrinking of the Library's levy rate in future years.
5. The Board agrees that prudence and fiscal responsibility require that operational efficiencies will be continually sought, identified, and swiftly implemented wherever appropriate.

*Adopted by the NOLS Board of Trustees
Proposed for adoption on September 24, 2026*



Staff Report

Meeting Date: September 24, 2026
To: Library Board of Trustees
From: Erin Shield, Collection Services Manager
Subject: Awarding Holds Lockers Vendor Contract

Attachments: FE Technologies Holds Locker Pricing Quotation
FE Technologies Holds Locker Proposal

Topic/Issue:

Approval of contract for purchase, install, and support of holds lockers at each NOLS location.

Background:

Accessible holds lockers improve access to library materials for those with mobility issues and personal schedules that don't align with the branches' open hours; gives patrons an opportunity for more privacy if they don't want to use the open hold shelves; and can provide improved service if regular hours or services are interrupted due to weather, staffing, etc.

On June 16, 2026, an advertisement for a Request for Proposals (RFP) was published for a holds pick-up locker vendor. Proposals were due by 4:00pm on July 14, 2026. Six proposals were received. FE Technologies was the preferred vendor.

Discussion:

NOLS received five complete proposals from vendors in response to the issuance of the RFP. John Danks, Troi Velasquez, and Erin Shield reviewed all materials, compiled findings, and tabulated assigned points in a number of categories (Cost, including ongoing maintenance support and optional add-ons, patron experience, and staff experience).

Demo meetings with top potential vendors and the review team, including Noah Glaude, took place in August 2026. Staff site inspections happened in mid-September to help determine proposed placement of units at each branch. FE Technologies received the highest number of collated points.

FE Technologies has been providing library services primarily in Australia for many years and has more recently entered the North American market. They have a deep well of development in library RFID technologies. The company had very favorable reviews from libraries in the

United States who had experience with the vendor using both RFID and holds lockers services and corresponding support.

A final contract is being reviewed by NOLS legal counsel.

Policy Considerations:

The NOLS [Purchasing and Procurement Policy \(5.5\)](#) was followed with a formal RFP.

Fiscal Considerations:

Vendor proposal cost ranges varied from \$110,000 up to \$130,000. Some vendors included extras (like custom wrapping of units) that would otherwise be an additional expenditure.

The approved 2026 Capital Budget includes \$150,000 for holds lockers. NOLS has also sought additional funding sources to support this project.

In 2023, an opportunity was taken by NOLS to apply for project funding through the Washington State Department of Commerce Library Improvement Program (LCIP) which provides funds for projects which improve access to public libraries in Washington State. NOLS was awarded a grant for the project in Port Angeles, which includes half the cost of holds lockers at that location (approximately \$17,500). The Port Angeles Friends of the Library has committed to providing an additional \$17,500 to match the grant funding for the Port Angeles holds locker unit.

NOLS expects some additional expenses for electrical and networking installations and set-ups, small increases in annual support costs over the next three years and the potential for minor site needs prior to installation. The first year of maintenance support is included in the proposed total.

Recommendation:

That the Library Board of Trustees approve awarding the holds pick-up locker units, installation and maintenance to FE Technologies in the amount of \$110,575 plus sales tax. Additionally, the Library Board of Trustees approve the Executive Director to execute and approve contract amendments and change orders for the Holds Locker Project, if the fiscal impact of the individual change is less than \$50,000.

LIBRARY RFID PROPOSAL



North Olympic Library System

For: Erin Shield

Prepared by: Scotty Gage

Email: scotty.gage@fetechgroup-us.com

Mobile: (888)-278-1824 EX. 1

Date: 17-Sep-2026

ANYTIME EXTERNAL LIBRARY LOCKER

DESIGNED FOR BOTH OUTDOOR & INDOOR. ANYWHERE YOU LIKE!



FE Technologies' External Lockers give libraries the ability to provide patrons with 24/7 access to browse, pickup holds and return items.

The Lockers are designed for outdoor use so can be situated at sites convenient to the community. A simple holds pickup system lets the patron retrieve their hold items from a time and place that's convenient to them, 24 hours a day, 7 days a week. The library staff have a simple loading system and reporting tools that allow them to remotely manage the hold items efficiently.

Suitable to be installed at indoor or outdoor location. Canopy is included with the unit and can be removed for indoor installation.

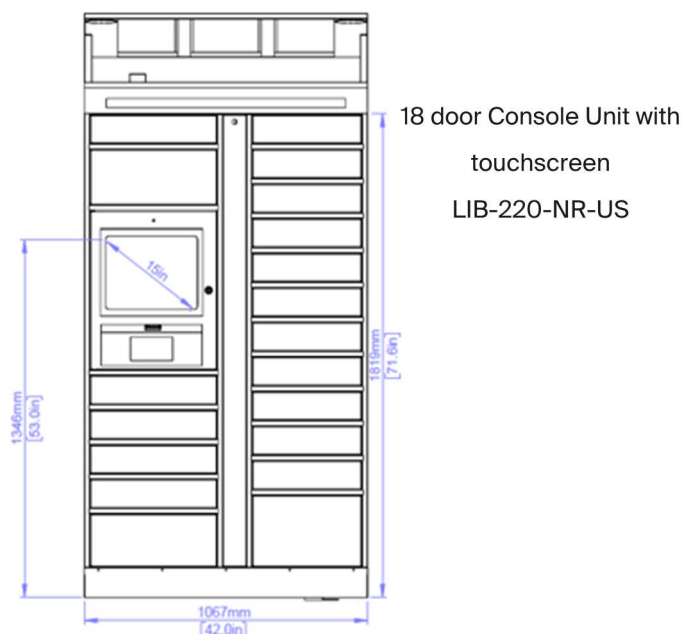
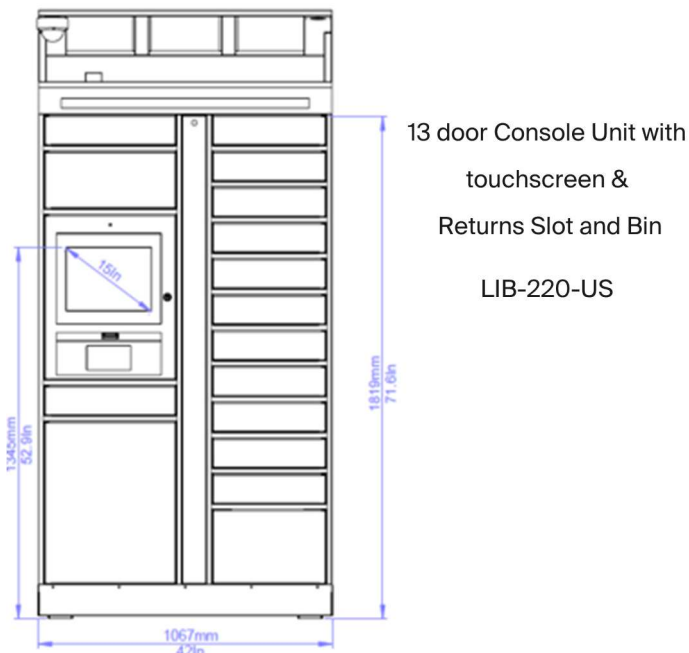
FEATURES

Holds Collection – patrons can collect hold-items simply by scanning their membership. A variety of additional patron identification technology is available including barcode and PIN.

Browsing and borrowing – Patrons can browse the non-hold items via the touch screen.

Returns – A returns chute with a removable bin housed under the screen.

Easy Loading & Secured– the locker is designed to be secure, tamperproof and robust within a public context.



BENEFITS FOR THE LIBRARY

- Increase 24/7 hold pick-up and Browse & Borrow
- Customisable colours and branding locker for library
- Weather & water resistant to prevent library items from being damaged from weather and water ingress
- Offering 24 hours accessibility to you patrons

ANYTIME EXTERNAL LIBRARY LOCKER- EXTENSION UNIT

DESIGNED FOR OUTDOOR & INDOOR. ANYWHERE YOU LIKE!



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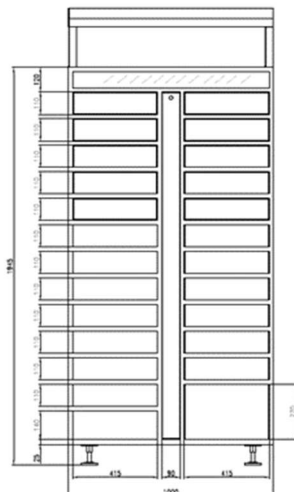
Suitable to be installed at indoor or outdoor location. Canopy is included with the unit and can be removed for indoor installation.

FEATURES

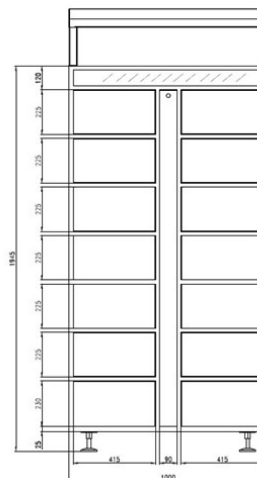
At main unit:

- Browsing and borrowing – Patrons can browse the non-hold items via the touch screen
- Holds Collection –Patrons can collect hold-items simply by scanning their membership. A variety of additional patron identification technology is available including barcode and PIN.

Easy Loading & Secured– the locker is designed to be secure, tamperproof and robust within a public context.



Option 1
25 door Extension Unit
LIB-221-US



Option 2
14 door Large Size
Extension Unit
LIB-221-XL-US

BENEFITS FOR THE LIBRARY

- *Increase 24/7 hold pick-up and Browse & Borrow*
- *Customisable colours and branding locker for library*
- *Weather & water resistant to prevent library items from being damaged from weather and water ingress*
- *Offering 24 hours accessibility to you patrons*

Pricing Quotation

Code	Product	Quantity	Price	Delivery	Install	Library Live / Annual License	Total	Maintenance (Year 2 Onwards)
Port Angeles								
LIB-220-NR-US	External Locker Console - No Returns	1	\$17,474	\$1,560	\$0	\$0	\$17,474.00	\$1,541
LIB-221-R-US	External Locker Extension - Right	1	\$8,669	\$1,800	\$0	\$0	\$8,669.00	\$765
UPS	UPS Power with Bracket for External Locker	1	\$300	\$0	\$0	\$0	\$300.00	\$75
DHM-001	Dehumidifier	1	\$125	\$56	\$0	\$0	\$125.00	\$0
	Onsite Install Fee				\$1,188.00		\$1,188.00	
	Delivery Fee			\$2,340.00			\$2,340.00	
	Sub Total					\$0.00	\$30,096.00	\$2,381.00
	Tax					\$0.00	\$2,470.28	
Total						\$0.00	\$32,566.28	\$2,381.00
3 Other Locations								
LIB-220-NR-US	External Locker Console - No Returns	3	\$17,474	\$4,680	\$2,268	\$0	\$52,422.00	\$4,623
LIB-221-R-US	External Locker Extension - Right	1	\$8,669	\$1,800	\$864	\$0	\$8,669.00	\$765
UPS	UPS Power with Bracket for External Locker	3	\$300	\$0	\$0	\$0	\$900.00	\$150
DHM-001	Dehumidifier	3	\$125	\$162	\$0	\$0	\$375.00	\$0
	Onsite Install Fee				\$3,132.00		\$3,132.00	
	Delivery Fee			\$7,020.00			\$7,020.00	
	Sub Total					\$0.00	\$72,518.00	\$5,538.00
	Tax					\$0.00	\$5,497.17	
Total						\$0.00	\$78,015.17	\$5,538.00

Price Quoted Above Includes Sales Tax of 8.9%. Delivery Charges Quoted Are An Estimate Only. Final Shipping Costs Are To Be Billed Upon Delivery. All Prices Are In USD.

Warranty & Support: 9am-5pm Weekday Support. Parts, Phone support, Onsite & Remote Support are included. For Automatic Sorter, ATL & External Locker, FE Technologies extends both phone and remote support to 24/7 availability, including USA Public Holiday

Dehumidifiers: The dehumidifier helps control moisture levels inside the external locker, protecting books and other materials from excess humidity. This feature helps maintain a dry, climate-controlled environment and reduces the risk of moisture-related damage.

UPS Power: UPS power banks provide backup power and help protect the library's external lockers from power surges. This added protection helps keep the lockers operational and secure while reducing the risk of service interruptions.

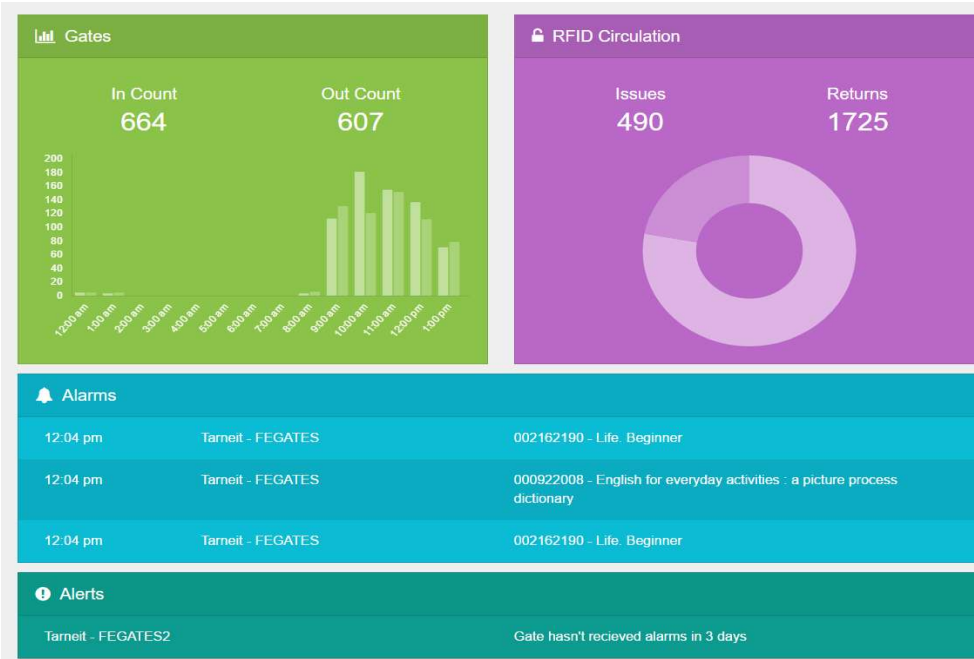
PRICING TERMS AND CONDITIONS

On acceptance of this quotation, the following payment terms will apply: -

1. Prices are excluding Sales Tax.
2. Prices are valid for 90 days from the date of this quotation.
3. Delivery charges in the quote is estimated and is subject to change
4. Payment of 50% of the total quoted costing is required prior to the commencement of the RFID project (excluding any applicable annual maintenance fees) and is due 7 days from invoice issue date.
5. The remaining 50% will be invoiced within 7 days of the scheduled completion date and is due 7 days from invoice issue date. If the agreed installation timeframes in the contract cannot be met by the library, payment of this invoice is still required to FE Technologies on the date that the delivery originally planned.
6. In the event that a delay is made by the library then FE Technologies reserve the right to charge for the warehousing of the equipment. Library also accepts to pay the full balance of the equipment if this happens.
7. Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
8. The final payment of any product is due 7 days from final delivery.
9. Non-standard security gate installation will incur an additional cost of \$1,750.00 A standard gate installation is a gate with a Standard Floor Ramp. See Smart Library™ Security Gate System - Architect Information Pack.
10. Hardware delivery All RFID Equipment 14-16 weeks except Shelves, Sorters, Anytime Library (ATL), Lockers, : 20-24 weeks from date of order and Hybrid kiosks 30 weeks .(Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
11. If you wish to accept this quotation, return a signed copy of this form or a Purchase Order can be issued.
12. In the case of building sites, if a second installation visit is required by FE Technologies the library will be required to pay an additional installation fee.
13. FE Technologies normal project plan provides for a technician who will complete the entire hardware and software installation in one trip. In the instance where a second trip is required due to a direct request from the customer or their nominated agent (building contractor), a charge of \$1000.00 will be added to recover the additional travel and accommodation costs.
14. Any building works required for the installation of equipment is not included. Refer to the libraries responsibilities as described in the architect packs supplied for each product.
15. Mobile Encoder Suitcase Hire - are provided for the agreed period without a rental charge. Any extension to the agreed period shall be charged at \$300.00 per month per Mobile Encoder Suitcase Hire.
16. To install lockers, we allocate \$300.00 to hire a pallet jack locally. If the local hire fee is greater than \$300.00, we reserve the right to charge the library the difference.
17. In the event that the library has underestimated the library collection size for outsourced conversion and tagging, the library will be required to pay for any additional outsourced conversion and tagging costs at the rate quoted in the Proposal.
18. For contracts longer than 12 months FE Technologies reserves the right to alter/increase prices of products due to changes caused by availability of components, supply chain issues and inflation as listed by the Producer Price Index of inputs to the Manufacturing Industry.- <https://www.bls.gov/ppi/>
19. Prices are declared based on tariffs as of the date of this quote. Any incremental tariffs declared after this date may result in additional charges.

Signature & Title

Date



LIBRARY LIVE

CLOUD DATA STORAGE

The FE Technologies Library Live is a Cloud-based dashboard application that lets library staff view and report on various transactions and conditions of the FE Technologies RFID equipment in your network.

It allows staff to instantly view statistics and alerts for conditions that require

attention, putting your whole suite of RFID equipment at your staff's fingertips at any given time.

FEATURES

Library Live includes the ability for staff to instantly view statistics via a web browser including:

- Security Gates traffic reports and library capacity alerts
- Security Gate alarms
- Circulation Transactions
- Alerts for connectivity status
- Events notification

Statistics can also be filtered to a library group or single branch.

Library Live stores transactional data in the Cloud so there's no requirements for a local database or your IT staff to manage storage.

FE Technologies uses Microsoft Azure to host Library Live. Azure is a highly trusted, secure platform so your data is kept safe at all times. Microsoft Azure is hosted locally, not offshore and conforms to privacy regulations.

And finally, an automatic database backup gives you piece of mind and removes this requirement from your IT staff.

BENEFITS FOR THE LIBRARY

- *Instant visibility of library statistics*
- *Alerts for operating conditions that require attention*
- *Data held in the Cloud so no requirement for library IT staff to manage storage or backups*
- *Safe, secure with highly-regarded Microsoft Azure local hosting*

SUPPORT AND CUSTOMER CARE



Maintenance for all of FE Technologies' RFID products including hardware and software is provided free of charge for the first 12 months with our Warranty and Support Agreement. FE Technologies Customer Care Centre is staffed by experienced Technical Support Officers who are supported by a large research and development team and a quality assurance process that is audited annually for compliance with quality standard ISO9001:2008.

FE TECHNOLOGIES IS RENOWNED FOR ITS SUPPORT SERVICES. IN FACT, OUR SUPPORT TEAM IS FAR GREATER THAN THAT OF ANY OF OUR COMPETITORS AND ASSISTED BY A DAILY OPEN WORK TICKETS REPORT AND A GRAPH SHOWING OUR CURRENT CUSTOMER SATISFACTION RATING. ALL OUR STAFF HAVE A VESTED INTEREST IN SEEING OUR CUSTOMERS HAPPY!

TWO WAYS OF LOGGING SUPPORT TICKETS



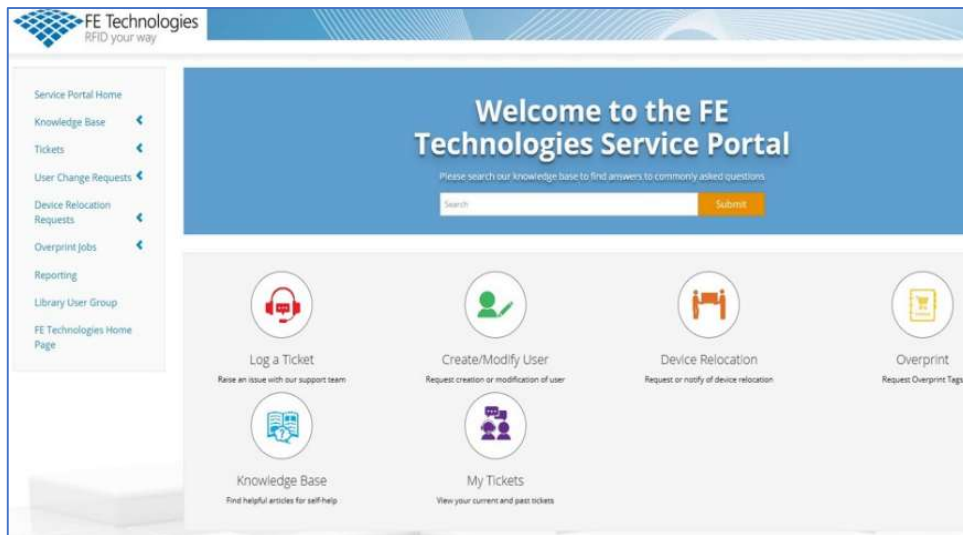
Local dedicated call center

SALES: TEL +1-888-278-1824 OPTION 1

SUPPORT: TEL +1-888-278-1824 OPTION 2



Online Support Portal: TICKETS.FETECHGROUP.COM



WARRANTY

& SUPPORT LEVEL:

9am-5pm weekday support. Parts and onsite included. Phone, onsite support and remote support are included in the package

OUR TEAM

"We are ready to capture great ideas and transform them into amazing solutions that solve your problems. We are driven by creating experiences that deliver results for your business and for your customers."

