BALDWIN PUBLIC LIBRARY BOARD OF DIRECTORS

LIBRARY **BOARD** MEETING

JULY 21, 2025

Danielle Rumple
PRESIDENT

Melissa Mark
VICE PRESIDENT

Jennifer Wheeler
SECRETARY

Wendy Friedman

Frank Pisano

Karen Rock

Rebekah Craft
LIBRARY DIRECTOR

BALDWIN PUBLIC LIBRARY LEARN. CONNECT. DISCOVER.

MISSION

The Baldwin Public Library in Birmingham, Michigan enriches lives by providing opportunities and resources for everyone to learn, connect, and discover.

VISION

The Baldwin Public Library will be an essential part of the community and the first choice for access to cultural, recreational, and learning opportunities.

CORE VALUES

WE ARE COMMITTED TO:

- Intellectual Freedom
- Equitable and Inclusive Access
- Education and Lifelong Learning
- Innovation
- Welcoming Environment
- Integrity
- Collaboration
- Commitment to Excellence

ADOPTED APRIL 2022

BALDWIN PUBLIC LIBRARY BOARD OF DIRECTORS

Rumple, Danielle **PRESIDENT** 843 Tottenham Rd. Birmingham, MI 48009 Cell: (734) 693-3861 e-mail: danielle.rumple@gmail.com	Term expires 2025	Finance Committee Strategic Planning Committee
Mark, Melissa **VICE PRESIDENT** 635 Puritan Ave. Birmingham, MI 48009 (248) 644-8451 e-mail: weir527@gmail.com	Term expires 2025	Building Committee, Outreach Committee
Wheeler, Jennifer **SECRETARY** 1665 Holland St. Birmingham, MI 48009 Cell: (248) 808-4495 e-mail: jennybwheeler@gmail.com	Term expires 2027	Personnel Committee, Policy Committee
Friedman, Wendy 1369 Stanley Blvd. Birmingham, MI 48009 Cell: (516) 316-9199 e-mail: wendyfriedman16@gmail.com	Term expires 2027	Outreach Committee Building Committee
Pisano, Frank 612 Davis Ave. Birmingham, MI 48009 Home: (248) 646-0463 Cell: (248) 835-6058 e-mail: frank.pisano@baldwinlib.org	Term expires 2025	Finance Committee, Building Committee
Rock, Karen 465 Pilgrim Ave. Birmingham, MI 48009 Home: (248) 540-9203 e-mail: kgrock13@gmail.com	Term expires 2027	Personnel Committee, Strategic Planning Committee
Awad, Marina **STUDENT REPRESENTATIVE** e-mail: marinagrace718@gmail.com	Term expires February 2026	

AGENDA

Baldwin Public Library Board Meeting

Monday, July 21, 2025 at 7:30 p.m.
Rotary/Donor Rooms

Agenda

The full Board packet is available online at www.baldwinlib.org on the Friday preceding the meeting.
This is an open meeting. All members of the public are invited to attend.

Call to order, pledge of allegiance, reading of the Library's mission statement, and establishment of a quorum.

I. General Public Comment Period
The Library Board values public meetings and welcomes your comments on Library issues, but will not debate items not on the agenda. The Board respectfully asks that comments be made as concisely as possible, when a motion has been made, or in the general public comment portion of the meeting. The maximum time for individual speakers should not exceed three minutes.

II. Consent Agenda
All items on the consent agenda are considered routine and will be enacted by one motion and approved by a roll call vote. There will be no discussion of these items unless a Board member or a citizen so requests, in which case the item will be removed from the general order of business and considered as the last item under new business.

A. Approval of June 16, 2025 Board Meeting Minutes p. 7
B. Approval of June 2025 vendor payments in the amount of $124,883.57, including payments in excess of $75,000. p. 11
C. Approval of total expenses in the amount of $392,123.93 p. 15

III. Board Reports and Special Announcements
A. President's report
B. Board comments
C. Staff anniversaries (Melissa Mark) p. 31
D. Upcoming events of interest (Jaclyn Miller) p. 158

IV. Board Committee Reports

A. Finance – Frank Pisano p. 14
The next meeting of the Finance Committee will meet on Friday, August 8, 2025 at 10:30 a.m.

B. Building – Wendy Friedman p. 17
The next meeting of the Building Committee will meet on Friday, August 9, 2025 at 9:30 a.m.

C. Outreach - Melissa Mark
The next meeting of the Outreach Committee will be held on July 23, 2025 at 11:00 a.m.

D. Strategic Planning –Karen Rock
The Strategic Planning Committee meeting will meet on Monday, July 21, 2025 at 1:00 p.m.