ANDREW POWELL



DIRECTOR, GENERAL MANAGER

Andrew Powell is the Director of the company. Andrew has several years' experience in management and production, and extensive experience in RFID technology especially during FE Technologies fledgling days. Andrew steers the operations of the company towards greater efficiencies and enhanced productivity.

PETER FERENDINOS



DIRECTOR OF SALES

Peter's focused and driven management of the sales and marketing team since inception has seen FE Technologies gain a strong foothold Australia, New Zealand and South East Asia. Peter leads a sales and marketing team that is focused on job specialization which has led to huge efficiencies in our sales process, which in turn leads to real win-win in delivering relevant RFID solutions to libraries.

SCOTTY GAGE



VP OF SALES - US

Scotty has been working with libraries in the USA creating solutions that make a difference since 2013. His passion for helping libraries do more and having a greater impact on communities has led him to be one of the most successful Business Development Executives in the Industry. Scotty also has had success in building and leading Sales teams to be successful in various industries.

DUSTIN LAMM



SR. BUSINESS DEVELOPMENT EXECUTIVE - CENTRAL US

Dustin has been serving the library industry for well over 18 years. Dustin has a wealth of knowledge and experience when it comes to improving circulation management having worked in both the ILS and RFID realms. Dustin is based in our growing Texas office where he will look after the RFID sales of the Central US.

DYLAN BREHM**PROJECT COORDINATOR US**

Dylan Brehm joins the team as Project Coordinator and will be responsible for managing our new installations across the US. Dylan brings a wealth of experience in administrative project management, high level customer service and relationship management, and a proven attention to detail across a range of tasks. Dylan has a Bachelor of Business Administration in Marketing and is available to all our new customers to assist them through each milestone of their RFID projects.

JARRED STEENVOORDEN**RESEARCH AND DEVELOPMENT MANAGER**

Jarred heads up the FE Technologies Research and Development Team and is behind our innovative software across our entire suite of RFID equipment. Jarred and his team are responsible for developing new software, including enhancements, new features and bug fixes. Software developer using C# on Microsoft Dot Net, HTML, Java, PHP, MySQL. Develops Web applications and point of sale software. Jarred leads the concept through to market process for the team for new products.

CLINT AGUSTSSON**HARDWARE DEVELOPMENT MANAGER**

Clint has 15 years IT experience and has hands on involvement in the development of the FE Technologies Library system. Clint heads up the Hardware Team in the R&D lab. Clint is often a point of contact for escalated work tickets that require development work and is also in charge of the creation of new products and enhancements. Clint's and his team are responsible for hardware development and enhancement, compatibility and software integration. Clint has a expertise in automated materials handling.

CYNAN MCWILLIAM**SUPPORT MANAGER**

Cynan is an integration specialist with 18 years of experience across Asia Pacific. Recently returning from a ten year in Hong Kong providing sales and technical support for Post Production and Broadcast customers across Asia. Prior to that he had similar postings in Bangkok and Wellington. He brings extensive workflow, networking and technical knowledge to the team. Cynan heads up the team and is a point of escalation for any unresolved issues.

JUSTIN MEISCH



TECHNICAL SUPPORT - US

Justin is an experienced technician with a customer service first mindset and a history of leadership. He has a wide range of experience with troubleshooting and building computers.

ERIC ROE



TECHNICAL SUPPORT - US

Eric is an IT professional who has been in the industry for over a decade with customer service experience. He has knowledge in hardware setup, repair, and diagnostics with complementary experience in application support and creation. Eric stays up to date on modern technology with certifications in most major computer such as Cisco, Microsoft, and Amazon.

CLIENTS

FE Technologies customers are invited to our User Group – an independently run group of FE Technologies Users who meet annually and conduct training, share information on products and software and are in close contact with our R&D department to share ideas for upgrades, enhancements and new products.

Here is a selection of our valued customers:



THANKYOU!

QUESTIONS?

IDEAS?

CLARIFICATION?

CONTACT US TODAY:

FE Technologies



536 Silicon Drive, Suite 100 Southlake Texas 76092



+1-888-278-1824



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www.fetechgroup.com



RFP for
Library Holds Pick-up Lockers

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Executive Summary

FE Technologies is pleased to submit this proposal to the North Olympic Library System (NOLS) for a secure, accessible, and future-ready External Locker solution that extends access to library collections and supports the Library's commitment to knowledge, equity, community service, and innovation.

We understand that NOLS strives to empower its communities through free and equitable access to information, resources, and opportunities for lifelong learning. Our External Locker solution advances this mission by providing patrons with convenient 24/7 access to library materials, enabling them to collect holds on their own schedule and reducing barriers to library use.

Designed with accessibility and inclusion at its core, the solution features ADA-compliant hardware, intelligent assignment of accessible compartments, multilingual user interfaces, and seamless integration with the Polaris ILS. Together, these capabilities deliver a secure, intuitive, and equitable patron experience while protecting privacy and supporting intellectual freedom.

The solution also enhances operational efficiency through intelligent hold consolidation, real-time inventory tracking, automated reporting, and cloud-based administration. These tools streamline workflows, optimize staff time, and provide the transparency and accountability expected of a modern public library service.

For more than 17 years, FE Technologies has partnered exclusively with libraries, delivering over 3,000 technology installations worldwide. Trusted by libraries across North America, our solutions help expand service access, improve patron convenience, and increase operational efficiency. Every implementation is supported by dedicated project management, comprehensive staff training, and responsive long-term support to ensure lasting success.

Built to evolve alongside community needs, our modular locker system can be expanded as demand grows, integrates seamlessly with existing library technologies, and can be customized to reflect the unique identity of each NOLS location.

FE Technologies looks forward to partnering with NOLS to deliver a reliable and innovative solution that broadens access to library services, strengthens community engagement, and supports the Library's mission for years to come.

Response to Scope of Work

The proposed solution is the **FE Technologies External Locker System**, a purpose-built library locker solution that provides secure, 24/7 access to library holds.

Key Features

- **Live ILS Integration:** Real-time SIP2 connectivity enables automatic hold validation, enforcement of borrowing rules, prevention of loading errors, and automated management of expired or cancelled holds.
- **Efficient Space Utilization:** Supports multiple items per compartment and automatically consolidates a patron's holds where appropriate.
- **Outdoor Durability:** Designed for all-weather operation with IP54-rated lockers, IP64-rated electronics, powder-coated steel construction, anti-vandal features, and a high-brightness auto-adjusting touchscreen.
- **Accessibility & Security:** ADA-compliant design with configurable locker allocation, LED lighting, CCTV cameras, DVR recording, and tamper-resistant electronic locks.
- **Front-Service Access:** All maintenance and service can be performed from the front of the unit, eliminating the need to move the locker for access.



Recommended Configuration

The proposed locker configuration comprises:

Port Angeles Main Branch Library

- **1 x Console Unit:** 18 locker compartments, **42.0 in** wide
- **1 x Extension Units:** 25 locker compartments each, **39.5 in** wide per unit

Sequim Branch Library

- **1 x Console Unit:** 18 locker compartments, **42.0 in** wide
- **1 x Extension Units:** 25 locker compartments each, **39.5 in** wide per unit

Clallam Bay Branch Library

- **1 x Console Unit:** 18 locker compartments, **42.0 in** wide

Forks Branch Library

- **1 x Console Unit:** 18 locker compartments, **42.0 in** wide

Each locker installation can be fully customized with library branding, colors, and graphics, creating a highly visible community asset that reflects the Library System's identity while promoting library services in convenient, high-traffic locations. The branded wrap for the locker is included in our quoted price.

- a. *The Vendor may be required to install units and furnish all equipment, tools, machinery, transportation, and other implements necessary to fulfill the provisions of this purchase. This includes but is not limited to all procurement and required specifications included within.*

FE Technologies provides a complete delivery and installation service for the External Locker System, including transportation, equipment, specialist personnel, and system commissioning. The library is responsible only for site preparation, anchoring, and provision of power and data connections.

Delivery and Installation

- **White-glove delivery:** Equipment is delivered, unpacked, and all packaging removed from site.
- **Manufacturer-trained installers:** Installation, software configuration, integration, and testing are completed by FE Technologies' own Technical Support Officers, licensed electricians, and RFID specialists.
- **Installation equipment:** FE Technologies arranges the required lifting equipment, including a local pallet jack hire allowance (up to \$300), and uses proprietary testing tools to verify successful ILS integration before go-live.
- **Complete solution:** All hardware and software required to operate the locker system are supplied by FE Technologies.

Library Responsibilities

The library is responsible for:

- Providing a suitable, level concrete base capable of supporting the locker system.
- Supplying the labor and equipment required to anchor the lockers to the concrete slab.
- Providing compliant hardwired network (Cat5e or better) and 110/240VAC electrical connections protected by an RCD/GFCI.
- Completing any required building or site modifications.

- b. *Include a discussion of your company's reputation and examples of successful provision of similar services to other clients.*

FE Technologies has built a strong international reputation as a trusted provider of library RFID, self-service, and automated materials handling solutions. For more than 19 years, we have worked exclusively with libraries, successfully delivering over 3,000 installations worldwide. Our dedicated focus on the library sector, combined with experienced project management, implementation, and support teams, has enabled us to establish long-term relationships with library customers across North America, Australia, New Zealand, Europe, and Asia.

Our External Locker solution has been successfully deployed in public libraries of varying sizes, helping extend access to collections beyond traditional operating hours while improving patron convenience and operational efficiency. Each installation is tailored to the library's workflows, branding requirements, and integrated library system (ILS), ensuring a seamless patron experience and reliable day-to-day operation. Recent examples of successful External Locker implementations include:

- **Greater Dandenong Libraries (Australia)** – Installation of 24/7 external locker systems integrated with SirsiDynix Symphony, providing convenient after-hours collection services for a busy metropolitan library network.

- **Alameda County Library (California)** – Delivery of external locker systems as part of a broader self-service and RFID program, supporting expanded patron access across multiple branches.
- **Salt Lake City Public Library (Utah)** – Implementation of external lockers to provide secure, automated collection of reserved materials, improving customer service and increasing access outside staffed hours.
- **Monterey Public Library (California)** – Deployment of an integrated locker solution that enhanced patron convenience while reducing staff handling requirements.
- **City of Ballarat Libraries (Australia)** – Installation of external locker systems across multiple community locations, extending library services to regional communities and increasing access to collections.

Every project is delivered using FE Technologies' proven implementation methodology, with a dedicated Project Manager overseeing planning, installation, testing, training, and go-live support. This structured approach, supported by our ISO 9001:2015 certified quality management system, has resulted in a strong track record of successful implementations, high system reliability, and long-term customer satisfaction.

Our reputation is built on delivering dependable technology, responsive customer support, and solutions that evolve with our customers' changing needs. Many library systems continue to partner with FE Technologies for additional self-service, RFID, materials handling, and access solutions, reflecting their confidence in our products, service delivery, and ongoing commitment to customer success.

c. Provide the names and contact information for at least three clients primarily using Polaris as their ILS.

We are pleased to provide the following customer references:

The City Library – Salt Lake City, UT

Jennifer Briggs | Technology Coordinator

jbriggs@slcpl.org | (801)-322-8111

ILS: Polaris

FE Technologies has proudly partnered with The City Library since 2022, building a strong, collaborative relationship founded on trust, communication, and a shared commitment to enhancing library services. Throughout our partnership, we have worked together on several successful projects, most recently completing the installation of an FE Technologies' External Locker. The locker features a custom wrap designed to blend seamlessly with the library's existing mural, creating an attractive solution that complements the surrounding space while providing convenient 24/7 access for patrons. The External Locker has streamlined holds pickup by allowing patrons to collect reserved materials outside of regular operating hours, reducing wait times, improving accessibility, and easing staff workload. This solution has enhanced the overall patron experience while increasing operational efficiency for the library. We value our continued partnership with The City Library and look forward to supporting their future initiatives with innovative RFID solutions and exceptional service.



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Lincoln Public Library- Lincoln, CA

Kathryn Hunt | Director

Kathryn.hunt@lincolнца.gov | (916)-434-2406

ILS: Polaris

FE Technologies has been proud to partner with Lincoln Public Library in California since 2024. Our strong familiarity with their Polaris ILS has allowed us to seamlessly integrate our external locker solution with their system. This integration enables the library to offer patrons extended, convenient access to materials beyond regular hours. By utilizing our external locker, Lincoln Public Library has enhanced the user experience with easy, contactless pickup and improved overall accessibility. This partnership reflects our commitment to delivering innovative technology tailored to meet the unique needs of each community. We look forward to continuing this successful collaboration and supporting their mission to provide exceptional library services now and in the years to come.



Monterey Public Library- Monterey, CA

Brian Edwards | Director

bedwards@monterey.org | (831)-646-5602

ILS: KOHA

For the past six years, FE Technologies has proudly partnered with Monterey Public Library, building a valued relationship through collaboration, trust, and a shared commitment to enhancing the patron experience. Throughout our partnership, we have successfully completed numerous projects, including a full RFID conversion, the implementation of Circ Assist self-service stations, V5 Self Loan Kiosks, Security Gates, Smart Bins, and Live Scanning Wands to improve inventory management and collection visibility. Most recently, our External Locker has expanded access by providing patrons with secure,

convenient holds pickup and material returns beyond library operating hours, increasing flexibility while reducing staff workload. A standout feature of the project is the custom locker wrap, originally designed by the Library Director and brought to life by FE Technologies as a seamless extension of the library's vision. We are honored to continue supporting Monterey Public Library with innovative solutions that strengthen library services and create lasting value for its patrons and community.

d. *Indicate timeline from order being placed to completed installation.*

Under standard conditions, the timeline from the date an order is placed to the completed installation of the FE Technologies External Locker system is 20 to 24 weeks (typically structured around a 22-week delivery schedule).

This comprehensive timeframe accounts for the entire end-to-end process, including:

- Factory manufacturing, assembly, and custom vinyl wrapping.

- Rigorous Quality Assurance (QA) testing prior to dispatch.
- Standard shipping and logistics (typically via sea freight).
- White-glove delivery, physical installation, and SIP2 software integration.
- User Acceptance Testing (UAT), staff training on the live equipment, and final go-live support.

Note: If an accelerated delivery is required, FE Technologies has the capability to utilize air freight instead of standard sea freight, which can compress the delivery and installation timeline to approximately 12 weeks.

- e. ***Vendor shall provide suitable training for Library staff to operate the units. Indicate separate timeline, if necessary, regarding staff training process, if not concurrent with install.***

FE Technologies provides a comprehensive, structured training program to ensure all library staff can confidently and safely operate the External Locker system.

Training Programs and Formats Training can be delivered on-site, remotely, or as a combination of both, and can be easily tailored into a "train the trainer" format to equip key personnel to independently train others at their respective branches. The curriculum is divided into two distinct levels based on staff roles:

- **Equipment Training (General Staff):** A concise, 1-to-2-hour session designed for all staff members who will physically interact with the locker. This hands-on training covers how to safely load holds, manage and clear expired (flagged) items, perform everyday transactions, and handle basic administrative functions directly at the locker's touchscreen. A major component of this session is educating staff on ergonomics, safe lifting requirements, and Repetitive Strain Injury (RSI) reduction strategies to ensure a "zero harm" working environment.
- **Technical Training (Administrators and IT):** A deeper, 2-to-3-hour session designed for library managers, IT personnel, and administrative staff. This session focuses on mastering the cloud-based Management Console, covering user access levels, modifying the user interface, configuring SIP2 translations, remote monitoring, generating reports, and troubleshooting.

To support ongoing education, staff are provided with detailed digital user guides and gain full access to the online Support Portal, which houses searchable knowledge base articles, configuration guides, and FAQs.

Training Timeline Training is not concurrent with the physical installation of the hardware. Instead, the training timeline is scheduled to occur immediately after the hardware installation and software integration are complete.

This deliberate scheduling ensures that staff are trained using the actual "live" equipment, providing them with a real-world understanding of the system's functions rather than learning in theory. Once this post-installation training is finished, staff will transition directly into conducting User Acceptance Testing (UAT) to confirm readiness, followed by the official project sign-off and public go-live.

- f. *Include any options for testing environments. NOLS has access to a Polaris training server and an Aspen catalog testing site.*

FE Technologies provides a structured pre-installation testing process using your Polaris training server and Aspen test environment to verify interoperability before deployment.

Using the FE SIP2 Diagnostics application, library staff can safely simulate real SIP2 transactions against the Polaris training server from a standard Windows PC. Testing covers all core functions, including patron validation, checkouts, returns, holds, reservations, fines, and exception handling. Test results are reviewed by the FE Technologies transition team at least three weeks before installation, allowing time to resolve any configuration issues. Secure remote support is available throughout the testing process.

In addition, each locker is fully assembled, configured, and factory-tested using the library's specific workflows before go-live to ensure the system is ready for installation and commissioning.