V. Library Report – Rebekah Craft and Jaclyn Miller p. 21

VI. Liaisons

A. Report from Friends of the Baldwin Public Library (Ryndee Carney) p. 33
B. Beverly Hills (Andrew Drummond, Beverly Hills Village Council)
C. Bloomfield Hills (Susan McCarthy, Bloomfield Hills City Commission)
D. Bingham Farms (Kathy Mechigian, Bingham Farms Village Council)

VII. New & Miscellaneous Business

A. Selection of Integrated Library System p. 36
Suggested motion: To select III Polaris LX Essentials Bundle as Baldwin's integrated library system vendor and to sign a contract for the Polaris LX Essentials Bundle and SMS Messaging, as specified in the RFP, for a period of three years, in the total amount of $248,185, to be paid out of account 830.0200 (ILS Services).

VIII. Unfinished Business

IX. Items removed from the Consent Agenda

X. Information Only

A. Upcoming events of interest p. 158
B. Birmingham-Bloomfield Eagle article "Adults compete and annual literary battle" p. 160

C. Detroit Free Press article “Here's how much Wayne County libraries are getting after accounting errors cost millions” p. 161
D. Associated Press article “Supreme Court OKs fee that subsidizes phone, internet services in schools, libraries and rural areas” p. 164
E. Publisher's Weekly article “ALA 2025 Librarians Chart a Course for the Future Amid ‘Existential Threat’” p. 166

XI. Adjournment

The next regular meeting of the Library Board will take place on Monday, August 18, 2025 at 7:30 p.m.

Motion: *To adjourn the July 21, 2025 Board Meeting.*

Persons with disabilities that may require assistance for effective participation in this public meeting should contact the Library at the number (248) 647-1700 or (248) 644-3405 (for the hearing impaired) at least one day before the meeting to request help in mobility, visual, hearing, or other assistance.

Las personas con incapacidad que requieren algún tipo de ayuda para la participación en esta session pública deben ponerse en contacto con la oficina del escribano de la biblioteca en el número (248) 647-1700 o al (248) 644-3405 (para las personas con incapacidad auditiva) por lo menos un dia antes de la reunión para solicitar ayuda a la movilidad, visual, auditiva, o de otras asistencias. (Title VI of the Civil Rights Act of 1964).

BALDWIN PUBLIC LIBRARY MINUTES,
REGULAR MEETING
June 16, 2025

Call to Order and Roll Call:

The meeting was called to order by President Danielle Rumple at 7:30 p.m.

Library Board present: Wendy Friedman, Melissa Mark, Frank Pisano, Karen Rock, and Danielle Rumple.

Absent and excused: Jennifer Wheeler.

Library Staff present: Rebekah Craft, Director; Jaclyn Miller, Associate Director; Robert Stratton, Office Administrator.

Friends of the Library liaison present: Ryndee Carney.

Contract community representatives present: None.

Members of the public present: Two.

All present recited the Pledge of Allegiance following establishment of quorum.

Friedman read aloud the Library's Mission Statement.

1. General Public Comment Period: None.

2. Consent Agenda:
   Motion to approve the consent agenda.
   A. Approval of May 19, 2025 Board Meeting Minutes
   B. Approval of May 2025 vendor payments in the amount of $117,759.87, including payments in excess of $75,000.
   C. Approval of total expenses in the amount of $480,917.19
   1st Friedman
   2nd Mark
   A roll call vote was taken.
   Yeas: Friedman, Mark, Pisano, Rock, Rumple.
   Nays: None.
   Absent and excused: Wheeler.
   The motion was approved unanimously.

3. Board Reports and Special Announcements:

President's report: Rumple thanked Library staff for the school outreach conducted to promote the Summer Reading program and praised the work staff put into the Summer Reading Kickoff on July 13.

Board comments: Rock thanked Craft and Miller for putting resource information packets for the Quarton Lake Neighborhood Association.

Staff Anniversaries: Mark recognized the following staff anniversaries: Debra Gantz (22 years of service), Megan Gusho (2 years), Jennifer Halpern (2 years), Jennifer Hassell (4 years), Sebastian Hernandez (2 years), AJ Jawad (2 years), Daniel O'Brien (24 years), and Sheila Sweeting (4 years).

DRAFT

Upcoming events of interest: Miller reported upcoming events at the Library, full details of which are on pages 58-59 of the June Board packet.

4. Board Committee Reports

Finance Committee:

Pisano reported that the Finance Committee met on June 9. Present were Pisano, Rumple, Craft, and Miller. Full minutes from this meeting are on page 16 of the June Board packet. Instead of the Vanguard Midcap, the Birmingham Retirement Board chose the Fidelity Midcap account at their recent meeting. The next meeting of the Finance Committee will take place on Monday, July 14, 2025 at 4:00 p.m. in the Delos Board Room.