PHYSICAL REQUIREMENTS

- I. *Provide a mapped breakdown of the number and size of locker slots for each unit. Include dimensional sizing, weight, and other specs of entire installation at each location.*

FE Technologies is proposing 4 external locker consoles and 2 extensions units. This is to cover the required number of lockers for each branch, specifically:

Port Angeles Main Branch Library:

- **1 x Console Unit:** 18 locker compartments
- **1 x Extension Units:** 25 locker compartments each

Sequim Branch Library:

- **1 x Console Unit:** 18 locker compartments
- **1 x Extension Units:** 25 locker compartments each

Clallam Bay Branch Library:

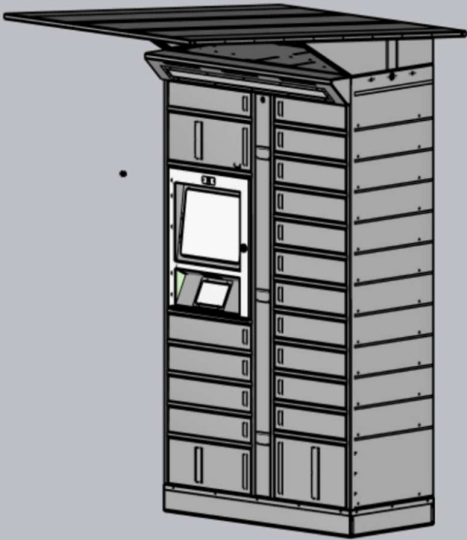
- **1 x Console Unit:** 18 locker compartments

Forks Branch Library:

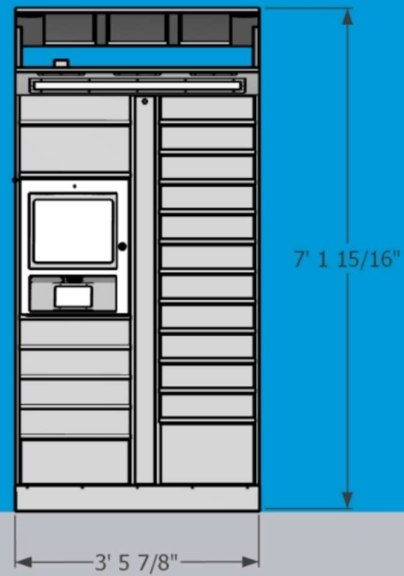
- **1 x Console Unit:** 18 locker compartments

The configuration of this is pictured below (note that the installation is modular and flexible so this can be altered if required):

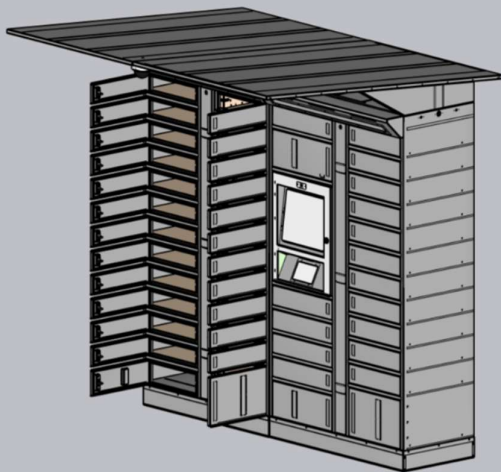
18 Locker Layout for
Clallam Bay Branch Library
and Forks Branch Library



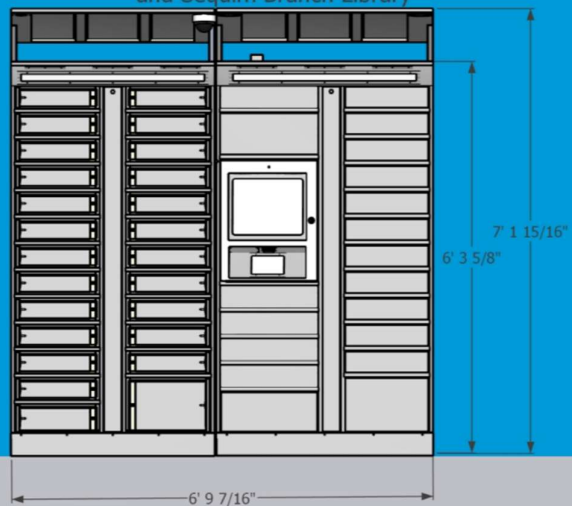
18 Locker Layout for
Clallam Bay Branch Library
and Forks Branch Library



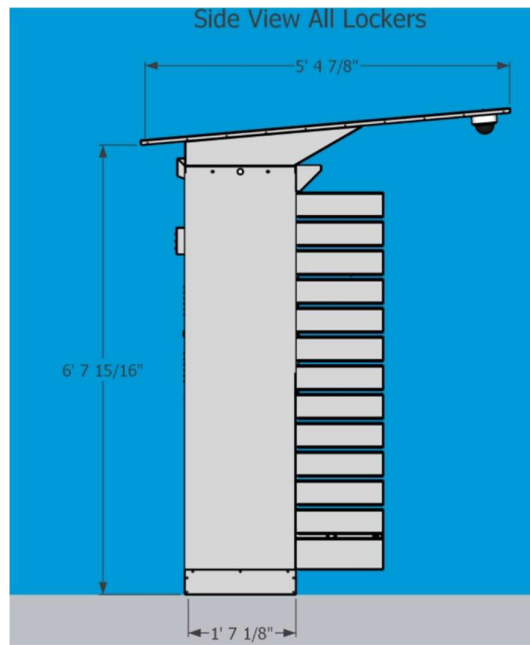
43 Locker Layout for
Port Angeles Main Library
and Sequim Branch Library



43 Locker Layout for
Port Angeles Main Library
and Sequim Branch Library



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2. *Unit(s) shall be sufficiently weather resistant, including optimal operation of the patron interface screen.*

FE Technologies fully complies with this requirement. The External Locker is purpose-built for year-round outdoor operation, with weather-resistant construction and a touchscreen designed for reliable use in all conditions.

The 15-inch touchscreen features a high-brightness (1400–1500 nit), anti-glare display with automatic brightness adjustment and heated anti-fog technology, ensuring excellent visibility and responsiveness in direct sunlight, rain, cold, and humidity.

The locker is housed in an IP54-rated weather-resistant enclosure with an integrated awning, internal drainage channels, sealed electronics, and dedicated protection for the PC and barcode scanner. Constructed from 201-grade stainless steel with an e-coated, powder-coated finish and rust-resistant hardware, it is designed for long-term outdoor durability.

The system operates reliably in temperatures from -18°C to 50°C (0°F to 122°F) and includes an antifreeze plate to prevent electronic locks from freezing in cold weather.

3. *Locker installation will be external to the library buildings for quick 24/7 self-service access.*

FE Technologies fully complies with this requirement. The **FE Technologies External Locker** is purpose-built for unattended public use and year-round outdoor installation, providing secure 24/7 self-service access independent of the library building.

Fast, Intuitive Patron Access

Patrons simply scan their library card or mobile barcode to instantly open their assigned locker. Multiple holds can be automatically consolidated into a single compartment for faster collection.

Security and Safety

The locker features integrated LED lighting, commercial-grade electronic locks, and optional CCTV cameras to enhance patron safety and protect library assets.

a. A portion of the physical lockers shall meet ADA accessibility standards.

FE Technologies fully complies with this requirement by combining ADA-compliant hardware with intelligent software workflows to ensure an accessible and equitable patron experience.

ADA-Compliant Hardware

The External Locker is designed with ADA accessibility in mind. The touchscreen, barcode scanner, and handles are positioned within ADA reach ranges, while designated locker compartments are located at accessible heights for wheelchair users. The interface also supports WCAG and ADA features, including adjustable text size, reach mode, and multilingual display.

Reserved Accessible Lockers

The system can be configured within the ILS as two pickup locations: a standard locker and an ADA-compliant locker. Specific compartments are reserved for ADA use, allowing patrons to select the accessible pickup location when placing holds, or enabling automatic allocation based on accessibility preferences stored in their library account.

Automatic ADA Allocation

When staff load items, the system automatically opens a designated ADA-accessible compartment for eligible holds. Staff can also manually select low- or mid-height lockers for heavy or special items. No pre-sorting or manual locker assignment is required, simplifying daily operations while ensuring accessible lockers remain available for patrons who need them.

By integrating accessibility into both the hardware and ILS workflow, FE Technologies ensures ADA-compliant lockers are consistently reserved and allocated through an efficient, automated process.

b. NOLS will provide a standard electrical outlet and ethernet port or Wi-Fi connection for network connectivity.

Noted.

c. Describe if awnings, lighting, and/or security cameras are included and costs associated with each option.

Awnings and Lighting

The standard External Locker includes an all-weather awning and integrated lighting at no additional cost.

- **All-Weather Awning:** A covered roof protects patrons and equipment from rain and the elements.
- **External LED Lighting:** Integrated into the awning to improve visibility and safety for 24/7 use.
- **Internal Locker Lighting:** Each compartment includes an LED light that automatically illuminates when the door opens, making items easy to locate.

Security Cameras

Security cameras are available as an optional upgrade, allowing libraries to align the system with their privacy policies. Cameras can be omitted or disabled if preferred.

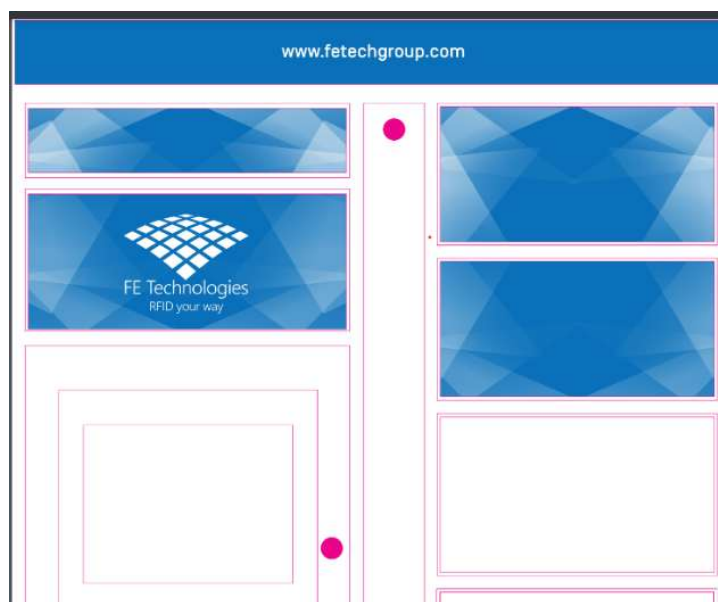
- Camera Options: An integrated pinhole camera monitors touchscreen activity, while an optional dome camera monitors the surrounding area to deter vandalism. Cameras can connect to a dedicated DVR or integrate with the library's existing CCTV system.
- Cost: The CCTV upgrade is an additional cost – we can quote upon request.



d. Describe options and pricing for customized wrapping options.

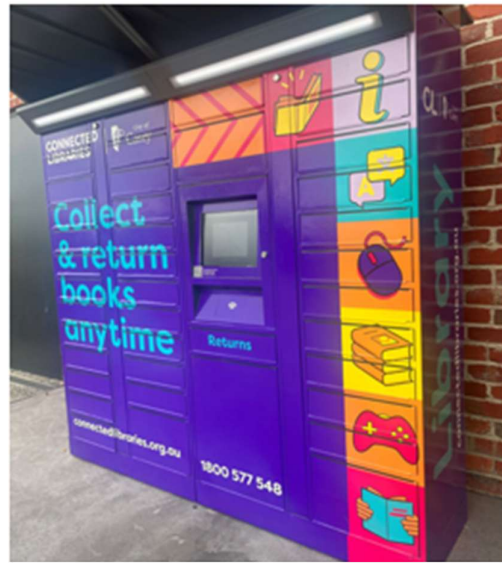
FE Technologies includes custom locker artwork design, vinyl wrapping, and installation as part of our standard project delivery **at no additional cost.**

Libraries can either provide their own artwork using FE Technologies templates or have our team create custom artwork on their behalf. All artwork and vinyl wrapping are completed at our factory prior to shipment, ensuring a professional, high-quality finish and eliminating the need for third-party signage contractors or separate wrapping services.



Our lockers utilize a durable double-wrap process designed specifically for outdoor environments, providing a long-lasting appearance across both doors and frames. Following customization, each locker is delivered and installed through our white-glove service, providing libraries with a single point of accountability from design through final installation while reducing project complexity, risk, and additional costs.

See some examples of wrapped locker designs below:





e. Describe options for adding more units or locker banks in the future.

The FE Technologies External Locker system features a fully modular design, allowing locker capacity to be expanded quickly and cost-effectively as demand grows.

Modular Expansion

Each installation starts with a Master Console Unit containing the touchscreen and control PC. Capacity is increased by adding Extension Units to the left, right, or both sides of the console, providing virtually unlimited scalability.

Flexible Locker Configurations

Extension Units are available in multiple compartment configurations. For example, libraries can add a standard 25-compartment module or an extension with 14 large lockers to suit different collection types.

No Additional Infrastructure Required

Expanding the system does not require replacing existing equipment or installing additional power, network connections, or PCs.

- **Centralized Control:** The Master Console controls all connected extension modules.
- **Daisy-Chained Connections:** Power and data are distributed internally between modules using the existing infrastructure.

Fast Installation with Minimal Downtime

New modules are simply positioned, bolted in place, and connected using internal power and data harnesses.

- **1-2 Hour Downtime:** Expansion typically requires only 1-2 hours of downtime for installation and software configuration.
- **No Reloading Required:** Existing locker contents remain in place, allowing the expanded system to return to service immediately after configuration.

SYSTEM INTEGRATION

- f. Describe how the proposed solution will prevent patrons from retrieving holds if they have been blocked from checking out items.*

The FE Technologies External Locker prevents blocked patrons from retrieving holds by maintaining a live, real-time connection to your library's Integrated Library System (ILS) via SIP2 or API.

When a patron scans their library card or enters their credentials, the system instantly authenticates their account against the live ILS. Because the locker functions as an active branch, all existing borrowing rules, loan limits, fines, and patron privileges are automatically enforced.

If a patron's account is blocked; for example, due to fines or exceeding borrowing limits, the system immediately recognizes the restriction. Even if their holds have already been loaded into a locker, the system will prevent checkout, keeping the locker door securely locked until the account issue has been resolved.

- g. Describe how the proposed solution identifies and manages locker capacity to ensure locker space exists as requested material comes in.*

The FE Technologies External Locker optimizes locker capacity through real-time reporting, automated space reclamation, and intelligent hold consolidation.

1. Real-Time Capacity Monitoring

Staff can monitor available locker space using the cloud-based Inventory Report, which provides a live view of occupied and vacant compartments before loading new materials.

2. Automated Space Reclamation

At a library-defined time each day, the locker synchronizes with the ILS to identify expired or cancelled holds. Staff then run the "Clear Flagged Slots" workflow, which opens only the affected compartments. Once the items are removed, those lockers are immediately available for new holds.

3. Intelligent Hold Consolidation

During loading, the system automatically groups items for the same patron with the same expiry date into a single compartment whenever possible, maximizing available space. Large and medium compartments can also be designated to accommodate multiple items, preserving smaller lockers for single-item pickups.

4. Automated Overflow Management

If a compartment becomes full while loading, staff simply indicate this on the touchscreen. The system automatically assigns an additional locker for the remaining items, ensuring all holds are accommodated without manual reassignment or pre-processing.

h. Describe if and how the proposed solution allows the library to add, modify, remove, or otherwise customize fields in the user interface.

FE Technologies' solution provides extensive options to customize the user interface to suit your library's workflows, branding, and patron experience.

All configuration is managed remotely through the cloud-based **Library Live Management Console**.

The interface can be customized in the following ways:

- **Text and User Instructions:** Staff can easily add, edit, or remove on-screen text and patron instructions using the built-in translation and configuration tools.
- **Transaction Workflows:** Administrators can customize the transaction sequence, tailoring the patron journey to meet library requirements.
- **Branding and Digital Content:** The graphical user interface can be branded with the library's colors, logos, static images, or animated screensavers to promote services and events without external technical support.
- **ILS Messages and Translations:** Staff can configure how ILS status messages are displayed and modify SIP2 call translations.
- **Custom Receipts:** For email receipts, administrators can update the layout to include the library logo, contact details, announcements, and other custom messaging.

i. Describe how to disallow material types for items that are not appropriate to pick up via holds locker system, such as Library of Things and other materials that require staff interaction. Are there any considerations for specialty items like InterLibrary Loans?

Because the FE Technologies External Locker operates as a live, recognized branch within your Integrated Library System (ILS), the rules governing eligible locker items are managed directly by the ILS.

Restricting Material Types

To prevent unsuitable materials (such as Library of Things items or those requiring staff assistance) from being requested for locker pickup, the library simply configures its ILS hold-routing rules. Just as collections can be restricted from certain branches, specific material types can be excluded from the "External Locker" branch.

If an item is later found to be unsuitable for the locker (for example, it is too large), staff simply update the pickup location in the ILS. The patron is automatically notified, and no action is required at the locker. If staff accidentally attempt to load a restricted item, the system's live ILS validation immediately rejects it and alerts the operator.

InterLibrary Loan (ILL) Support

The system fully supports InterLibrary Loan pickups. As part of implementation, FE Technologies includes ILL transactions in pre-installation testing using the FE SIP2 Diagnostics application to verify that all required item and bibliographic data is correctly exchanged with the ILS before deployment.

j. Provide a list of the types of patron information, if any, that would be required for Vendor to set up a fully functioning system.

FE Technologies lockers integrate directly with the library's Integrated Library System (ILS), so the patron experience remains the same as checking out materials at a library branch. Patrons simply present their library card to access and borrow items from the locker.

No special patron registration or separate authentication system is required at the locker. To process transactions through the ILS, the FE Technologies system only requires the patron ID number and the item ID number. FE Technologies does **not** require access to patron names, addresses, contact information, or any other personal patron data.

To further protect patron privacy, the system does not store personal customer information. Libraries also have the option to restrict FE Technologies staff from viewing patron ID numbers, providing an additional layer of privacy and data security.

As a result, the system supports library circulation transactions while maintaining compliance with library privacy principles by limiting the information used and retained to only what is necessary for transaction processing.

k. Describe how the system works for staff and patrons if internet access or power has been disrupted.

Internet Disruption (Network Outage) If internet access is disrupted, the FE Technologies External Locker supports offline operation so that patron services are not interrupted. Patrons can continue to use the locker to collect their holds and check out materials while the system is temporarily disconnected. During the outage, the locker stores all check-out activity and transaction records locally. The moment internet connectivity is restored, the system automatically uploads and synchronizes all stored transactions with your library's ILS, ensuring continuous service and no data loss.

Power Outage In the event of a complete power outage where there is no electrical supply to the unit, standard electronic operations will temporarily halt. However, library staff can still securely access the unit and manually retrieve materials using an override. Staff can unlock and remove the front servicing panel, which provides mechanical access to all the compartment locks, allowing the doors to be opened even without power.

l. The software application must utilize SIP2 or API to interface with the Polaris ILS. NOLS strongly prefers API methodology.

The FE Technologies External Locker fully complies with this requirement and currently in development is the ability to support API integration. The system integrates seamlessly with leading ILS platforms, including Polaris, using either API or SIP2.

Where an API is available, the locker communicates directly with the ILS in real time to process transactions, retrieve metadata, and validate holds.

To ensure a successful Polaris integration, FE Technologies includes a structured pre-installation testing phase. The technical team validates API credentials and thoroughly tests the integration on a small number of test devices before full deployment.

FE Technologies also has proven experience integrating External Lockers with Polaris, including a successful deployment at Salt Lake City – The City Library.

m. Describe if the system support Single-Sign-On (SSO) by integrating with ILS for authentication.

Single Sign On is not currently available for the External Locker.

n. Describe differences in vendor-hosted or self-hosted options. Describe the infrastructure of the system including where information is stored (e.g. hosted solution, web-based SAAS, on-premise solution, etc.)

The FE Technologies External Locker uses a hybrid architecture, combining local hardware with a vendor-hosted, web-based SaaS platform.

The library is not required to provide an on-premise server or host the management software.

1. Local Hardware

A PC housed within the Master Console manages locker operations and communicates directly with the library's ILS via SIP2 or API. Because the connection is live, the locker does not store a local copy of the library's catalog or patron database.

2. Vendor-Hosted Cloud (SaaS)

System configuration, diagnostics, reporting, and remote management are provided through the Library Live Management Console, hosted by FE Technologies on Microsoft Azure.

Key features include:

- **Secure Hosting:** Hosted on Microsoft Azure with each customer isolated in dedicated virtual environments and separate databases.
- **Minimal Data Storage:** No personal patron information is stored in the cloud. Only transaction data, such as patron and item ID numbers, is retained for reporting.
- **Data Security:** All communications are encrypted using HTTPS and TLS, while data at rest is protected by Azure encryption.
- **Backups and Ownership:** The library retains ownership of its data. Azure SQL provides automated weekly full backups, 12-hour differential backups, and transaction log backups every 5–10 minutes.

o. Describe the type of encryption used as well as any other security features or limitations with the proposed solution.

Encryption: The FE Technologies External Locker uses multiple layers of encryption to protect data in transit and at rest:

- **Data in Transit:** SIP2 communications with the ILS are secured using TLS via Stunnel, while communication with the cloud-based Management Console is encrypted using HTTPS. API access is authenticated through the FE Technologies identity server using OAuth access tokens.
- **Data at Rest:** Cloud data is hosted in Microsoft Azure and protected using Azure's file-based encryption.

- **Remote Access:** Remote support sessions (e.g., GoToAssist or TeamViewer) use Citrix token-protected point-to-point encryption.

Additional Security Features

The system includes comprehensive physical and cybersecurity protections:

- **Privacy by Design:** No personal patron data is stored; only patron and item ID numbers are retained. The touchscreen also includes an inactivity timeout and "Finished" button to immediately clear session data.
- **Physical Security:** The locker is constructed from 201-grade stainless steel with an anti-kick plate and tamper-resistant electronic locks.
- **Optional Cameras:** Pinhole and dome cameras are available for user and area monitoring, with support for DVR or existing CCTV integration. Cameras can be disabled if preferred.
- **Infrared Sensors:** Each compartment detects forced entry, missing items, and foreign objects.
- **Cybersecurity:** FE Technologies performs annual penetration testing, with customer cloud environments isolated using dedicated virtual machines or containers.

System Limitations

- **Open Door Alerts:** The system does not currently send remote alerts if a locker door is left open, although this feature is under consideration.
- **Offline Operation:** Patrons can still collect and return items during an internet outage, but staff cannot load new holds or process expired items until the ILS connection is restored.

p. Describe how remote support and software updates will be handled.

Remote Support: FE Technologies provides remote support through a dedicated U.S.-based Technical Support team in Texas, resolving over **90% of issues remotely** without requiring an onsite visit.

The lockers are covered by 24/7 support hours.

Key features include:

- **Secure Remote Access:** Technicians use secure tools such as TeamViewer, GoToAssist (Citrix token-protected encryption), or the library's preferred remote access software.
- **Library Control:** Remote sessions must be initiated by the library, with all technician activity visible on the locker screen.
- **Remote Capabilities:** Technicians can monitor the system, run diagnostics, update configurations, remotely unlock compartments, and deploy software updates.
- **Response Times:** Support requests submitted via the portal, email, or 24/7 toll-free call center are acknowledged within **one hour**.