Motion to approve the amendments to the FY 2024-2025 Budget found on pages 20-21 of the June Board packet.

1st Pisano
2nd Friedman
A roll call vote was taken.
Yeas: Friedman, Mark, Pisano, Rock, Rumple.
Nays: None.
Absent and excused: Wheeler.
The motion was approved unanimously.

Building Committee:

Friedman reported the next meeting of the Building Committee will take place on July 11, 2025 at 9:30 a.m. in the Delos Board Room.

Outreach Committee:

Mark reported that the Outreach Committee met on June 4. Present were Friedman, Mark, Craft, and Miller. Full minutes from this meeting are on page 26 of the June Board packet. Books & Bites will be postponed until 2026. The next meeting of the Outreach Committee will take place on July 23, 2025 at 11:00 a.m. in the Delos Board Room.

Strategic Planning Committee:

Rock reported that the Strategic Planning Committee met on June 9. Present were Rock, Rumple, Craft, and Miller. Full minutes from this meeting are on page 27 of the June Board packet. The next meeting of the Strategic Planning Committee will take place on July 21, 2025 at 1:00 p.m. in the Delos Board Room.

5. Library Report:

Craft and Miller presented highlights from the Library Report. Full details of the complete report are on pages 37-45 of the June Board packet.

6. Liaisons

Friends: Ryndee Carney reported the Friends donated $24,500 to fulfill the Library's wish list. Revenues are ahead of last year by $9000, and memberships are ahead by $3000. The Friends Bookshop revenue year-to-date is $3,000 ahead of last year. The Friends are trying a new pricing strategy for materials: $3 for hardcover, $2 for kids hardcover, and $1 for paperbacks/audio-visual. The Friends Board is still seeking to fill open positions.

Beverly Hills: There was no report.

Bloomfield Hills: There was no report.

Bingham Farms: There was no report.

7. New & Miscellaneous Business:

Employee Compensation for FY 2025-2026:
Craft reviewed details of the Employment Compensation FY 2025-26 memo found on pages 48-49 of the June Board packet, which provides explanation and recommendation for staff rate increases and updates to the pay and benefits schedule, effective July 1, 2025.

Motion to approve the FY 2025-26 Baldwin Public Library Pay & Benefits schedule, and adopt a 3% pay increase for all staff members.

1st Pisano
2nd Rock
A roll call vote was taken.
Yeas: Friedman, Mark, Pisano, Rock, Rumple.
Nays: None.
Absent and excused: Wheeler.
The motion was approved unanimously.

Kufiya Complaint:
Pisano was contacted by a resident that was concerned a staff member was wearing a keffiyeh, a cultural scarf originating in West Asia. Craft requested and received a legal opinion from the Library attorney affirming the legal right of the individual to wear items of religious/cultural value.

8. Unfinished Business:

Negotiations of the proposed Administrative Services contract from the City of Birmingham:
Craft reviewed details of the memorandum found on pages 54-56 of the June Board packet. Craft is concerned the City is adding additional obstacles to discourage the Library from proceeding with the level of autonomy derived from the Library's PA 164 Section 10a legal status. The Board wants to see the City Commission acknowledge this legal status in writing. Rumple will attend the next meeting with Craft, City representatives, and their respective lawyers. After discussion, the Board agreed there are too many unanswered questions right now to proceed, and that they require clarification on several items.

9. Items Removed from Consent Agenda: None.

10. Information Only: See pages 57-73 of the June Board packet.

11. Adjournment:

Motion to adjourn the meeting.

1st Mark
2nd Friedman
A voice vote was taken.
Yeas: Friedman, Mark, Pisano, Rock, Rumple.
Nays: None.
Absent and excused: Wheeler.
The motion was approved unanimously.

DRAFT

The meeting was adjourned at 8:58 p.m. The next regular meeting is scheduled for Monday, July 21, 2025, at 7:30 p.m. in the Rotary & Donor Room.