Software Updates: FE Technologies follows an Agile development process, releasing software updates, bug fixes, and new features every 4-6 weeks.

- **Included:** All software updates and feature enhancements are included at no additional cost under an active Warranty and Support Agreement.
- **Optional:** Upgrades are never mandatory. Libraries can install them immediately, schedule them for later, or defer them. All software versions are supported for a minimum of two years.
- **Deployment:** Updates can be pushed remotely by FE Technologies or installed by library staff using a simple .msi package.

q. Describe how the patron interface shall meet Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA standards.

The FE Technologies External Locker patron interface is designed to support accessibility best practices aligned with WCAG 2.1 Level AA requirements, ensuring equitable access for patrons with a wide range of abilities.

Key accessibility features include:

- **Simple, consistent navigation and workflow**, minimizing cognitive load and allowing patrons to complete transactions with a limited number of steps.
- **Text and visual prompts** that provide clear instructions throughout the collection process, reducing reliance on a single method of communication.
- **Multilingual support**, enabling patrons to interact with the system in their preferred language.
- **Accessible error messaging and user guidance**, helping patrons identify and correct issues during the transaction process.
- **ADA Load Mode**, allowing staff to assign materials to lockers located within accessible reach ranges for wheelchair users and patrons with limited mobility.
- **Accessible physical design**, including touchscreen placement and locker access points positioned within ADA-recommended reach ranges.

FE Technologies continuously evaluates its patron-facing software and hardware to support accessibility requirements and provide an inclusive user experience consistent with WCAG 2.1 Level AA principles.

STAFF EXPERIENCE

r. Describe the workflow of how staff process materials from the time they reach the branch, are checked in, assigned a locker, and placed into locker.

Unlike standalone locker solutions or repurposed package lockers that require staff to pre-process holds, generate export files, or manually assign items to compartments, the FE Technologies External Locker operates as a live library service point with real-time SIP2 integration to the ILS.

The loading process is simple and highly automated:

- Scan item directly at the locker
- A locker door opens
- Place item in locker
- Close the locker door
- Scan next item

When necessary, staff may proactively assign an item to a larger locker that better fits larger items.

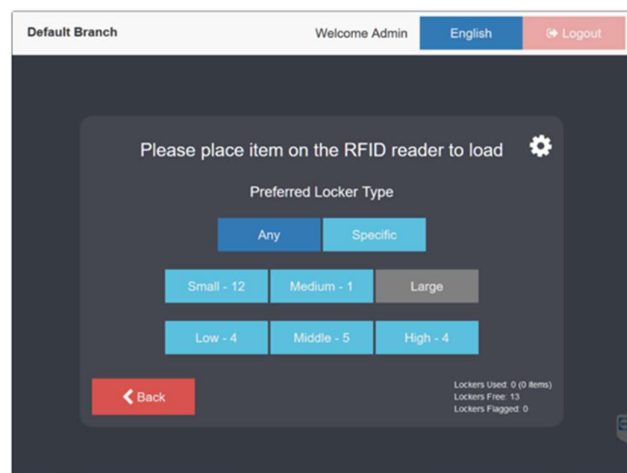
Each item is validated against the ILS as it is scanned, ensuring it is destined for the correct pickup location before a locker compartment is automatically assigned. Incorrect, cancelled, or in-transit items are immediately identified, preventing loading errors and eliminating unnecessary rework. The system also automatically manages expired and cancelled holds, reclaims available locker space, and intelligently groups multiple holds for the same patron into a single compartment, allocating overflow lockers only when required.

This live, branch-based architecture streamlines workflows, reduces staff handling, improves accuracy, and ensures patrons always receive up-to-date information directly from the ILS.

Accessible Locker Allocation Workflow

FE Technologies has a strong focus on product design that supports *equitable access for all library patrons* and to this effect the Locker loading workflow far outpaces our competitors when it comes to accessibility:

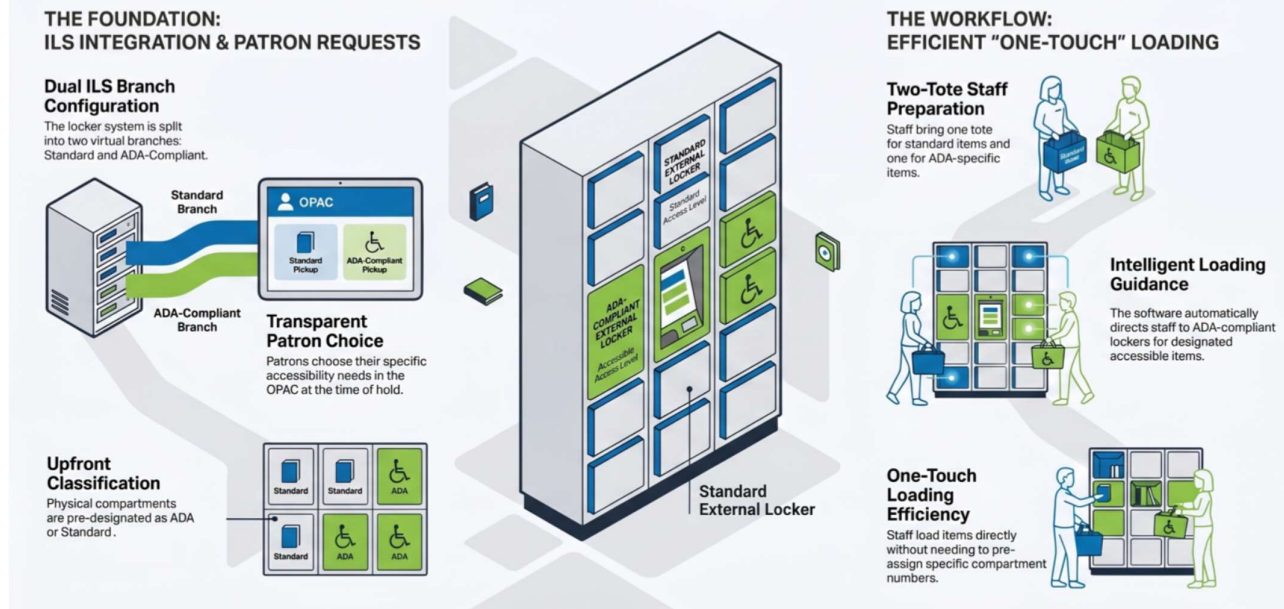
1. Staff select the preferred locker size (small, medium, or large) before scanning the item.
2. The item is scanned at the locker and validated against the live Library Management System (ILS).
3. If the patron has a wheelchair accessibility preference recorded on their library account, the system automatically recognizes this requirement.
4. The system automatically selects the most appropriate available compartment, prioritizing eye-level or mid-to-lower lockers for accessible collections.
5. If the selected compartment is too small, staff simply press Skip and the system automatically opens the next suitable compartment.
6. Once the item is placed inside and the door is closed, the transaction is completed and the patron is automatically notified according to the library's notification settings.



Key Benefits

- No manual allocation of accessible compartments by staff.
- Consistent ADA-compliant allocation based on patron preferences.
- Optimized use of locker space while preserving accessible compartments.
- Fast, intuitive workflow requires minimal staff training.
- Equitable and seamless collection experience for all patrons.

Optimizing Library Accessibility: The External Locker ADA Workflow



s. Describe the workflow of how staff process and remove expired or cancelled holds from assigned lockers.

How the System Notifies Staff of Expired Holds:

The system uses an automated daily maintenance routine to manage expired and cancelled holds, eliminating the need for staff to run reports or manually identify items for removal.

- **Automated Synchronization:** At a library-defined time each day, the locker checks the live ILS for expired or cancelled holds.
- **Automatic Flagging:** When an expired hold is detected, the system checks the item back into the ILS, removes the hold from the patron's account, and flags the locker compartment for clearing.
- **Staff Visibility:** Flagged compartments are displayed in the cloud-based Management Console through a dedicated Flagged Slots Report, listing expired holds, cancelled holds, and foreign objects.

How Staff Remove Expired Holds:

The FE Technologies External Locker automates the management of expired and cancelled holds through its live connection to your Integrated Library System (ILS). At a library-defined time each day, the system identifies expired or cancelled holds, checks the items back in, removes the hold from the patron's account, and flags the affected compartments for clearing.

1. Preparation

Staff bring one tote containing new holds and a second empty tote for expired or cancelled items.

2. Log In

Staff scan their administration card to access the Administration screen.

3. Run "Clear Flagged Slots"

Staff select the "Clear Flagged Slots" workflow. The system already knows which compartments require attention, eliminating the need for manual reports.

4. Remove Flagged Items

Flagged compartments open one at a time, allowing staff to remove items, place them in the collection tote, and close the door before the next compartment opens.

5. Mixed Compartments

If a compartment contains both expired and valid holds, staff remove all items and place them with the new reservations. During reloading, the live ILS automatically rejects expired items and reloads valid holds into an appropriate compartment.

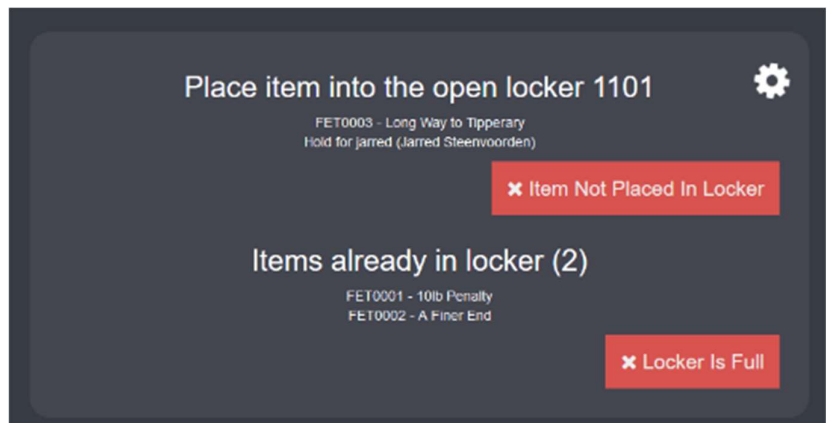
Completion

Once a flagged item is removed and the door is closed, the locker is immediately returned to service and made available for new holds.

- t. Explain if the system provides the ability for staff to override assigned lockers. What if material is too large for assigned locker? How should staff handle reassignment of material into additional or alternate lockers?*

Overriding Assigned Lockers

The FE Technologies External Locker automates hold placement while allowing staff to manually override assignments during loading. Staff can either use the system-selected compartment or choose a preferred locker size (small, medium, or large) and height (low, middle, or high). Selections can be changed at any time before loading.



Handling Oversized Items

If the assigned compartment is too small, staff simply choose "Item Not Placed in Locker", re-scan the item, and select a larger locker. No manual reassignment in the ILS is required.

Overflow Management

The system automatically groups multiple holds for the same patron into one compartment whenever possible. If the locker becomes full, staff select "Locker Is Full" and close the door. The system automatically assigns an additional compartment, and when the patron arrives, all assigned lockers open sequentially so every item can be collected.

- u. Explain if staff have the ability to open locker doors remotely and if multiple doors can be opened at the same time. Please describe process.*

Remote Door Opening

Authorized staff can remotely unlock individual locker compartments through the cloud-based Library Live Management Console, using role-based permissions.

Single-Door Operation

The system does not open multiple doors simultaneously. To maintain accurate inventory control and prevent items from being mixed up, doors open one at a time.

Sequential Workflow

When clearing expired or cancelled holds:

1. Staff select "Clear Flagged Slots".
2. The first flagged compartment opens automatically.
3. Staff remove the item and close the door.
4. The next flagged compartment then opens automatically.
5. The process repeats until all flagged items have been removed.

- v. Provide a description of all training and knowledge transfer available, including end-users and administrators. Include a description of any different delivery methods (e.g., online, in person, etc.), course materials provided, and any associated charges.*

FE Technologies provides a structured training and knowledge transfer program to ensure staff are confident, safe, and efficient using the External Locker system. Training is delivered after installation using live equipment for practical, hands-on learning.

Training Programs

- **Equipment Training (up to 2 hours):** For all staff, covering daily operations, loading lockers, managing holds, exception handling, ergonomics, safe work practices, RSI prevention, and change management.
- **Technical Training (2–3 hours):** For administrators and IT staff, covering the Management Console, user permissions, dashboards, workflow configuration, SIP2 settings, reporting, and troubleshooting.

Training Delivery Options

We provide flexible onsite, virtual, and hybrid training options, along with train-the-trainer programs that empower designated staff to become internal trainers.

Resources

FE Technologies provides **unlimited** access to:

- PDF user guides and manuals
- Online knowledge base with configuration guides, release notes, and maintenance resources
- FE Technologies Library User Group for ongoing training and best practice sharing
- Training surveys to support continuous improvement

Associated Charges

Comprehensive digital training materials and ongoing learning resources are provided free of charge. Training is included as part of our quoted pricing.

- w. Provide a description of any additional features or options for staff workflow that are not listed above.*

Key Differentiators of the FE Technologies External Locker:

Purpose-Built for Libraries

Unlike repurposed parcel lockers, the FE Technologies External Locker is designed exclusively for library workflows, media, and RFID integration.

Streamlined Staff Workflows

A live ILS connection eliminates manual preparation and assignment:

- One-step loading with real-time ILS validation and automatic locker allocation.
- Automated expired hold management through a simple Clear Flagged Slots workflow.
- Dynamic ADA support, allowing staff to select locker size and accessible height during loading.

Premium Outdoor Construction

- Durable 201-grade stainless steel construction with advanced weatherproofing.
- 1400–1500 nit anti-glare touchscreen for excellent visibility in direct sunlight.
- Integrated external awning lighting and illuminated locker compartments for safe, easy nighttime use.
- The computerized portion of the locker compartment is protected by rubber seals to prevent water ingress.
- Each locker has a gutter above each door that prevents water getting onto the items and each item is on an internally raised shelf.

Factory-Applied Double Wrap

Custom graphics are applied in a controlled factory environment using a precision double-wrap process, delivering a seamless appearance and superior long-term durability.

Front-Service Design

All maintenance is performed from the front of the unit, eliminating the need to move the 350 kg (771 lb) locker for servicing.

Expand Beyond Holds Pickup

Optional Browse & Borrow and integrated returns functionality enable the locker to operate as a true 24/7 self-service micro-branch.

Long-Term Support

Backed by FE Technologies' Product Longevity Assurance, ongoing software enhancements, spare parts availability located in Texas, and U.S.-based technical support with one-hour ticket acknowledgement ensure a reliable long-term investment.

Genuine ROI

The FE Technologies External Locker system delivers a strong return on investment (ROI) by transforming holds management from a manual, labor-intensive process into an automated, error-proof workflow. By reducing administrative effort and maximizing locker capacity, the library reclaims valuable staff time while making better use of its physical assets.

1. Elimination of Pre-Processing (Labor Savings)

Unlike competitor systems that require staff to pre-assign items to lockers at a desk before loading, the FE Technologies system uses a simple one-touch loading process. Staff take holds directly to the locker, scan each item, and the system automatically assigns the correct compartment. No desk-based pre-processing is required, allowing even couriers or non-library staff to load items with minimal training.

2. Error Prevention (Resource and Time Protection)



Configured as a live branch within the Integrated Library System (ILS), the locker validates every item in real time as it is scanned. If an incorrect item is presented—such as one destined for another branch or still in transit—the system immediately alerts the operator and rejects the load. This prevents misloads and saves staff time that would otherwise be spent locating misplaced materials.

3. Automated Hold Clearing (Administrative Time Savings)

The system automatically checks the ILS each day for expired or cancelled holds, eliminating the need for staff to manually generate reports. Flagged compartments are identified automatically, and staff simply run the **Clear Flagged Slots** workflow, with only the affected doors opening for fast, accurate removal. This maximizes locker availability while minimizing staff handling.

4. Intelligent Space Optimization (Maximizing Asset Value)

The system intelligently consolidates multiple holds for the same patron into a single locker whenever possible, increasing daily locker capacity without manual intervention. Staff can also select the most appropriate locker size (small, medium, or large) and preferred height during loading, ensuring efficient space utilization while supporting ADA accessibility.

Summary

The ROI of the FE Technologies External Locker system is delivered through time savings and operational efficiency. By eliminating manual processing, preventing loading errors, automating expired hold management, and optimizing locker utilization, the system streamlines day-to-day operations, increases locker turnover, and enables staff to focus on higher-value patron services.

PATRON EXPERIENCE

x. Describe how the proposed solution allows a patron to request materials to be picked up via the lockers.

Because the FE Technologies External Locker is configured as a branch or service point within the library's ILS, requesting items is simple and familiar. Patrons place holds through the library's OPAC or discovery layer as usual, then select the external locker as their pickup location. The ILS automatically routes the requested items to the locker.

To support equitable access, the library can also create a dedicated ADA-Compliant External Locker pickup location. Patrons who require wheelchair-accessible compartments simply select this option when placing a hold, ensuring an accessible locker is allocated automatically.

y. Describe how the patron can select an ADA-accessible locker.

FE Technologies External Locker operates as a branch within the library's ILS, so selecting an ADA-accessible locker is simple for patrons.

The system supports accessibility in two ways:

- **Pickup Location Selection:** Patrons can choose an ADA-Compliant External Locker as their pickup location when placing a hold through the OPAC or discovery layer.
- **Account Preferences:** If a patron has an accessibility preference recorded on their library account, the system automatically applies it when processing the hold.

How It Works

Although the ILS treats standard and ADA pickup locations as separate branches, both route to the same physical locker. During loading, the locker software automatically assigns ADA-designated holds to accessible, lower-height compartments, ensuring wheelchair-friendly access without additional staff intervention.

z. Describe patron experience if they place a hold on item that cannot be picked up via the lockers.

The primary reason an item cannot be picked up via the lockers is if the material is physically too large to fit into any of the available locker compartments.

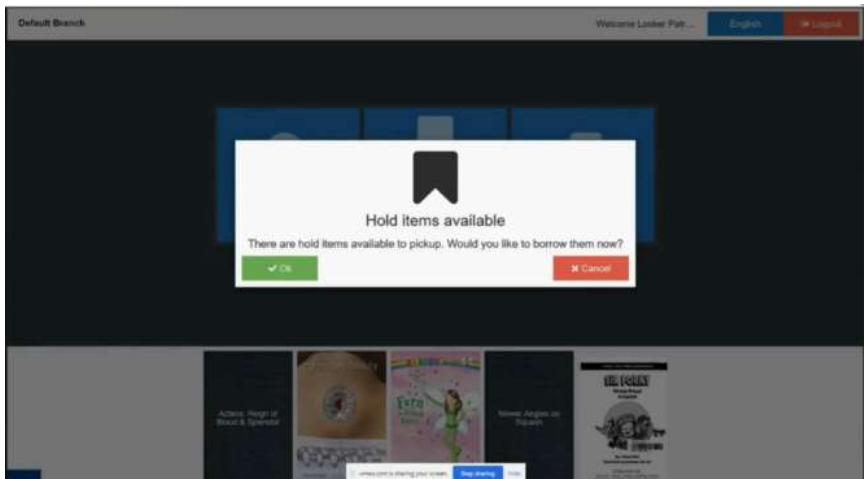
If a patron places a hold on such an item, the library will simply amend the collection branch for that hold directly within the Integrated Library System (ILS).

From the patron's perspective, this update is seamless and handled automatically. Once the library changes the pickup location in the ILS, the system will trigger a message to the patron informing them that their collection branch has been changed. The patron will then pick up their item at the newly designated location, and no additional administrative work or manual notification is required from staff at the physical locker.

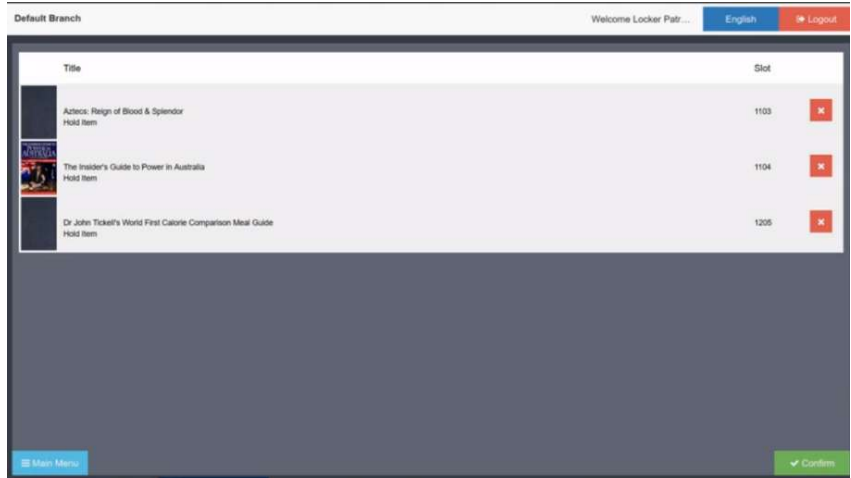
aa. Describe how the proposed solution allows a patron to collect and check out the materials they have requested from lockers. Include all receipt options that are available to the patron.