Jennifer Wheeler, Secretary Date

Register of Claims

Baldwin Public Library
300 W. Merrill Street
Birmingham, MI 48009

Check Number	Vendor #	Vendor	Amount
	006638	ACTION MAT & TOWEL RENTAL, INC	35.36
	000843	BAKER & TAYLOR BOOKS	2,890.47
	000902	CENGAGE LEARNING INC	0.00
	000605	CINTAS CORPORATION	285.17
	000627	CONSUMERS ENERGY	1,442.00
	MISC	DANIEL SWANSON	16.50
	010086	FOSTER, SWIFT, COLLINS & SMITH PC	1,020.00
	004604	GORDON FOOD	67.96
	006666	GRID 4 COMMUNICATIONS INC.	251.15
	001090	INGRAM LIBRARY SERVICES	12,291.15
	008827	KANOPY, INC	561.85
	000795	LIBRARY DESIGN ASSOCIATES, INC.	22,720.00
	003527	LOWER HURON SUPPLY CO INC	976.23
	009085	MGSE SECURITY LLC	630.00
	007927	MICHELLE HOLLO	490.00
	002013	MIDWEST TAPE	12,804.56
	009478	ODP BUSINESS SOLUTIONS, LLC	210.48
	006785	OVERDRIVE, INC.	24,910.87
	009840	THOMAS S. KLISE COMPANY, INC	155.45
	007408	T-MOBILE	821.42
	000158	VERIZON WIRELESS	(98.33)
13555	009920	CORPORATE DINING CONCEPTS	279.00
13557	009024	D.M. BURR GROUP	4,891.29
13572	008336	NBS COMMERCIAL INTERIORS	1,736.00
13581	005861	UNIQUE MGMT SERVICE, INC	72.10
13602	009840	THOMAS S. KLISE COMPANY, INC	131.07
13623	002013	MIDWEST TAPE	647.13
13624	008336	NBS COMMERCIAL INTERIORS	1,556.00
303931	009202	AQUARIUM DESIGN INC	240.00
304028	007408	T-MOBILE	774.79
304033	009863	US BANK EQUIPMENT FINANCE	69.93
304047	MISC	ADRIENNE VOLK	120.00
304060	005717	BSB COMMUNICATIONS, INC.	175.00
304088	000249	GA BUSINESS PURCHASER LLC	324.64
304125	007588	PERMACARD	582.84
304134	000746	ROCHESTER HILLS PUBLIC LIBRARY	17.99
304158	006638	ACTION MAT & TOWEL RENTAL, INC	70.72
304164	000843	BAKER & TAYLOR BOOKS	75.82
304169	004269	CENTER POINT LARGE PRINT	29.37
304180	004493	ELITE IMAGING SYSTEMS, INC	1,673.46
304184	MISC	FOSTER, SWIFT, COLLINS & SMITH PC	8,007.00
304193	004904	KONICA MINOLTA BUSINESS SOLUTIONS	2,346.45
304196	MISC	LISA METER	13.19
304206	MISC	NGS ADDRESS	2,838.36
304227	009026	WELLS FARGO VENDOR FIN SERV	768.47
304232	006759	AT&T	238.06
304238	000843	BAKER & TAYLOR BOOKS	162.73
304245	000433	BRODART COMPANY	168.53
304247	003904	CAPITAL ONE BANK	4,891.45
304254	MISC	DAVID LUTZ	21.60

Register of Claims

Baldwin Public Library
300 W. Merrill Street
Birmingham, MI 48009

Check Number	Vendor #	Vendor	Amount
304255	000575	DEMCO, INC	294.76
304258	000179	DTE ENERGY	8,298.23
304280	008164	GARY EISELE	83.30
304305	006349	MIDWEST COLLABORATIVE	125.00
304308	009623	NEWSBANK, INC	677.00
		Total:	124,883.57

I hereby certify that each of the above invoices are true and correct.

_____, 20_____ _____
Executive Library Director

Allowance of Vouchers

The Library Board of Directors of the Baldwin Public Library has examined the claims listed on the foregoing Register of claims and except for claims not allowed as shown on the Register such claims are hereby approved and dated in accordance with MCL 397.210a and the Birmingham City Charter.

_____
Secretary of the Baldwin Public Library Board

BOARD COMMITTEE REPORTS

Finance Committee

Building Committee

July 2025 Finance Committee Agenda

The Baldwin Public Library Board's Finance Committee met on Monday, July 14, 2025 at 4:00 p.m. in the Delos Board Room. Present were Danielle Rumple, Frank Pisano, Rebekah Craft and, Jaclyn Miller.

- Public comment - none
- Craft: FY 2024-25 budget report after twelve months. All line items are currently under the amended budget.
    - We expect to receive State Aid and Penal Fines in early August and they will be added to the FY 2024-25 budget.
    - Parking was billed for 13 months, so the next one will only be for 11
- Miller: June Trust expenditures with Friends of the Library funds
    - The balances include the donation made from the Friends in June
    - Mostly presenter fees and programming supplies. Included lunch for students who participated in the Birbery committee meeting.
- Pisano: did not attend any meetings

The next meeting will be held on Friday, August 8, 2025 at 10:30 a.m. in the Delos Board

FINANCIAL REPORT: June 2025

This report references the Revenue and Expense Report 2024-25, found on the following page. At 100.0% of the way through fiscal year 2024-2025, the Library has spent 93.1% of its budget and received 100.0 of its revenue. By this point of the year, the Library was budgeted to have spent 100.0% of its budget and to have received 100.0% of its revenue.