The FE Technologies External Locker provides a fast, intuitive, and fully self-service collection process.

1. **Authenticate:** Patrons sign in by scanning a physical or digital library card or entering their account credentials.
2. **Select Items:** The touchscreen displays available holds with book jacket images. Patrons select the items they wish to collect.

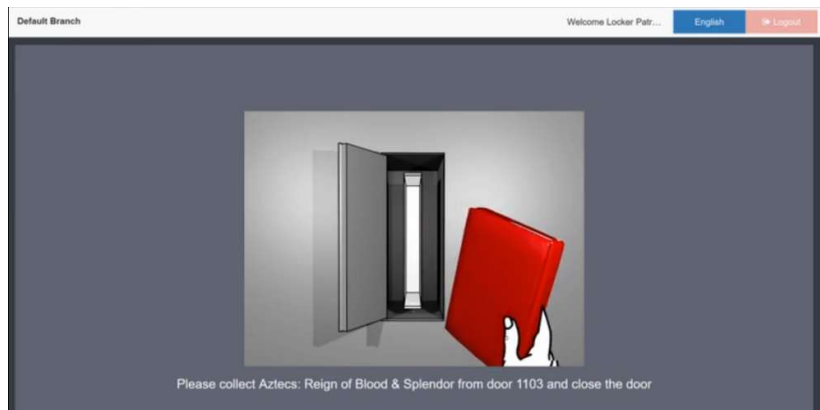


3. **Collect & Checkout:** The assigned locker door opens automatically, and items are checked out instantly through the live ILS when retrieved.
4. **Multiple Compartments:** If holds span multiple lockers, doors open **one at a time** as each compartment is closed, ensuring security and inventory control.
5. **Accessibility:** The interface includes WCAG features such as reach mode, larger text, and clear on-screen prompts.



Receipt Options

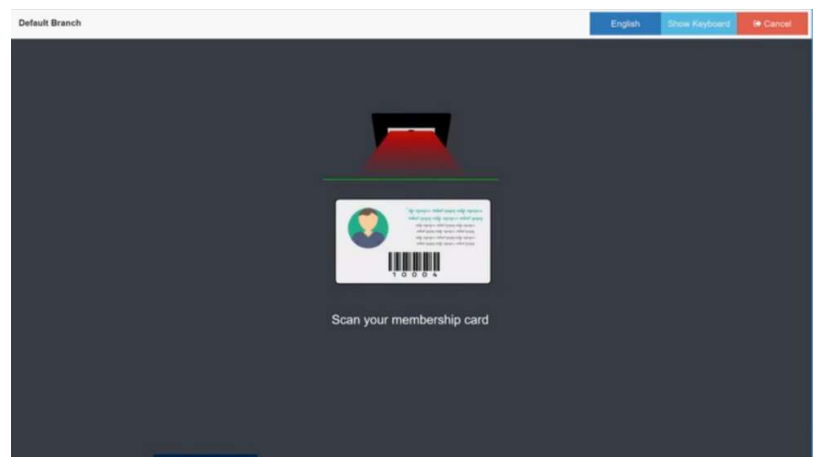
Patrons can choose an email receipt or no receipt, depending on the library's configuration. Once the transaction is complete, all patron information is immediately cleared from the screen to protect privacy.



bb. Describe how the patron signs into the interface to retrieve holds. Does methodology include multiple options - such as scanning a library card, scanning a barcode on their cell phone, typing a barcode, or entering a username?

Patrons access their holds by signing into the locker touchscreen using their library account. The system supports multiple authentication methods:

- **Physical library card:** Scan the barcode on a library card.
- **Digital library card:** Scan a barcode displayed on a mobile device.
- **Manual entry:** Enter a library card number or account credentials via the touchscreen.
- For enhanced security, the library can optionally require a PIN or password for all customers or only for patrons who use manual entry.



Once authenticated, the locker validates the patron against the live ILS, automatically enforcing all library borrowing rules before allowing access to their holds.

cc. Describe if and how holds can be collated if the patron receives more than one request on different days, on the same day, or at multiple times during the same day.

The External Locker automatically collates multiple holds for the same patron into a single locker compartment, regardless of when the holds were placed.

Automatic Collation

During loading, when staff scan an item, the system checks whether the patron already has an uncollected hold in the locker. If so, and the holds share the same expiry date, the existing compartment automatically opens so the new item can be added.

Flexible Capacity

- The library can configure only medium and large lockers to accept multiple items.
- If a compartment becomes full, staff simply indicate this on the touchscreen and the system automatically assigns an additional overflow locker.

Efficient Workflow

Collation occurs automatically during loading, eliminating the need for manual sorting, locker assignment, or pre-processing by staff.

DELIVERY AND STORAGE

dd. The Vendor will outline the typical arrangements for delivery, unloading, receiving, storing, and securing materials in the building during installation.

FE Technologies uses a white-glove delivery service to transport fully assembled, factory-tested locker units. The lockers are foam-protected and crated to ensure they arrive in perfect condition.

The delivery team manages the entire installation process, including:

- Unpacking all equipment on-site.
- Positioning the locker on its prepared concrete base using appropriate lifting equipment.
- Removing and disposing of all packaging materials.

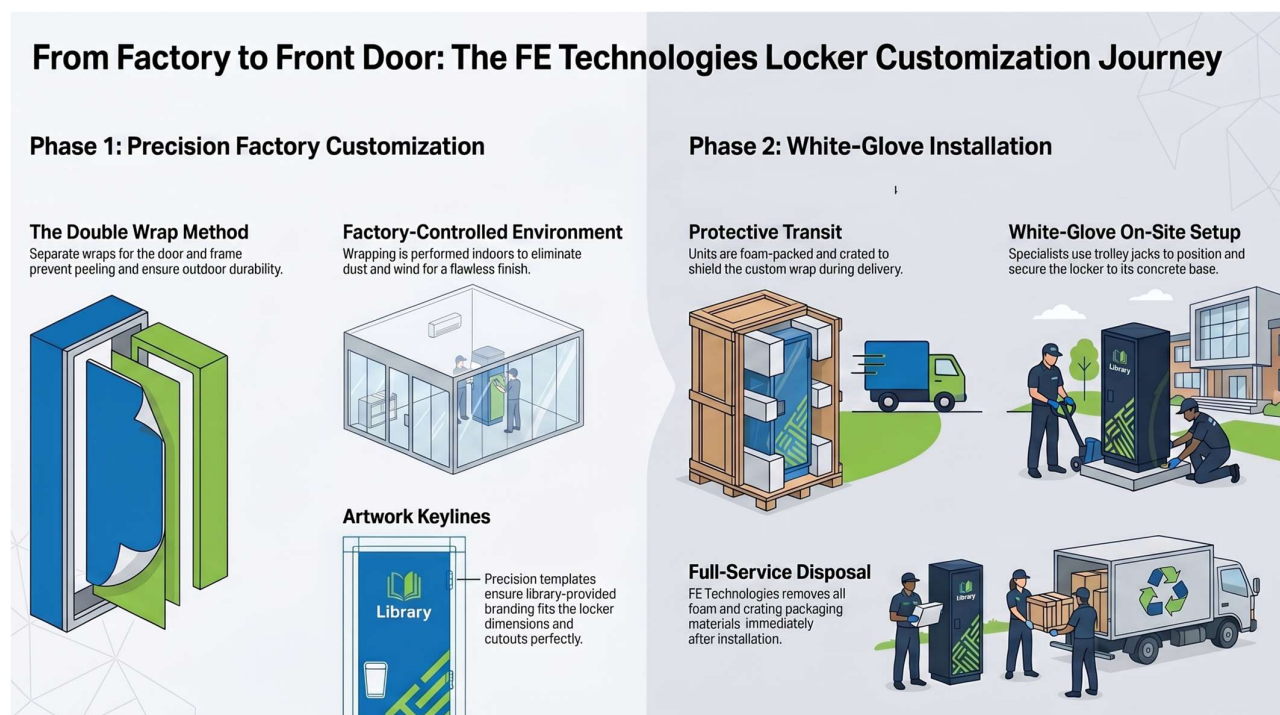
Because the lockers arrive fully assembled and wrapped, there is no need to store construction materials on-site.

Library Responsibilities

The library is responsible for preparing the installation site, including a level concrete base,



anchoring provisions, and tested power and network connections before delivery. Architectural or building modifications are outside FE Technologies' scope.



ee. Vendor holds responsibility for units delivered FOB destinations. It is likely each destination will receive units at different times.

FE Technologies is responsible for delivering the locker units safely to their final destinations and can accommodate staggered deliveries across multiple locations.

White-Glove Delivery

Lockers are fully assembled, factory-tested, custom-wrapped, and securely crated for transport. FE Technologies provides a white-glove delivery service, including on-site unpacking, positioning, anchoring, and removal of all packaging.

Staggered Deliveries

A dedicated Project Manager coordinates manufacturing and delivery schedules for each site. Standard delivery is 20–24 weeks from order, with expedited air freight options available if required.

Storage

Units can be delivered directly to the installation site or a library-designated storage location. Delays caused by the library may incur warehousing charges.

Library staff are not required to perform any heavy lifting or equipment handling during delivery or installation.

ff. The Vendor will notify the Library 24 hours prior to a delivery of any items so that staff may be available at each site to allow access to the building.

FE Technologies complies with this requirement.

gg. Vendor will be responsible for removal and disposal of all crating and other installation debris from the premises.

FE Technologies fully complies with this requirement. As part of its white-glove delivery service, the installation team removes and disposes of all crating, foam protection, packaging, and installation debris after the locker is unpacked and installed.

This ensures library staff are not responsible for waste removal and the installation site is left clean and ready for use.

INSTALLATION

hh. Describe the physical requirements of the units and any space requirements. Include surface conditions, space constraints, essential data/power connections, etc.

The FE Technologies External Locker is a modular system designed for reliable indoor and outdoor installation.

Site Requirements

- Install on a level concrete surface capable of supporting 350 kg (771 lbs) per module.
- Units are securely anchored to the concrete base and include adjustable feet for leveling.

Space Requirements

- **Master Console:** 42" W × 19.8" D × 71.6" H (86.9" H with optional awning).
- **Extension Modules:** 39.5" W (full) or 22.3" W (half).
- Modules connect side-by-side, and no rear clearance is required, allowing flush wall installation.

Power

- Standard 110–120VAC 60Hz (or 240VAC 50Hz) supply, protected by RCD/GFCI.
- Power outlet within 1.5 m (5 ft) of the Master Console.
- Only the Master Console requires a power connection; extension modules are powered internally.

Data

- Cat5e or better Ethernet connection within 1.5 m of the Master Console (one network port, or two with optional CCTV).
- Wi-Fi or 4G/5G connectivity is also available.
- Only the Master Console requires a network connection, with data distributed to extension modules internally.

Please refer to Attachment A: Architect Pack for more detailed information.

ii. Describe a detailed project implementation plan, estimated timeline, and any other considerations of timeline when scheduling deliveries to various branches.

FE Technologies uses a proven implementation methodology refined through more than 3000 library installations worldwide. A dedicated Project Manager oversees the project using cloud-based tools such as ASANA and Smartsheet, providing full visibility of milestones, timelines, and project status.

Project Implementation

Phase 1 – Planning & Discovery (Weeks 1–4)

- Project kick-off and introduction to the project team.
- Completion of the Pre-Installation Checklist and Smartsheet covering IT, ILS, networking, and artwork.
- Site audit to verify location suitability, power/data, accessibility, and locker configuration requirements.

Phase 2 – Design & Manufacturing (Weeks 5–20)

- Final approval of equipment specifications and artwork.
- Manufacturing, factory wrapping, assembly, and comprehensive quality assurance testing.
- Equipment is securely packaged and prepared for shipment.

Phase 3 – Delivery & Installation (Weeks 20–22)

- White-glove delivery to site.
- Installation, anchoring, debris removal, and software configuration.
- Integration testing with the library's ILS via SIP2/API.

Phase 4 – Training & Go-Live (Week 22+)

- Onsite staff training using live equipment.
- User Acceptance Testing (UAT).
- Final sign-off and public launch with FE Technologies providing go-live support.

Delivery Timeframes

- **Standard delivery:** 20–24 weeks via sea freight.
- **Accelerated delivery:** Approximately 12 weeks via air freight (subject to availability).

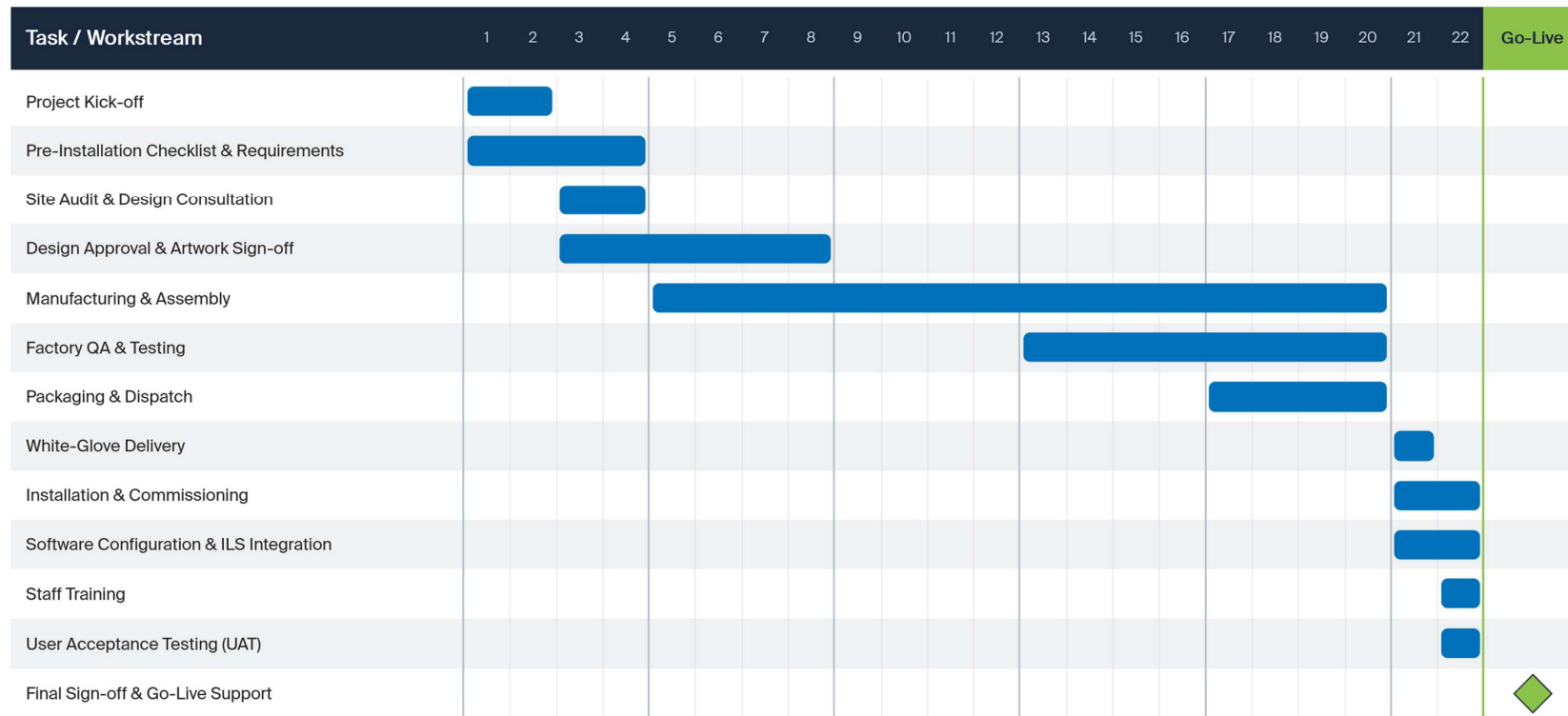
Multi-Branch Delivery Considerations

FE Technologies supports staged rollouts across multiple branches, with individual delivery schedules managed by the Project Manager. Deliveries are coordinated with site readiness, including completed concrete bases and active power/data services. White-glove delivery can be made directly to site or a nominated storage location. Delays caused by the library may incur warehousing charges, and complex unloading requirements should be identified early as they may affect freight costs.

Project Implementation Gantt Chart

Standard 22-week timeline • 13 workstreams

- Active work
- Go-Live milestone



Durations shown in project weeks. Go-Live occurs at week 22+ following User Acceptance Testing.

Standard delivery: 20–24 weeks via sea freight

Accelerated delivery: Approximately 12 weeks via air freight (where required).

COST AND INVOICING

- jj. Provide a detailed price quotation for library hold pick-up lockers. The quote should be the total costs to complete the work including a detailed listing of goods and services, total materials cost, and any additional charges such as shipping, installation, and sales tax. Include optional pricing related to customizations.*

See Pricing, below.

- kk. Include costs of future annual support and hosting for the three years following the initial term, broken out per annum, as appropriate.*

Years 2, 3 and 4 will remain the same cost each year, \$7,694 as quoted below.

Pricing Quotation

Code	Product	Quantity	Price	Delivery	Install	Library Live / Annual License	Total	Maintenance (Year 2 Onwards)
Holds Locker								
LIB-220-NR-US	External Locker Console - No Returns	4	\$17,474	\$7,296	\$3,024	\$0	\$69,896.00	\$6,164
LIB-221-R-US	External Locker Extension - Right	2	\$8,669	\$2,064	\$1,728	\$0	\$17,338.00	\$1,530
	Install Fee				\$0.00		\$4,752.00	
	Delivery Fee			\$11,424.00			\$9,360.00	
Total						\$0.00	\$103,410.00	\$7,694.00

Price Quoted Above Exclude Sales Tax. Delivery Charges Quoted Are An Estimate Only. Final Shipping Costs Are To Be Billed Upon Delivery. All Prices Are In USD.

Warranty & Support: 9am-5pm Weekday Support. Parts, Phone support, Onsite & Remote Support are included. For Automatic Sorter, ATL & External Locker, FE Technologies extends both phone and remote support to 24/7 availability, including USA Public Holiday

- ll. Vendors will certify that the price bid for FOB destination includes only the actual freight costs at the lowest and best rate and is based on the actual weight of the goods to be shipped.*

FE Technologies complies with this requirement.

- mm. Include an explanation of the Vendor's billing cycles, policies, and terms.*

Billing cycles are monthly; policies and terms are as follows:

Pricing terms and conditions

On acceptance of this quotation, the following payment terms will apply: -

- a.* Prices are excluding Sales Tax.

- b. Prices are valid for 30 days from the date of this quotation. This is due to the potential new tariffs on imported items.
- c. Delivery charges in the quote is estimated and is subject to change
- d. Payment of 50% of the total quoted costing is required prior to the commencement of the RFID project (excluding any applicable annual maintenance fees) and is due 7 days from invoice issue date.
- e. The remaining 50% will be invoiced within 7 days of the scheduled completion date and is due 7 days from invoice issue date. If the agreed installation timeframes in the contract cannot be met by the library, payment of this invoice is still required to FE Technologies on the date that the delivery originally planned.
- f. In the event that a delay is made by the library then FE Technologies reserve the right to charge for the warehousing of the equipment. Library also accepts to pay the full balance of the equipment if this happens.
- g. Any ad hoc items will require a separate purchase order, and payment is due 7 days from invoice issue date.
- h. The final payment of any product is due 7 days from final delivery.
- i. Non-standard security gate installation will incur an additional cost of \$1,750.00 A standard gate installation is a gate with a Standard Floor Ramp. See Smart Library™ Security Gate System - Architect Information Pack.
- j. Hardware delivery All RFID Equipment 14-16 weeks except Shelves, Sorters, ATL, Lockers, : 20-24 weeks from date of order and Hybrid kiosks 30 weeks .(Note: Freight prices are based on standard door-to-door delivery. Extra freight charges may apply if delivery is difficult due to complex unloading conditions.)
- k. If you wish to accept this quotation, return a signed copy of this form or a Purchase Order can be issued.
- l. In the case of building sites, if a second installation visit is required by FE Technologies the library will be required to pay an additional installation fee.
- m. FE Technologies normal project plan provides for a technician who will complete the entire hardware and software installation in one trip. In the instance where a second trip is required due to a direct request from the customer or their nominated agent (building contractor), a charge of \$1000.00 will be added to recover the additional travel and accommodation costs.
- n. Any building works required for the installation of equipment is not included. Refer to the libraries responsibilities as described in the architect packs supplied for each product.
- o. Mobile Retrospective Encoders are provided for the agreed period without a rental charge. Any extension to the agreed period shall be charged at \$600.00 per month per Mobile Retrospective Encoder
- p. Library hold the responsibility to look after the Mobile Retrospective Encoder crate when it is at library premise. An additional cost of \$600.00 will incur if the crate is damaged or lost.
- q. In the event that the library has under estimated the library collection size for outsourced conversion and tagging, the library will be required to pay for any additional outsourced conversion and tagging costs at the rate quoted in the Proposal.
- r. For contracts longer than 12 months FE Technologies reserves the right to alter/increase prices of products due to changes caused by availability of components, supply chain issues and inflation as listed by the Producer Price Index of inputs to the Manufacturing Industry.- <https://www.bls.gov/ppi/>

FINAL INSPECTION AND WARRANTY

nn. At the conclusion of the work, the Vendor shall demonstrate to the Library that the units are fully operational and in full compliance with the contract. The Vendor shall promptly and permanently correct any deficiencies at the Vendor's sole expense prior to final acceptance of the work.