Two pay periods were recorded in the month.

Vendor payments in excess of $75,000:		
	$	-
Total vendor payments in excess of $75,000	$	-
Balance of vendor payments less than $75,000	$	124,883.57
Total vendor payments	**$**	**124,883.57**
City of Birmingham allocations:		
Payroll Period Ending 06/07/25	$	132,650.16
Payroll Period Ending 06/21/25	$	107,235.52
Fixed Past Retirement Health Care Cost (acct 711.0004)	$	1,979.17
Retirement Cost (acct 711.0012)	$	8,040.17
Total Payroll	$	249,905.02
BS&A Software Charge (acct 811.0000)	$	351.67
Administrative Services (acct. 813.0000)	$	8,740.83
MML Insurance Premium (acct. 960.0400)	$	535.00
Total City of Birmingham allocations	**$**	**259,532.52**
Reconciling adjustments:		
Refunds and Voids (Fines, Bags, Room Rentals, Magazines etc.)	$	(189.28)
Audit Fees		
Water Bill	$	1,929.12
Credit Card Fees	$	176.00
City of Birmingham Parking	$	5,792.00
Total Recon Adjustments	$	7,707.84
Total expenses for the month	**$**	**392,123.93**

BALDWIN PUBLIC LIBRARY
REVENUE AND EXPENSE REPORT 2024-25
June 2025

100.00% 12th Month of the year

	2024-2025 Amended Budget	Current Month Budget June 2025	Current Month Actual June 2025	Variance For Month	Y-T-D Budget 2024-2025	Y-T-D Actual 2024-2025	Variance For Y-T-D	% Received/ Spent	Prior year Y-T-D 2023-2024	% Received/ Spent Prior Y-T-D
REVENUES										
TAXES	$4,492,575	$374,381	$0	($374,381)	$4,492,575	$4,492,575	$0	100.0%	$4,178,377	100.1%
PROVISION FOR TAX LOSS	($15,000)	($1,250)	($3,438)	($2,188)	($15,000)	($4,565)	$10,435	30.4%	($6,093)	304.6%
COUNTY AND STATE REVENUE	$95,011	$7,918	$0	($7,918)	$95,011	$27,998	($67,013)	29.5%	$102,915	102.9%
GRANTS	$25,885	$2,157	$0	($2,157)	$25,885	$25,885	$0	0.0%	$16,000	100.0%
COMMUNITY CONTRACTS	$1,101,924	$91,827	$88,324	($3,503)	$1,101,924	$1,101,925	$1	100.0%	$1,055,753	100.2%
PATRON USE REVENUE	$40,625	$3,385	$1,908	($1,478)	$40,625	$41,414	$789	101.9%	$38,883	108.9%
INVESTMENT INCOME	$40,000	$3,333	$6,008	$2,674	$40,000	$96,311	$56,311	240.8%	$142,596	178.2%
OTHER REVENUE	$120	$10	$25	$15	$120	$143	$23	0.0%	$292,807	112.6%
TOTAL REVENUE	$5,781,140	$481,762	$92,826.66	($388,935)	$5,781,140 100.0%	$ 5,781,686.90	$547	100.0%	$5,821,238.39	101.8%
EXPENSES										
PERSONNEL SERVICES	$3,237,825	$269,819	$249,905	($19,914)	$3,237,825	$3,052,662	($185,163)	94.3%	$2,940,640	99.3%
SUPPLIES	$165,500	$13,792	$5,653	($8,138)	$165,500	$133,368	($32,132)	80.6%	$134,419	89.5%
CONTRACTED SERVICES	$384,600	$32,050	$32,266	$216	$384,600	$366,997	($17,603)	95.4%	$305,533	97.4%
TECHNOLOGY & MAINTENANCE	$153,010	$12,751	$2,185	($10,566)	$153,010	$123,470	($29,540)	80.7%	$106,215	60.9%
UTILITIES	$128,000	$10,667	$11,669	$1,003	$128,000	$124,582	($3,418)	97.3%	$113,971	96.9%
OTHER CHARGES	$85,120	$7,093	$6,535	($558)	$85,120	$81,985	($3,135)	96.3%	$177,704	153.8%
BUILDING IMPROVEMENTS & FURNISHING	$183,441	$15,287	$25,558	$10,272	$183,441	$132,778	($50,663)	72.4%	$3,482,476	97.6%
COLLECTIONS	$727,000	$60,583	$58,352	($2,231)	$727,000	$698,179	($28,821)	96.0%	$659,449	99.9%
TOTAL EXPENSES	$5,064,496	$422,041	$392,123.93	($29,917)	$5,064,496 100.0%	$4,714,021.10	($350,475)	93.1%	$ 7,920,406.87	98.3%
VARIANCE	$716,644	$59,720	($299,297)	($359,018)	$716,644	$1,067,665.80	$351,022			
FUND BALANCE-BEGINNING OF YEAR						$399,274.76				
FUND BALANCE-CURRENT						$1,466,940.56				