FE Technologies complies with this requirement.

oo. Provide a complete description of the warranty to be included and guaranteed on all materials, labor, services, and equipment against defects in material and workmanship following date of delivery. Should NOLS encounter any defect, the Vendor will be notified of such defect or non-conformance. The notification will state either (1) that the Vendor shall replace or correct all defective or non-conforming materials or equipment, or (2) the Library does not require replacement or correction, but a negotiated equitable adjustment to the contract price. If the Vendor is required to correct or replace, it shall be at no cost to NOLS and shall be subject to all provisions of this clause to the same extent as materials initially delivered. If the Vendor fails or refuses to replace or correct the deficiency, the Library may have the materials corrected or replaced with similar items and charge the costs to the Vendor.

FE Technologies complies with these requirements.

FE Technologies provides a comprehensive warranty covering defects in materials and workmanship for all Library RFID equipment and Bookmatic AMH systems.

Coverage

If a fault occurs during normal use, FE Technologies will repair or replace the equipment remotely or onsite. The warranty covers all parts, labor, travel, and replacement components.

Warranty Period

- Commences 30 days after delivery (no later than 120 days after delivery).
- Includes a 12-month standard warranty at no additional cost.
- Automatically extends to a 5-year total warranty (12 months plus 4-year Extended Warranty) unless declined in writing.

Exclusions

The warranty does not cover:

- Damage caused by misuse, relocation, incorrect voltage, accidents, vandalism, environmental conditions, or natural disasters.
- Unauthorized repairs or tampering.
- Third-party software, non-FE hardware, ILS upgrades, or compatibility issues.
- Loss of customer data or issues caused by uncertified customer applications, which may incur time-and-materials charges.

Please refer to Attachment B: Warranty and Support Agreement for further information.

pp. The Vendor shall provide all necessary preventive maintenance, required testing and inspection, calibration, and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.

FE Technologies provides comprehensive support and preventative maintenance to keep equipment operating throughout the warranty period.

- **Preventative Maintenance:** Performed by FE Technologies Technical Services Officers or factory-trained, certified technicians from Shyft Global.
- **Repairs & Replacement:** Faults are resolved remotely or onsite. If an onsite visit is required, the warranty covers all labor, travel, repairs, and replacement parts.
- **Certified Service Only:** Internal maintenance and repairs must only be performed by authorized FE Technologies technicians. Unauthorized tampering or repairs are not permitted.
- **Library Responsibilities:** Library staff are responsible only for routine exterior cleaning, including touchscreens and barcode readers.

qq. The Vendor shall provide an operations and maintenance manual with a copy of all warranties.

FE Technologies provides comprehensive operations and maintenance documentation to all its new customers, along with a full copy of the warranty.

Operations & Maintenance Documentation

Library staff have access to a comprehensive suite of digital resources via the Support Portal Knowledge Base and User Group Website, including:

- User guides with step-by-step instructions, diagrams, troubleshooting, and FAQs.
- Routine maintenance and configuration guides.
- Architect packs covering technical specifications, installation, power, and data requirements.
- Software upgrade, reporting, and support ticket instructions.

Warranty Documentation

The complete Warranty and Support Agreement outlines warranty terms, coverage, service levels, support procedures, and hardware/software exclusions, including the 12-month standard warranty and 4-year extended warranty.

CUSTOMER SERVICE

- rr. Identify the name, title, and contact information of the designated customer service representative(s) and/or sales representative(s) to serve as the Vendor's representatives for NOLS. Please include days and times representatives will be available for responding to the Library.*

FE Technologies has designated the following representative as the primary point of contact for the North Olympic Library System (NOLS):

Tabatha Hale

Sales Coordinator

Direct Line: (919) 633-1573

Website: www.fetechgroup.com

Tabatha Hale will serve as the primary sales and customer liaison throughout the procurement, implementation, and post-implementation phases, coordinating with FE Technologies' project management, technical support, and service teams as required to ensure timely responses and effective communication.

Availability

The primary representative is available Monday through Friday, 8:00 a.m. to 5:00 p.m. (U.S. Central Time), excluding public holidays. In addition, FE Technologies maintains a dedicated technical support team to provide after-hours assistance for critical issues in accordance with the applicable support and service level agreements.

- ss. Describe the policy on responding to customer phone calls, emails, or online troubleshooting submissions including target response times. What technical support is available? Include the channels of communication that are available (i.e., chat, email, phone, portal, etc.) and escalation strategy. What are the hours of operation for live support?*

Support Channels

FE Technologies provides technical support through three channels (via the library's nominated support contact):

- **Online Support Portal (preferred):** Submit tickets, assign priority, and upload files/screenshots.
- **Toll-Free Support:** +1-888-278-1824 (Press 2).
- **Email:** UsSupport@fetechgroup.com.

Response Times

- **1-hour** acknowledgment for all support tickets.
- **24-hour** onsite support from library acknowledging receipt of parts.

Technical Support & Escalation

Support is provided by Texas-based Technical Support Officers using phone and secure remote

access (GoToAssist). Issues requiring additional expertise are escalated to FE Technologies' Hardware and Software Development teams. Customers may also escalate concerns to their Account Manager or Operations Manager if required.

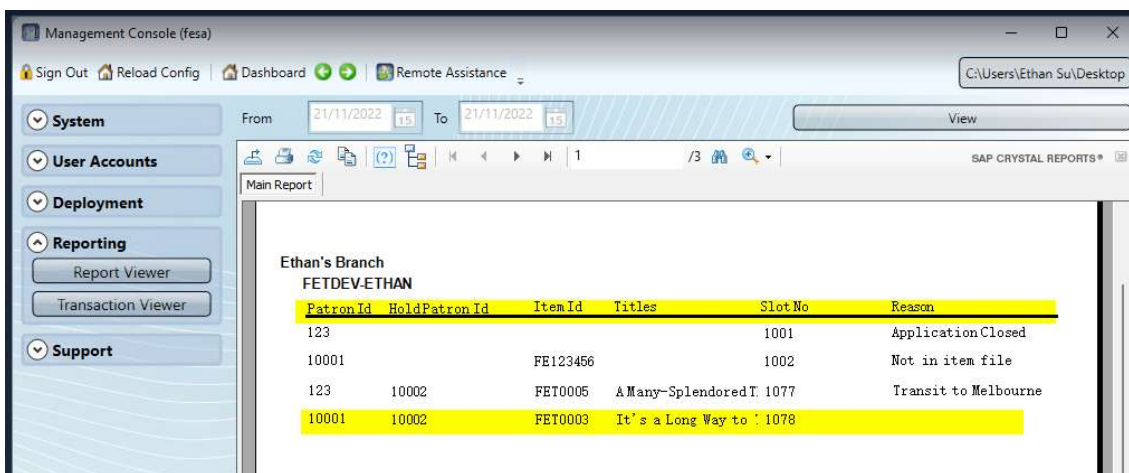
Support Hours

- **Standard Support:** Monday–Friday, 9:00 AM–5:00 PM (local time), excluding public holidays.
- **Weekend Support:** Available at additional cost under standard support arrangements.
- **24/7 Support:** Included at no additional charge for Automatic Sorters, Anytime Libraries, and External Lockers, with an on-call technician responding within **60 minutes** after hours.

tt. Describe standard available reports, if customizations are possible, and provide examples of reports. Include information about report frequency and options for automation and delivery of reports (email, PDF, etc.)

The Locker System provides a comprehensive suite of standard reports through the secure, browser-based Library Live Management Console. All reports can be exported in CSV format for further analysis and reporting. Note that reports are not needed to manage the locker.

Standard Reports Include: Inventory Report



Patron Id	HoldPatron Id	Item Id	Titles	Slot No	Reason
123				1001	Application Closed
10001		FE123456		1002	Not in item file
123	10002	FET0005	A Many-Splendored T.	1077	Transit to Melbourne
10001	10002	FET0003	It's a Long Way to	1078	

- Provides a real-time view of all items currently stored in the locker system, including occupied and vacant compartments.
- Helps staff monitor locker capacity before loading new holds.
- Includes item details, assigned locker numbers, retrieval timestamps, and outstanding holds.

Flagged Slots Report

- Identifies locker compartments requiring staff attention, including expired or cancelled holds, empty compartments, and detected foreign objects.

Management Console (fesa)

Sign Out | Reload Config | Dashboard | Remote Assistance

From: 21/11/2022 To: 21/11/2022 View

System | User Accounts | Deployment | Reporting | Support

Report Viewer | Transaction Viewer

3.43.0-feature-sl-4852 build 12 (FETDEV-ETHAN)

SAP CRYSTAL REPORTS

Flagged Slots Report

Ethan's Branch
FETDEV-ETHAN

Patron Id	Hold Patron Id	Item Id	Titles	Slot No	Reason
123				1001	Application Closed
10001		FET123456		1002	Not in item file
123				1003	Application Closed
123				1004	Application Closed
123				1005	Application Closed
123				1006	Application Closed
123				1007	Application Closed
123				1008	Application Closed
123				1009	Application Closed
123				1010	Application Closed
123				1011	Application Closed
123				1012	Application Closed
123				1013	Application Closed
10001	10002	FET0003	It's a Long Way to 1	1078	Transit to SYD
123				1079	Application Closed

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- Includes Patron ID, Item ID, Title, Slot Number, and the reason the compartment was flagged.

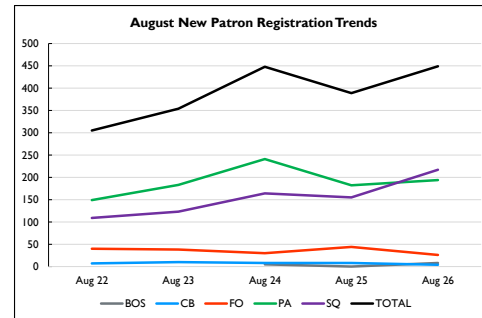
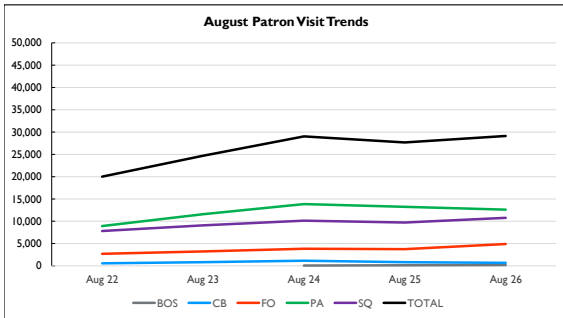
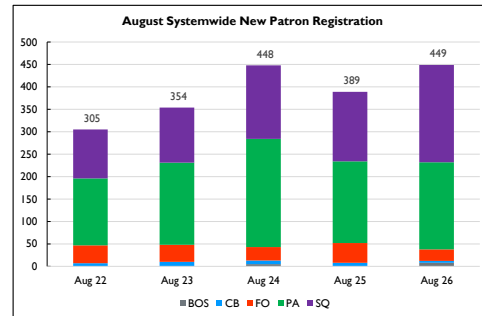
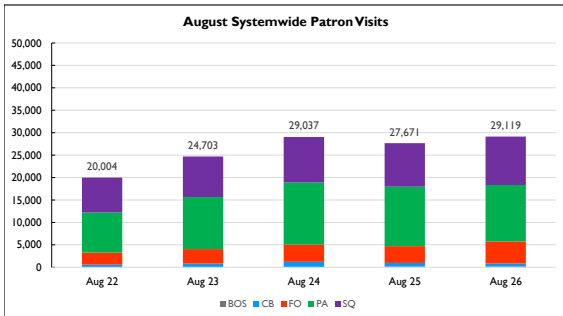
Circulation Reports

- Summarizes borrowing activity through the locker system.
- Includes standard circulation statistics such as the total number of items checked out via the locker.

Patron Visits		
	2026	% of System
Port Angeles	12,601	43.3%
Children	6%	
Sequim	10,765	37.0%
Children	9%	
Forks	4,894	16.8%
Children	7%	
Clallam Bay	667	2.3%
Children	8%	
Bookmobile	192	0.7%
Total	29,119	100.0%

*Door sensors count objects less than 4'7" as children.

New Patron Registration		
	2026	% of System
PA	194	43.2%
SQ	217	48.3%
FO	26	5.8%
CB	4	0.9%
BOS	8	1.8%
Total	449	100.0%



* The Sequim Branch Library started operating out of a temporary location in April 2024 - March 2026.

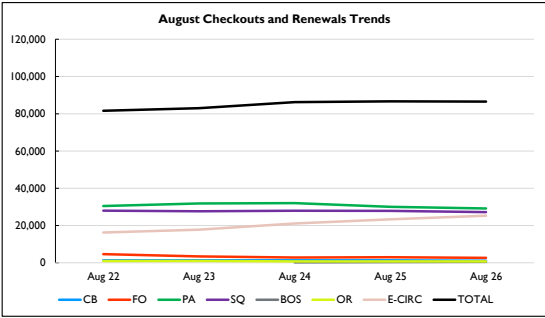
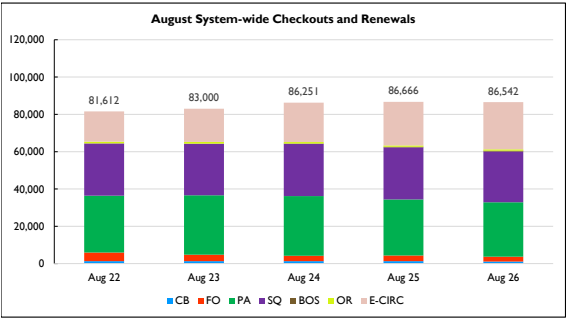
* The Sequim Branch Library did not have a patron counter on its east/rear entrance March-September 2026.

Checkouts & Renewals		
	2026	% of System
Port Angeles		
Checkouts	16,573	26.6%
% From Self-Check	79%	
% From Holds	29%	
Renewals	12,578	51.9%
Total	29,151	33.7%
Sequim		
Checkouts	16,649	26.7%
% From Self-Check	75%	
% From Holds	35%	
Renewals	10,535	43.5%
Total	27,184	31.4%
Forks		
Checkouts	2,211	3.5%
% From Self-Check	40%	
% From Holds	30%	
Renewals	429	1.8%
Total	2,640	3.1%
Clallam Bay		
Checkouts	660	1.1%
% From Self-Check	17%	
% From Holds	32%	
Renewals	429	1.8%
Total	1,089	1.3%
Outreach		
Checkouts	710	1.1%
% From Holds		
Renewals	15	0.1%
Total	725	0.8%
Bookmobile		
Checkouts	248	0.4%
% From Holds	15%	
Renewals	239	1.0%
Total	487	0.6%
Electronic Circulation (OverDrive/Libby, Hoopla & Kanoozy checkouts do not renew)		
Checkouts	25,266	29.2%
Systemwide Totals		
Checkouts	62,317	
Renewals	24,225	
System Total	86,542	

Interlibrary Loan Services	
Items borrowed from other libraries	157
Items loaned to other libraries	117

*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	4,871	19.21
SQ	5,895	20.44
FO	673	11.72
CB	209	8.90
OR	580	9.98
BOS	73	7.10
Total	12,301	18.71



* The Sequim Branch Library started operating out of a temporary location in April 2024 - March 2026.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	13/367	25%/29%
Sequim	16/421	31%/33%
Forks	11/156	21%/12%
Clallam Bay	5/26	10%/2%
NOLS	0/0	0%/0%
Virtual	7/313	13%/24%
Total	52/1283	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	40/481	42%/73%
Sequim	41/126	43%/19%
Forks	11/50	12%/8%
Clallam Bay	3/5	3%/1%
Total	95/662	100%/100%

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

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	48.75	9
Sequim	36.75	7
Forks	7.05	1
Clallam Bay	0	0
Outreach	0	0
NOLS	41.75	1
Total	134	18

Community Outreach Events		
	Events/Attendees	% of System
PA	4/819	57%/70%
SQ	1/53	14%/5%
FO	0/0	0%/0%
CB	2/300	29%/26%
OR	0/0	0%/0%
NOLS	0/0	0%/0%
Total	7/1172	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	315
Read & Ride (Clallam Transit Buses)	53
Dolly Parton Imagination Library	0
Library Programs & Outreach	32
Clallam County Correctional Facility	0
Total	400

Outreach Delivery Services	
Deliveries/Pickups	90
New Patrons w/ Delivery Services	2

BookMatch Requests Fulfilled	
Number of Requests	3
Titles Suggested	15

Bookmobile	
Routine Stops	16
Special Stops	1
Library Pop-Ups (no bookmobile)	4
Appearance (e.g. parade)	1
Miles Traveled	1,218

General Public Computer Use <i>(excludes Special Computer Use)</i>				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	24	1,872	2,144	38.3%
Sequim	10	971	611	26.2%
Forks	8	305	250	13.4%
Clallam Bay	8	206	251	18.8%
Total	50	3,354	3,256	29.3%

Special Computer Use <i>(ADA, Express, Microfilm, Scanner, Law Library)</i>				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	6	408	110	7.9%
Sequim	3	265	75	10.8%
Forks	3	113	24	3.4%
Clallam Bay	0	N/A	N/A	0.0%
Total	12	786	209	7.5%

Computer Prints Made				
	Public Computer Prints	Remote Device Prints	Total Pages Printed	% of System
Port Angeles	8,606	1,035	9,641	45.1%
Sequim	7,826	1,106	8,932	41.8%
Forks	1,686	309	1,995	9.3%
Clallam Bay	724	64	788	3.7%
Total	18,842	2,514	21,356	100.0%

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	4,526	46.2%
Sequim	2,792	28.5%
Forks	2,018	20.6%
Clallam Bay	460	4.7%
Total	9,796	100.0%

Website Visits	
Total Visits	41,654
Unique Visitors	12,414
Average Time on Site	51 sec

Database Access	
Total Sessions on all Databases	8,672
Total Law Library Computer Sessions	12

Facebook Activity	
Followers	6,489
Content Published	40
Reach (unique accounts)	23,798
Reactions/Likes/Comments, etc.	2,098