The fund balance should be not less than 25% of annual operating expenditures and not more than 35% of annual expenditures, except when the Library is building a fund balance in support of specific non-recurring projects.

July 2025 Building Committee Report

The Baldwin Public Library Board's Building Committee met on Friday, July 11, 2025 at 9:30 a.m. in the Board Room. Present were Wendy Friedman, Frank Pisano, Rebekah Craft and Jaclyn Miller.

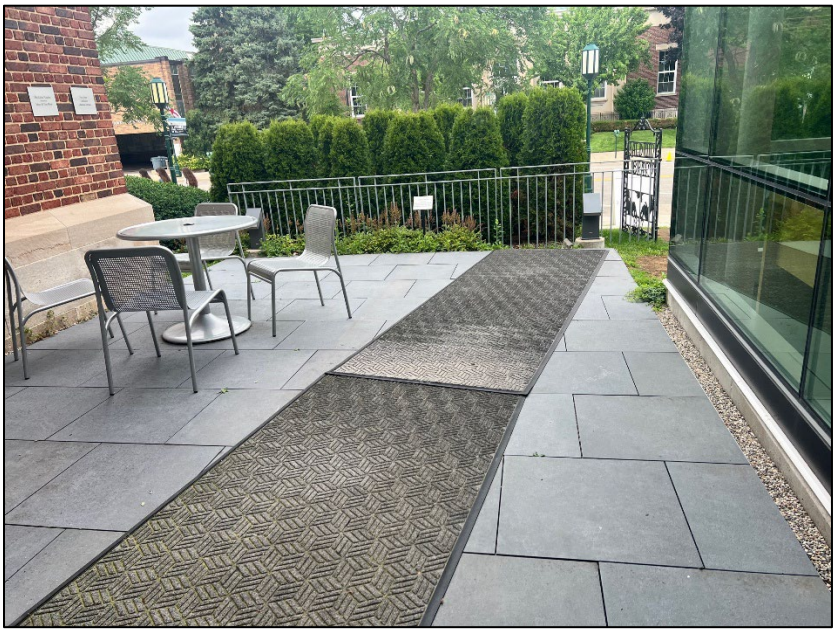
- There was no Public Comment.
- Old Business
    - PCI Dailey repaired and resealed two squares of flooring in the atrium on Sunday, July 13 after hours. They returned on July 16 to clean and buff the entire floor in the vestibule and atrium. This worked corrected finish inconsistencies from the June 19 application. All work is included in the building warranty, which expired on July 15, 2025.
    - We are waiting on Great Oaks to complete Phase 3 warranty work and replace several dead or incorrect plants.
    - The Feather Friendly installation was completed at the end of June.
    - Teen furniture has been installed. We will be completing electrical work next (install 1 wall outlet and 1 floor outlet, hang 2 round chandeliers)

    - Grand Hall and Youth Room signage will be produced in the Idea Lab and added to better identify collections.
    - The new Operations Assistants are doing well.

- Two Brothers Landscape Solutions volunteered their time and expertise to weed, edge, and prune the gardens on the southwest corner of the library.
    - Their in-kind donation will be added to our list of donors in the fall print newsletter
- Grams Discovery Room Door
    - The electric mechanism on the glass door has failed and our locksmith has been unsuccessful at configuring the door in a manner that is acceptable to Youth staff.
    - We will need to have the glass entry/doorway removed and replaced with drywall and a wooden door with a large window instead. The design of the wall and the door trim will match existing doors in the Youth Room and restroom hallway. We are currently collecting quotes for this work.

- Children's Terrace
    - The terrace tiles have been cracking and heaving. The tiles used for this installation are not the best type of material for this environment. We have mitigated the issue

- We recommend having the terrace tiles removed and replaced with a concrete pad instead. We will work with concrete companies to secure three bids for this work.