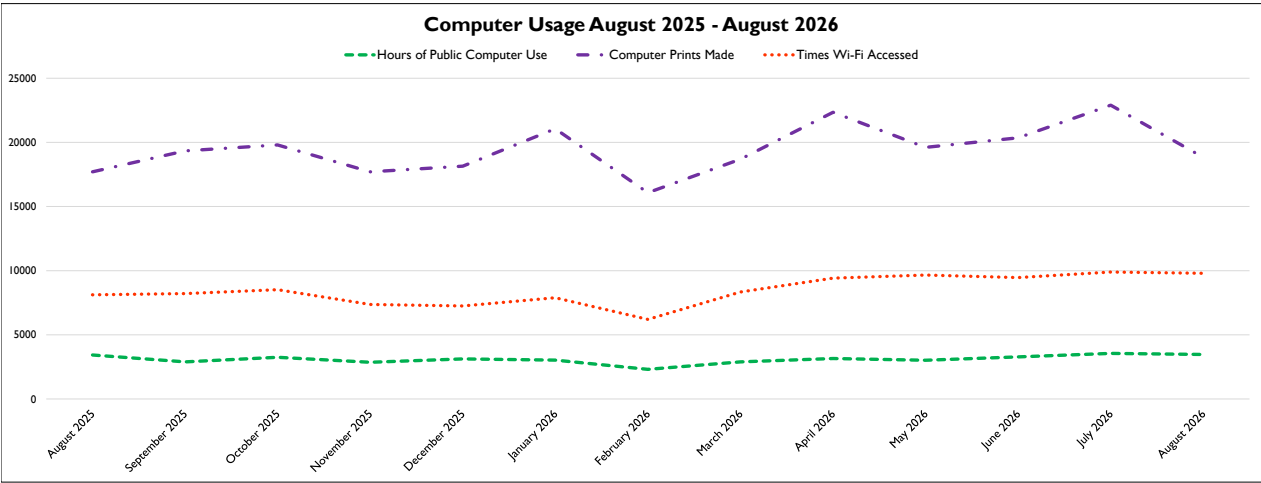
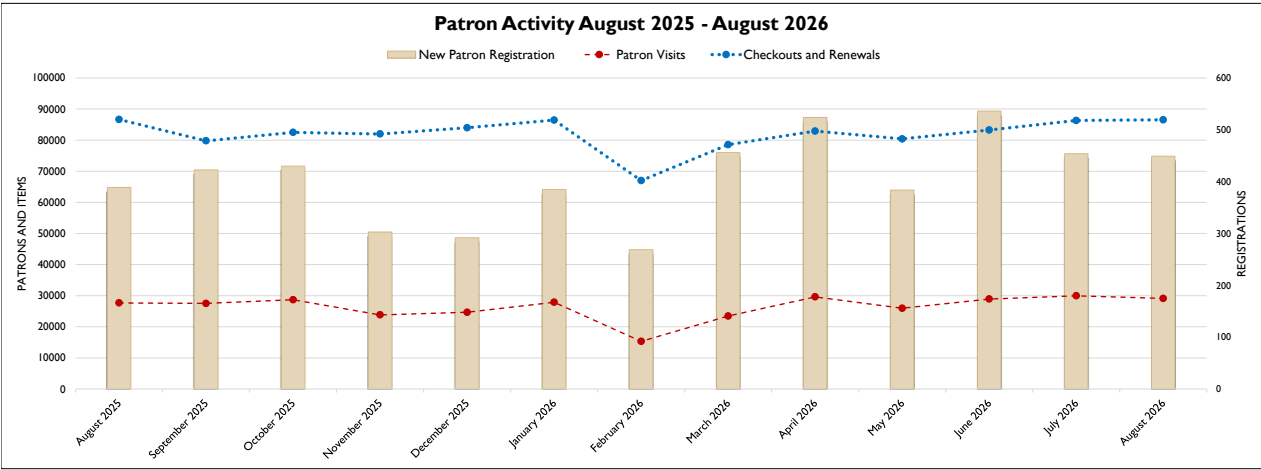
YouTube Activity	
Subscribers	495
Videos Published	-
Program Recordings	-
Views (lifetime content)	686
Watch Time (hours)	19

Instagram Activity	
Followers	2,097
Content Published	50
Reach (unique accounts)	2,071
Reactions/Likes/Comments, etc.	488

eNewsletter	
Number Sent	33,900
Read Rate	39%
Click-Through Rate	3%

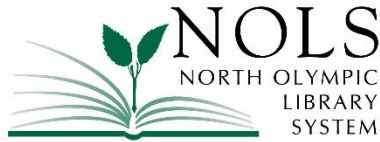
Advertising	
Ads Run	3
Reach (unique accounts)	6,957

Notices	
Number Sent	16,098
Read Rate	63%



Significant Events During the Past 13 Months:

- April 2024 - January 2026 - The Sequim Branch Library operated out of a temporary space while a new building was constructed.
- February 2026 - The Sequim Branch Library was closed as it moved to a new location. Holds Pickup was offered three days a week for three hours.
- February 2026 - The Forks Branch patron counter malfunctioned and was not operating properly for over a week.
- March 2026 - The Sequim Branch Library was closed for three weeks as it moved to a new location. Holds Pickup was offered three days a week for three hours.
- March 2026 - The Forks Branch patron counter malfunctioned and was not operating properly for a week and a half.
- March-April 2026 - The Sequim Branch Library opened its new building on March 21, 2026. April 2026 was its first full month of operation.
- April-September 2026 - The Sequim Branch Library did not have a patron counter on its east/rear entrance.
- April 2026 - NOLS had a levy lid lift on the April 28 special election ballot.
- May 2026 - All branches were closed for one day for All Staff Training Day (this one-day closure has traditionally been held in April).



Monthly Activity Report

Meeting Date: September 24, 2026
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for August 2026

Port Angeles Main Library

Travis Porter, Library Manager

August programming at the Port Angeles Library reflected the end of summer and the transition toward the beginning of the school year. Programs included early learning activities, family and all-ages events, adult learning and discussion programs, passive teen engagement, and community outreach.

Port Angeles recorded 570 total program and outreach participants in August. Of that total, 383 were connected to in-library programs or service-based engagement, while 187 were connected to outreach and community events. The month's strongest attendance came from large community and family-focused events, especially the End of Summer Party: Jump Roping Extravaganza.

During the final half of August, children's programmers were on a program break after a busy summer of programs and overseeing a successful Summer Reading program. This break provided time to wrap up summer activities, regroup, and prepare for the transition into fall and school-year programming.

Port Angeles Programming

I. Early Learning / Pre-K Programs

Baby Playdate – 16 participants at 1 event. Babies and caregivers had time to connect, learn from one another, and play with age-appropriate toys.

Family Storytimes – 47 participants at 2 events.

II. Family / All-Ages Programs

The major elementary-age program in August was the End of Summer Party: Jump Roping Extravaganza. This program served school-age children as well as preschoolers, tweens, teens, and families.

The program featured Rene Bibaud, a world champion jump-roper, who brought her entire team of tween and teen jump ropers. The team gave a demonstration of their jump roping skill and they performed choreographed jumping to music. The team also helped the crowd learn how to jump rope and answered question from attendees.

III. Teen/Tween Programs

Tween and Teen participation was included in several all-ages or cross-age programs, including the End of Summer Party, Family Karaoke Party, Tabletop Role-Playing Game Night, and the Jigsaw Puzzle Contest. These programs offered opportunities for tweens to participate alongside families, teens, and adults.



Photo: Karaoke Night

IV. Adult Programs

- **Art in the Library: Moving the Mail**

This was a highly successful program that the Port Angeles Library partnered with North Olympic Angeles History Center to bring in a local postal history exhibit called Moving the Mail. The exhibit will remain at PA until October 17. The Art in the Library program that kicked off the exhibit was well attended and a high point of the month. The library welcomed 55 people to hear Humanities' Washington speaker Feliks Banel who presented the talk "All Over the Map: Stories Behind the Names of Washington Places and Things."

- Adult programming in August offered patrons opportunities for learning, discussion, skill-building, and shared activities:
 - Organic Conversations — 7 attendees
 - Humanities Washington: How Whiskey Won Washington — 11 attendees
 - Quiet Readers Society — 0 attendees
 - Jigsaw Puzzle Contest — 29 attendees
 - NorthStar Computer Class — 2 attendees
 - 4th Wednesday Book Discussion Group — 13 attendees

Together, these programs reflected a mix of recreational, educational, technology-focused, and discussion-based opportunities for adult patrons

Port Angeles Programs Photos



Sequim Branch Library

Emily Sly, Library Manager

Sequim Programming in August

- **Teen Lit Bags** – 16 participants
- **Seaweeds for Wellness** – 12 participants. Kristy Bredin, Marine herbalist and phycophile (seaweed lover), taught us how seaweed can enhance culinary endeavors and support wellness. Sequim staff were treated to pickled seaweed the next day after staff member Amika tried one of Kristy's recipes. Thumbs up all around.
- **Summer Family Storytime** – 58 participants at 1 event. The last Summer Family Storytime was so well attended it had to be moved outside at the last minute to accommodate the large crowd.
- **Baby Playdate** – 12 participants at 1 event

- **Drop-In Tech Help** – 16 participants at 5 events. This month's Tech Help focused quite a bit on NOLS new remote printing services. Patrons were happy to learn how they can print from their personal devices or home computer and come pick up their prints.
- **STEAM with Ozobots** – 25 participants.
- **First Friday Art Walk: Plein Air Art Reception**– 140 participants. The Sequim Branch hosted its first Friday Art Walk in the new building. Attendees were able to view work by local artists while listening to the Seattle based band, *Ranger and the Re-Arrangers*. This event also included an OPAA scholarship award ceremony to honor three local 2026 graduates who were selected based on the strength of the art portfolios.
- **Nature Storytime** – 37 participants. Sequim Children's Librarian, Charlotte M. told nature related stories, songs and rhymes outside on the plaza at the Dungeness River Nature Center.
- **SilverKite: Collage – Music in Bloom** – 6 virtual participants
- **Teen Volunteer Party – 6 participants.** Teen volunteers were treated to a sweet treat at local frozen yogurt shop, *The Sweet Spot*, for all of their hard work during the Summer Reading Program. From helping younger children with crafts, setting up programs and cleaning up after, we appreciate all that teen volunteers do for NOLS.
- **Second Saturday Book Discussion** – 14 participants. This month's book discussion pick was *Reading Lolita in Tehran* by Azar Nafisi. This inspirational tale of eight women who defied the confines of life in revolutionary Iran through the joy and power of literature made for a great discussion.
- **Unity of Effort** – 369 participants. Sequim staff joined forces with the NOLS Bookmobile at this year's Unity of Effort community celebration that honors military, law enforcement, first responders and security personnel. Community members were invited into the bookmobile to take peak around, check out some library materials or even get a library card.
- **Teen Night – Library Recess** – 3 participants
- **End of Summer Party: Jump Rope Extravaganza** – 80 participants. This all-ages program was not to be 'skipped'! Taking place outside on the library's back patio, attendees not only got to watch a great show with world champion jump-roper, Rene Bilbaus, they also learned some jump rope tricks and were able to be cooled off with a popsicle afterwards.
- **Timberwolf Day** – 53 participants. Sequim Children's Librarian Charlotte M. attended the Sequim Middle Schools Timberwolf Days to promote library services, chat with the

students, make library cards for and, of course, to hand out her super popular scratch and sniff bookmarks.



Two new staff members started in Sequim this month: Brooke C. (Public Service Specialist) and Sophia R. (Librarian). Emily and Jarrod met with Clallam County Fire District 3 to discuss partnering on community safety programs. Emily participated in Marketing Manager interviews. Repair work was completed on the flooring in the community meeting room/social gathering area. The work was completed after Summer Reading Program concluded when there was a lull in activity before school started, and when the weather was beautiful so outdoor seating was also available.

West End Branches (Forks and Clallam Bay)

Troi K. Gale, Library Manager

West End Daily Operations:

- Staff interacted with a variety of tourists from around the world during the busy tourist season.
- Staff received training on Notary Service standards prior to the launch of pilot Notary Services in Clallam Bay and Forks, which launches September 1, 2026.

West End Programming:

- Both the Clallam Bay and Forks branches hosted "How Whiskey Won WA," a Humanities WA presentation by Becky Garrison. Clallam Bay had seven attendees, while Forks had three.
- Lauren Kerr from Sol Duc Farms presented on creating bouquets using backyard blooms at both West End branches. The Clallam Bay Branch had 4 attendees, while the Forks Branch had 7. There was a lot of conversation during both presentations, and everyone left with their questions answered.

- Songs from the Heart: A Concert, Story, and Interactive Demonstration featuring Flutist Peter Ali took place at the Forks Branch, attracting 21 attendees. The participants were enthusiastic about the program, which included patrons from Sequim and tourists visiting from Boston.
- The kids' book club in Forks was a huge success. The kids enjoyed reading "Big and the Wild Boys" by Jenny Pearson, a book full of surprises that brought lots of laughter. Attendees: 21
- FO Teen Game and Banana Splits was a hit. We saw new faces, and teens stayed after the program ended to continue to socialize. Attendees: 5
- The End of Summer Party: Jump Roping Extravaganza was enjoyable. I also had the FES PTO reach out and ask for their contact number. Forks community members want to bring them back in 2027. Attendees: 63
- Summer Reading Finale: Children of all ages enjoyed giant bubbles and banana splits. They all raved about the ice cream selection. Attendees: 12

West End Community Visits:

- West End Staff and Outreach Staff attended Makah Days and interacted with over 200 people! It was a great opportunity to interact with the community and provide library services.



Library Manager:

- Troi Gale Velasquez participated in a Food Access panel to discuss the development of the OSPI Snack Program that is under development for the Clallam Bay Branch as well as the monthly mobile market stop at the Forks Library Branch.
- A variety of recruitments came underway with staff transfers and transitions. Troi sat in on a variety of interviews, proposed a pilot model for West End hiring events, and supported the process through active collaboration and stakeholdering.

- The Library Manager prioritized daily operations during the Public Services Lead vacancy including updating staff training, triaging circulation needs, and support collection maintenance and delegation.
- The Library Manager supported Forks Friends of the Library in navigating leadership transitions and providing resources to support the future successes of the non-profit.
- The Library Manager attended various Holds Lockers demos and rated RFPs for holds lockers to support implementation vision for Holds Lockers at all branches.

Outreach Services: Bookmobile and Delivery Services

José E. Castro, Outreach Library Manager

Outreach Daily Operations:

- 90 outreach deliveries were made, 2 new patrons registered for delivery services, 710 items were checked out and 15 items renewed for delivery service patrons.
- Couriers transported 789 totes between NOLS branches, plus 33 more for Outreach Deliveries returns
- The Bookmobile travelled 1218 miles.

Outreach Programs and Community Outreach:

Joyce Daze Parade - August 1, 2026

Outreach staff participated in the Joyce Daze Parade with Port Angeles Public Services staff. Although this was a short event, it was a powerful reminder of how deeply the library is connected to rural communities. After the parade, a patron approached staff to share how happy she was that the library levy passed. She also shared that her daughter frequently checks out books when the Bookmobile visits Crescent School. Moments like this highlight the lasting impact of library services and the importance of maintaining a strong presence in our communities.



Unity of Effort - August 8, 2026

In collaboration with the Sequim Public Services staff, Outreach participated in the Unity of Effort event in Sequim, which brought together military personnel, first responders, law enforcement, and the broader community. More than 300 community members interacted with the Bookmobile and our tabling area, with 59 people stepping inside the Bookmobile to explore the collection.

Attendees had the opportunity to explore library resources, check out materials, sign up for library cards, and even replace existing library cards. The event provided a valuable opportunity to connect with community members and demonstrate the range of services NOLS can provide beyond our traditional library spaces.



Clallam County Fair - August 20-22, 2026

Outreach, in collaboration with Port Angeles Public Services staff, tabled at the annual Clallam County Fair. This year, attendees had the opportunity to learn about the Port Angeles Community Quilt in celebration of America's 250th. Several attendees also shared personal stories and testimonies about how important the library and NOLS are to their lives and to the broader community.

Makah Days - August 28 and 29, 2026

NOLS Outreach and West End staff collaborated to table at Makah Days. The event provided an excellent opportunity to connect with community members, promote the Bookmobile and its regular stop at the Makah Community Gym, and distribute library giveaways.

Staff received enthusiastic feedback throughout the event. Community Outreach Specialist, Becki N., shared, "Great first day of Makah Days! Saw many familiar faces and even got a few shouts of 'It's my favorite library lady!' Day two should be lots of fun!"

Community Outreach Librarian, Adrienne L., also shared, “Such a fun event to be at Makah Days! Locals and tourists alike were thrilled to see the library here. Attendees eagerly took giveaway books and asked questions about the library and Bookmobile. One-person shared memories of the Bookmobile visiting the area when they were growing up and was excited to visit again, specifically wanting to open a new library card while on the Bookmobile.”

Pop-Up Libraries and Bookmobile:

- **Quileute Senior Center Pop-Up Library:** (7 visitors at 1 event)
- **Seki Community Center Senior Friday Lunch Pop-Up Library:** (18 visitors at 1 event)
- **Makah Recovery Drop-In Center Pop-Up Library** (4 visitors at 1 event)
- **Routine Bookmobile Stops:**
 - Neah Bay Community Gym (84 visitors at 4 stops)
 - Makah Senior Center: (0 visitors at 1 stop)
 - Sail River Heights Longhouse – Neah Bay (4 visitors at 1 stop)
 - Beaver Grocery Store (0 visitors at 1 stop) *one stop was cancelled due to staffing
 - Lake Pleasant (6 visitors at 2 stops)
 - Akalat Center (0 visitors at 2 stops)
 - Elk Creek Apartments with Sequim Mobile Pantry (6 visitors at 2 stops)
 - Port Angeles Food Bank (2 visitors at 1 stop)
 - Joyce Mobile Market at Crescent School (2 visitors at 1 stop)
 - Joyce & Co. Café (0 visitors at 2 stops) *new stop*

Community Updates:

Outreach Librarian, Adrienne L., began a conversation with Quileute Tribal Schools (QTS) this month, on returning with the Bookmobile for the new school year which will start with an introduction to the Bookmobile and participating in the school’s open house during the first month of school. These activities will provide all students an opportunity to learn about the Bookmobile and explore it on their own.

Facilities Department

Brian Phillips, Facilities Manager

Port Angeles Library: HVAC maintenance; replaced four parking lot light bollards; installed blinds on west alcove windows; added door stops to Carver Room exterior doors; removed carpet spots; assembled new evacuation kits; lawn care; weed control.

Sequim Library: Adjusted Community Meeting Room and Social Gathering space floors to reduce tripping hazard over movable wall track; replaced faulty emergency lights; replaced faulty security alarm panel; adjusted airflow in Social Gathering space; painted rolled curb near east patio red with non-skid paint; installed mailbox; installed air cleaner for staff area; landscape maintenance.

West End Libraries: Repaired Forks front door latch; repaired Forks exterior brick façade; mowed Clallam Bay lawn.

Other: Repaired Red Subaru tire.

Information Technology (IT) Department

Erin Shield, Technical Services Manager

IT worked on several projects in August including assessing received proposals for a holds pick-up lockers. Two pilot projects occurred during August. One to determine best options for cell phone provider/plan for vehicles and emergency branch phones. Outreach and Bookmobile staff tested for several weeks and we expect to determine next steps in September. The second pilot project was with the goal of shifting public services staff to the browser-based version of Polaris. The lack of viable printing for certain functions was one issue hanging up the shift and the pilot allowed several staff to test functionality while allowing IT to troubleshoot issues.

Tasks completed:

- 88 tickets resolved
- 2,484 remote prints
- Holds Locker vendor demos from Bibliotheca, D-Tech and FE Technologies
- Investigated issue with some phones in call queues not ringing, still unresolved
- Audited backup system: fixed one failing backup job, updated backup agents
- Server capacity planning for capital budget
- Processed multiple public records requests
- Resolved issue with delayed patron notices, present since Polaris upgrade in April
- Resolved several public printing issues including driver mismatch causing delays, remote printing glitches, and patron support with printing and remote printing
- Drafted IT Help Desk ticket satisfaction survey for staff
- Equipment ordered for second people counter in Sequim
- Finalized draft plan for meeting room updates across the system
- Planned for further staff and public computer rollouts through the end of the year
- Resolved found issues during Direct to Print testing
- Developed and published a web page for our new Notary Service
- Created and organized usage stats around the summer reading program
- Staff SharePoint site updated

Technical Services Department

Erin Shield, Technical Services Manager

New Technical Services Specialist Kim van der Elst started full time in August. She and Annie

Dahlquist, also a new Technical Services Specialist, continued training on tasks, workflows, and procedures for InterLibrary Loans, serials, shipping, Acquisitions, and more.

Technical Services staff participated in trainings, webinars, tasks and meetings in August related to ILS Team, Materials Request Subcommittee, a new library materials vendor, Health and Safety Committee, EDI Committee, Public Services, and Management Team.

Notable in August:

- Continuing work on locating and matching cover images for archive materials
- Another new collection materials vendor account set up
- Database clean-up projects for new staff
- Received a lovely thank-you email from a grateful patron from Iowa who borrowed a book from NOLS via InterLibrary Loan

Statistics:

- 1262 physical items processed;
- 330 print materials repaired, including 98 recats;
- 77 media items repaired;
- 79 physical donations added to collection;
- 157 InterLibrary Loan requests for NOLS' patrons filled;
- 117 items loaned to other libraries;
- 1189 issues resolved by the Cataloging Team including incorrect cover images, titles not displaying properly, and a variety of other issues;
- Acquisitions Team: Under half a day for the average turnaround time from selectors submitting materials shopping carts to getting materials ordered. Can't really get better than that!