- Staff furniture – We will be placing an order for new, deeper desks for 7 workstations in the Youth/Access services staff on the first floor. The desks are quite shallow.
- The lower level was last remodeled in 2008. After 17 years of wear and tear, we need to make some updates to the space. We will be securing three bids for the following work and plan to have this work completed by August 2026. Money for improvements have been included in the budget for this fiscal year and next fiscal year.
    - New carpet and carpet base in Hallway, Rotary/Donor room, Tech Services office, Adult Services office
    - Repair walls and paint Hallway, Rotary/Donor room, Tech Services office, Adult Services office
    - Remove wallpaper and paint Family Restroom
    - Install new mirrors and restroom partitions in lower level Family, Men's and Women's restrooms
    - Install a new chair storage closet in Rotary/Donor room adjacent to the elevator alcove in the southeast corner
    - Remove corner closet in Adult Services office and reconfigure furniture in Adult Services office to add 2-3 more workstations
    - Install better lighting in Rotary/Donor room

The next Building Committee meeting will take place on August 8 at 9:30am.

LIBRARY REPORT

Statistical Dashboard

Programs & Services

Facility

Diversity & Equity

Community Outreach & Partnerships

Personnel & Organization

Financial

Expenditures from FOBPL Donations

Statistical Dashboard

June 2025

	Current Month	This month last year	Current FYTD	Previous FYTD	FY 24-25 Q4 Target	Better/ (Worse) Target	Off Target Cautionary On Target
Financials							
Revenues	$ 92,827	$ 323,340	$ 5,781,697	$ 5,630,665			
Expenses	$ 392,124	$ 422,812	$ 4,714,021	$ 7,470,319			
Circulation							
Circ (Charges & Renewals)	52,494	52,738	605,105	603,874	**470,000**	135,105	**On Target**
Self-Check Usage	62.0%	24.2%	58.1%	20.3%			
% of Circ by Residents*	90.7%	91.2%	90.9%	91.1%	**92.0%**	-1%	
% of Circ by Non-Residents	9.3%	8.8%	9.1%	8.9%	**8.0%**	1%	
Interlibrary Loans							
Items borrowed	634	892	8,629	8,903			
Items loaned	634	817	8,356	9,203			
Technology Usage							
Database Sessions	5,492	4,433	69,025	72,158	**35,000**	34,025	**On Target**
Downloadable Content	17,014	14,394	193,861	176,100	**150,000**	43,861	**On Target**
Public Computer Usage	685	700	6,960	6,961			
Wireless Sessions	2,976	2,726	31,139	44,418	**54,000**	(22,861)	**Off target**
Program Attendance							
Program Attendance for Adults	262	337	3,744	2,871			
# of Programs for Adults	19	13	223	153			
Program Attendance for Teens	290	116	2,761	1,897			
# of Programs for Teens	9	7	101	73			
Program Attendance for Youth	2,409	2,050	24,456	22,913			
# of Programs for Youth	51	45	779	631			
Computer Classes Attendance	29	18	612	407			
# of Computer Programs	6	4	78	61			
Online Video Views	22	38	1,667	937			
Idea Lab Visits	1,231	160	11,262	2,314			
Total Program Attendance	**4,243**	**2,719**	**44,502**	**31,339**	**26,000**	18,502	**On Target**
Total # of Programs	**85**	**69**	**1,181**	**918**	**1,000**	181	**On Target**
Outreach Attendance	1,230	90	**7,902**	10,724			
# of Outreach Programs	19	4	**184**	109			
Visitors	**21,493**	**21,800**	**246,859**	**220,912**	**160,000**	86,859	**On Target**
Volunteer Hours	**55**	**105**	**1,124**	**1,125**	**1,200**	(76)	**On Target**
Social Media							
Website Hits/Pageviews	28,708	42,274	319,442	303,304	**65,000**	254,442	**On Target**
e-Newsletter Subscribers	(22)	(27)	10,586	10,776	**11,000**		**Off Target**
Facebook Page Followers	11	9	3,594	3,497	**4,200**	(606)	**Off Target**
TikTok Followers^	23	11	1,204	1,023			
Instagram Followers	38	30	2,629	2,391	**3,000**	(371)	**Off Target**

*Residents include people who live, work, or own property in our service area of Birmingham, Beverly Hills, Bingham Farms, and the City of Bloomfield Hills

^As of December 2022

Visitors incl. Terrace Door as of 4/2023

~WIFI stats have changed with new equipment installation

Key Metrics Report

Action item updates and comparisons of actual statistics to projections are made on a quarterly basis—in the months of October, January, April, and July.

Key Metrics Explanation: July 2025

On Target = Met or exceeded goal, or no more than 0.1% below goal
Cautionary = 0.1% to 3% beneath goal
Off Target = More than 3% beneath goal

At the end of the 2024-25 fiscal year:
Financials
The numbers shown in the financial section of the dashboard are not final. The FY 2024-25 budget should be finalized by September.