Administrative Operations Department

Human Resources

Shaina Lent, HR & Business Manager

Significant meetings/events and projects this month:

- EDI Implementation Plan Update Project
- Compensation Study Project
- Training Coordinator Recruitment
- Routine Management Team, and All Staff Training Day, and Equity, Diversity, and Inclusion Team meetings.

In an effort to connect more with the community and qualified candidates about this position, NOLS is hosting two hiring events on the West End: August 21 at the Clallam Bay Branch and August 22 at the Forks Branch Library.

- Courier – Outreach
- Marketing and Communications Manager – Marketing
- Training Coordinator – Administration
- Community Outreach Specialist – West End
- Public Services Specialist – Port Angeles
- On-Call Public Services Assistant – West End
- Public Services Lead – West End
- Public Services Specialist – West End

- Brooke Campbell – Public Services Specialist – Sequim
- Todd Arnold – Courier – Outreach
- Sophia Ross-Hurtado – Public Services Librarian – Sequim

- Jessica Spooner – Marketing Specialist

Karyn Bocko, Marketing and Communications Manager

- Final push for Summer Reading Program marketing, including promo video reel and news for the jump rope finale.
- Prepared fall program announcements and library card sign-up month promo.
- Made progress on refresh for NOLS Welcome Brochure.

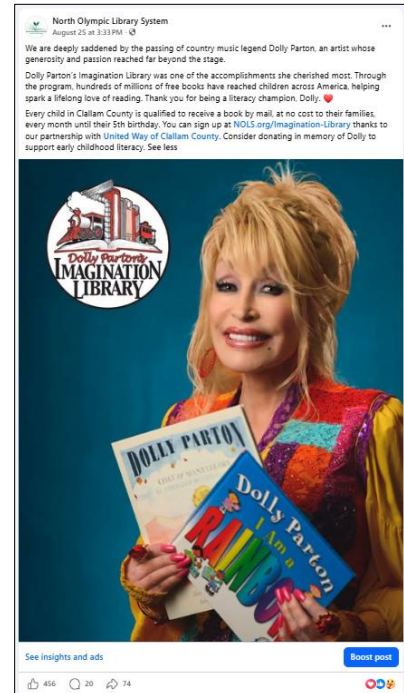
- Issued 10 news releases.
- The monthly “Off the Shelf” Sequim Gazette article featured Art in the Library and art book recommendations, contributed by Library Manager Emily Sly.



- The “Borrow This Book” book review column in the Sequim Gazette was written by librarian Sarah Morrison about the sci-fi novel “Moss’d In Space” by Rebecca Thorne.

Social Media:

- Dolly Parton and her Imagination Library were honored through NOLS social media channels on August 25 after we learned she had passed away. Underscoring Dolly’s immense positive impact, the post was viewed 27,000 times, had 621 likes, comments and other interactions, and 81 link clicks for the Imagination Library.



Public Service Director’s Report

Meghan Sullivan, Public Services Director

- Recruitment activities for the Marketing and Communications Manager and West End Community Outreach Specialist positions.
- Coordinated the completion of wrap up activities for the 2026 Summer Reading Program.
- Activities for GEU and MEU Collective Bargaining Negotiations.
- Coordinated and set-up the NOLS display area in the Photography Barn at the Clallam County Fair which displayed the completed Port Angeles Community Quilt in celebration of America250.
- Branch site visits to Forks and Sequim libraries.
- Routine Management Team, Branch Manager, Health & Safety Team, Circulation Team, ILS Team, Adult Services Team, Port Angeles Branch Staff Meeting, IT Department Meeting, and individual One-on-One Meetings.

Executive Director’s Report

Noah Glaude, Executive Director

Significant meetings/events and projects this month:

- Public Records Requests Responses
- Attended community outreach events including the Joyce Daze Parade, Unity of Effort and Makah Days
- Presented to Jefferson County Library Board of Trustees about NOLS’ levy lid lift
- Recruitment activities for the Marketing and Communications Manager
- Recruitment activities for Training Coordinator position
- Holds Locker RFP Review

- Compensation Study meetings
- 2027 Budget Planning
- Preparation for Collective Bargaining Negotiations
- Sequim Library Expansion and Renovation Project
 - Address punch-list items
 - Identify and develop plans for post-occupancy issues
- Routine Branch Manager, Collection Management, ILS, IT, and Management Team



Customer Comments

August 2026

The following comments were received by the Library during the month of August 2026. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are posted on the Library's website.

Comment:

Do you have covid/flu test kits? Do they have rsv test as well?

Response:

NOLS locations no longer have free COVID tests available for the public. We previously received them from the Clallam County Public Health Department; however, the department stopped receiving them in May 2025. We also do not have flu, RSV, or other similar tests available. If you are looking for local resources, contacting the [Clallam County Public Health Department](#) is a good starting point.

Comment:

Now that voters approved your levy request, lets alternate Sunday open hours between branches: Alternate Sequim and Port Angeles, Forks & Clallam Bay.

These are reasonably close ways for citizens to have Sunday access.

Also:

Please fly a Washington State Flag at each branch; Remember, funds managed by Washington State were a large part of the Sequim construction and ongoing funding.

Response:

Thank you for your suggestions. We are very grateful for the voters of Clallam County approving the levy lid lift and the needed funding that the Library will begin to receive in 2027. The primary purpose of the levy lid lift – the first in 16 years – was to restore the Library's compressed levy rate to ensure the Library's property tax revenue has caught up with inflation. The success of the levy lid lift allows NOLS to meet the stated goals:

- Continuing current level of open hours and staffing.
- Maintaining a robust collection of library materials, minimal wait times, and online/streaming resources

- Addressing essential maintenance needs, enhancing facilities, and improving public access to technology.
- Increasing programs and outreach activities for all ages, including support for early learning and literacy.

Expanding library open hours was not a goal of the levy, but as staff are always evaluating library services and their effectiveness. Library branch hours will likely be evaluated again in the future (NOLS previously surveyed the community and evaluated open hours in 2024). While we agree Sunday hours would be beneficial to the community and a great way to improve access, adding hours on Sundays would be a more complex effort than adjusting hours on days a branch is already open. Sunday hours would also require additional personnel and building costs that would need to be considered carefully to ensure any changes were sustainable.

NOLS currently only has a flag pole at two branches, Port Angeles and Sequim, and those poles are not setup to support two flags. Adding additional flags is something that NOLS can consider in the future, as other building improvements are made.

Comment:

Drive-up returns. Too many people can't do it like it is now. Maybe provide pickup at the curb if they call ahead. Something needs to be done and soon.

Response: *(comment card indicated no response needed)*

Thank you for sharing your concerns and suggestions about the new Sequim Library.

The outdoor book drop locations are something the Sequim Library design team spent a considerable amount of time discussing early in the planning phase of the project. Library staff were very aware of how much the outdoor book drops in the parking lot were utilized at the old library, and we heard about the desire for drive-up book drops from community members at public meetings that were held to gather input during the design phase.

After the bond measure for a new 17,000 square foot Sequim Library failed back in 2018, NOLS decided the most feasible option to address the Sequim Library was through alternative funding methods, but those methods meant there would be compromises. Constructing a 10,000 square foot renovation and expansion instead of an entirely new 17,000 square foot library meant there was a little bit less of everything we thought the community needed for the library, but library staff spent an incredible time working with SHKS Architects to make the most of the space and resources available.

Because the project was technically a renovation, utilizing the existing foundation and many of the existing walls, the building remained situated in the same spot as the old building in the

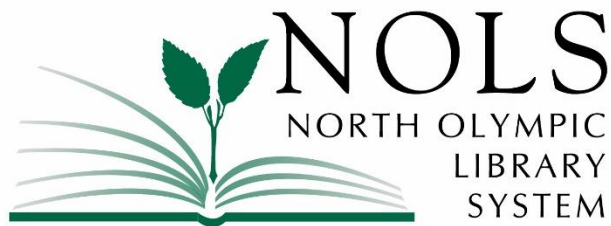
middle of the site. Due to the limitations of the long and narrow site, the renovated building design does not include a drive-up book drop. However, the design consists of an area for patrons to pull up for quick returns to a covered book drop connected to the building. The distance from the areas where patrons can quickly park to the book drop is about 16 feet, which is less than half the distance of the parking lane to the heavily used outdoor book drop at the Port Angeles Library.

Along with the limitations of the site layout, outdoor book drops in the parking lot present other challenges, including keeping library materials dry, maintaining the units during closures, keeping staff safe when the drops are emptied, and preventing damage from vehicles – the old outdoor drops were hit by vehicles multiple times. Due to these challenges with drive-up outdoor book returns, at this time we will not be looking into them further as an option at the Sequim Library.

If mobility issues prevent a patron from being able to make it into the library to browse or checkout material, they can sign up for the [Library's Outreach Delivery Services](#). Through the service, library materials will be dropped off right at the patron's front door and picked back up directly from the patron's house. This is a great option for someone who may have mobility issues returning a book, especially if they are not planning on getting out of their vehicle to use the library facility for other purposes.

For those with mobility issues who want to come into the library and enjoy the library site, we hope they find the new library a much better experience overall. From the beginning of the Sequim Library Project's planning, the importance of accessibility and going beyond ADA compliance when possible was stressed. Working on civic projects throughout the state, the architects have a lot of experience with ADA standards and taking the next step towards universal design. The architects had tools within their software that checks for accessibility issues – everything from mirror heights in bathrooms to clearances around doorways. In addition to the architect making sure the design meets ADA standards and goes beyond when possible, the City of Sequim's building department has also thoroughly checked the building and site plans to make sure they are ADA compliant.

Thank you again for taking the time to share your concerns. If you'd like to meet to discuss any of these issues further, I'd be happy to schedule a time to meet at the Sequim Library or have a phone call.



Highlight Log

(August 2026)

The Highlight Log provides an intranet location for NOLS staff to share uplifting anecdotes and patron comments. It provides an interesting glimpse into community perceptions about the Library. The following is a list of Highlights logged during the past month.

8/4/2026 – Port Angeles

I'm a member of a Facebook group called Library Think Tank that includes people from all over the nation. Last night I saw someone from Georgia post the following: "Obviously as a library worker, whenever I travel, I have to check out the local library. Today I visited the Port Angeles, Washington library and I think I'm in love with it. I don't know if any Port Angeles employees are in this group, but y'all have the best library ever!<3"

In the comments, she also posted: "The worker at the front desk gave me a zine about autistic cartoon characters! There were also many queer themed zines!" and "Also, they let out-of-towners get cards with digital access INCLUDING HOOPLA!" She also had a good conversation with Clair about the buttons Clair was wearing and how she would not be able to wear them at her library in Georgia. Great job, PA; especially Katie and Clair!!

8/4/2026 – Port Angeles

The Family Karaoke Party was a huge success! Patrons of all ages showed up to sing and cheer each other on. Notable performances included a grandfather getting up to perform John Lennon's "Imagine" and the whole room singing along with him when he told us he'd never "done anything like this before"; a typically very shy kid sang two songs with her parents; and there was a rousing rendition of "Devil Went Down to Georgia" by two siblings, whose other siblings joined them to play some air-fiddle.

8/11/2026 – Forks

During the morning teen game day, our teens had a blast learning how to play Tumbling Tetris. They approached the game with the goal of getting the blocks as high as possible rather than trying to get someone to knock it over! Their determination and kindness was a phenomenal thing to see as they worked out the best way to accomplish their goal as a team(:

8/11/2026 – Clallam Bay

Fierce Fun Bingo turned out to be aptly named! Photos couldn't capture the fun people were having. They were dancing in their chairs, singing along to songs, having a grand time! One participant asked what a song was and got a new favorite to listen to. I was told by one of the players that it was the best music bingo event she'd attended and that she is a connoisseur who has been to many. Even weeks after the event I was approached by a patron out in the community who said how cool it was and what a good time she and her friends had.

Seaweeds for Wellness was a big hit! The presenter was very knowledgeable, gracious and clearly has a real passion for seaweed! They commented that they were excited to have so many intelligent questions and conversation from the program participants. Six people attended and there were four who really wanted to attend but couldn't. One patron said she was going to have her friend attend the one in Forks to take notes for her. I took handouts and am providing copies to patrons who couldn't attend. One of them has expressed her gratitude. She regularly uses seaweed in her dishes. All participants left with something positive to say. "It was more in-depth than I thought it would be. It was really neat!"

The Veterans Mobile Clinic was visited by patients, community members, and veterans with questions about services provided. Dave and I checked in with the staff a few times to see if anything was needed. He shared that he was an Army Vet who had served 20 years, he loves this job, that library staff were all so gracious, and he appreciates us.

8/12/2026 – Port Angeles

The end of summer reading -Jump Roping Extravaganza was a huge success at all three locations! Forks had 63 humans in attendance, Port Angeles 153, and Sequim 80!!! Charlotte said about 50% of attendees in Sequim were older adults. We also had a multigenerational crowd here in Port Angeles. Rene Bibaud and her team put on a high energy performance and afterwards assisted attendees with double-dutch. Everyone joyfully jumped rope together and celebrated!

8/14/2026 – Clallam Bay

We had 37 total engagements at the Senior Lunch Pop-up at the Sekiu Community Center. There were lots of questions about the Community Outreach Specialist position and library events. Calendars and flyers were handed out and programs and services talked up! One of the patrons used my phone to call for a ride. A few took Community Outreach Specialist interview flyers for folks they thought may be interested in applying for the position.

A patron who had gotten her library card out was excited about the "no muss, no fuss" giveaways. One of the Friends of the Library chatted with me about our book donations for incarcerated individuals and was thankful for the efforts involved to help people improve and grow through reading. We also chatted about the new glass art display at the Clallam Bay Library.

Different patrons were giving each other, and me book recommendations (including for some of the giveaway books that they'd already read and said were worth reading). It was a fun and gracious group of people. There were positive conversations, smiles, and couples giving each other a hard time and chuckling. Everyone left with gratitude for the library and full bellies and hearts today.

8/15/2026 – Port Angeles

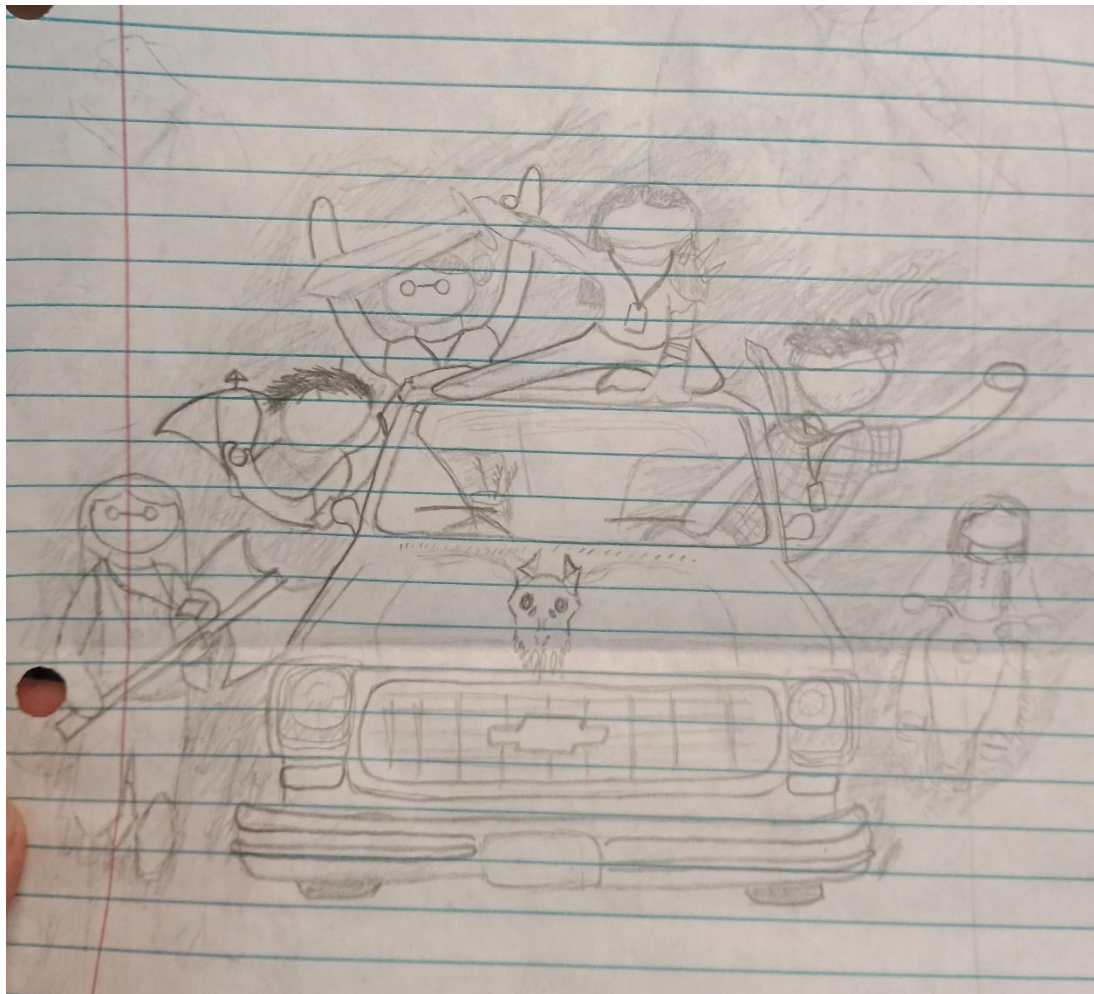
I attended the Back-to-School event for the Port Angeles School District. I made new community connections and interacted with over 160 people. Families were especially interested in Tween Thursdays. I also spoke with a lot of very excited soon-to-be Kindergarteners. One was jumping up and down excited to recognize me from Headstart/preschool visits this past year and told his mom. His mother said he would get home and recite the whole story I had read during my monthly visits! My cup is FULL!!!

8/18/2026 – Port Angeles

A regular patron shared with me that today her daughter climbed the rock all by herself for the first time! She is now officially a Big Kid--and has been coming to the library since she was a baby! Her mom called it "a rite of passage for library kids."

8/18/2026 – Sequim

Shout out to our Sequim Teen Volunteers who helped make the Summer Reading Program run smoothly! They moved many a table, greeted many an event attendee, tidied many a shelf, and helped many a child with projects. Today, we got to celebrate them with our teen volunteer party and a little frozen yogurt. They, in turn, gifted library staff a hand-drawn card, featuring staff riding in Jarrod's Chevy in a post-apocalyptic world (their words.)



8/20/2026 – Port Angeles

A regular patron stopped by the front desk to tell us how fantastic are the improvements to the parking lot and walkways. He especially complimented the parking lot surface and the speed bumps.

8/22/2026 – Outreach

There was such a warm reception from visitors at the Clallam County Fair when seeing the North Olympic Library System booth last week. Two patrons stopped by and showed which quilt square they contributed to the community quilt and many others were intrigued and excited to hear about the quilting programs that have happened this year. We heard "I love my library" over and over throughout the time I was there. The Dolly Parton, "Read" poster was displayed in our booth so we also heard many "We love Dolly!" comments and people shared their positive experiences with the Imagination Library <3

8/25/2026 – Bookmobile

Today we had a regular family stop by the Bookmobile and thank us for continuing to stop in Neah Bay. They said that ever since they began visiting the Bookmobile weekly the kids in their house have increased their reading by "a ton" and are spending far less time on their devices and more time reading. When the youngest got out of the car they ran to the Bookmobile shouting "I'm the winner!" after finding out they won a Summer Reading Program prize!

8/25/2026 – Port Angeles

A couple came into the library today to look at the Raymond Carver room and display. They told me they came all the way up from Oregon just to see it! I helped them find some books about and by Raymond Carver in the Archive room and they were so excited that we had a rare book that is signed by him in our collection!

8/27/2026 – Port Angeles

The Zine exchange set up by Katie and Jamie has now given out 200 zines and has seen some very cool zines come in. The latest is a zine about poetry recommendations by a teen! Great job, Katie and Jamie!!

8/28/2026 – Port Angeles

Some Port Angeles programmers are in the early stages of planning a program for February 2027, and I reached out to previous volunteers to gauge interest. Out of 10 volunteers, 5 have already RSVP'ed enthusiastically yes- 2 responded within 6 minutes of my email. The volunteers' ferocious dedication to this program never fails to astound me.

8/28/2026 – Forks

A patron expressed gratitude for providing a welcoming space the last month for him. He shared that the job that I helped him figure out how to apply for last month just hired him and he starts Monday. He shared that we would be seeing a lot less of him now, but was so grateful for all the help and support we offered.