Circulation (On Target)
Circulation for the year slightly higher than last year and 22% higher than our target. Much of the Youth Room was inaccessible in the Summer/Fall of 2024 during roof and ceiling repairs, which impacted the overall circulation for the year. We anticipate year over year to be the same or better in 2025-26.

Technology Statistics:

- Database Sessions (On Target): The Library's database usage was 49% higher than the annual goal. We continue to monitor usage and eliminate under-used products, and redirecting the resources to expanding popular options. For instance, we did not renew Tumblebooks this FY, as it had limited accesses for us month after month, and for 25-26 will expand our New York Times offerings to include Cooking, Wirecutter and The Athletic, given the popularity of NYT access.
- Downloadable Content (On Target): The Library's downloadable content usage remains extremely popular. June alone saw a 15% increase over last year. Usage exceeded the yearly goal by nearly 25%. Patron consumption of electronic books and audiobooks continues to be the best kind of problem to have as we balance finite resources with ever-increasing demand.
- Website Pageviews (On Target): webpage views for the year are on target and up in total over last year. They are down from this month last year at which time Phase 3 info was being released. We are anticipating higher than average use in 2025-26 with the launch of a new page on the horizon.

Visitors (On Target):
The number of people entering the library is up 5% from last year. Overall, the visitor count this year was likely negatively impacted by limited access to a good portion of the youth room during water damage repairs.

Program Attendance (On Target):
Program attendance increased 30% over last year, and exceeded our FY2024-25 goal by 41%. It was our pleasure to welcome 44,502 guests to 1,181 programs this year, across age groups and interests and including 11,262 people who spent time in the Idea Lab.

We had more program attendees this past year than we have ever hosted before! Our previous high point in attendance was in 2018-2019 at 40,568 people. Our program attendance has recovered since its low point in 2020-2021 during Covid, when attendance was 20,611.

Social Media (Off Target):
The number of our Facebook, TikTok, and Instagram followers are slightly off target, and vary month to month. Our staff continue to share program and resource info. Our followers clearly like it best when staff are featured, or when we have interesting one-off stories about how people are using the Library. On Facebook, our most engaged with post this year was the story of Yoda Bear and his doggy wheelchair.

Programs & Services

Strategic goal: Adapt programs and services to meet the needs of the changing population

Idea Lab Special Request
An Idea Lab patron informed us that their dog, Yoda Bear, suffered a spinal injury and became paralyzed in its back legs. The Idea Lab staff assisted the in producing this 3D printed doggy wheelchair. This gave Yoda Bear an improved quality of life during his course of treatment. Since then, Yoda Bear has made a full recovery. The wheelchair will be donated to another doggy in need.

Junior Librarians

On June 18, 17 Junior Librarians learned what librarians do at Baldwin Public Library, as part of the summer reading events. The group took a behind the scenes tour to several different staff work areas, and then designed their own book display (pictured below). We will have new weekly displays in the fish tank hallway featuring different Junior Librarians through August 3. Youth Librarian Alyssa shared that the Junior Librarians asked some good questions along the way and even spotted a toy which needed a new photo in the catalog.

Libby Content Control

In the week of June 23, the Libby by Overdrive app was updated to include a new feature called Content Controls. This allows users to configure what library content appears in Libby for themselves or for their family, based on the intended audience for each book, audiobook, and magazine in the library collection. This feature is optional. When content controls are in effect, they apply to every library in the user's Libby app.

Within Content Controls, users can make decisions about how Libby displays "mature content" available at their libraries: whether it appears in deep search results, whether it can be sampled or borrowed, and whether cover images are visible or redacted. Restrictions that a user selects for how Libby displays "mature content" can also be applied to "general content" and "young adult" titles (except for cover image redaction, which is limited to mature content).
For common use cases, users can simply select a preset:

- Libby for Everyone works just like Libby does today, with no restrictions by audience except those users manually choose to apply.
- Libby for Kids shows only titles for "juvenile" and "young adult" audiences when searching and browsing in Libby. Users can apply deep-search, sample, and circulation restrictions to young adult titles if they wish.
- Libby for Grown-ups is for people who borrow "general content" and "mature content" titles only. It prevents kids' titles from appearing at their libraries in Libby. Users who enjoy young adult titles can re-enable that content using a toggle within the preset.

Summer Reading Update

At the midway point of Summer Reading:

- Adult Summer Reading: 181 participants, 707 books read, 5 completions.
- Teen Summer Reading: 131 participants, 80,297 minutes read, 39 completions.
- Youth Summer Reading: 478 participants, 91,332 minutes read, 56 completions.
- Staff Summer Reading: 24 participants, 76 books read.

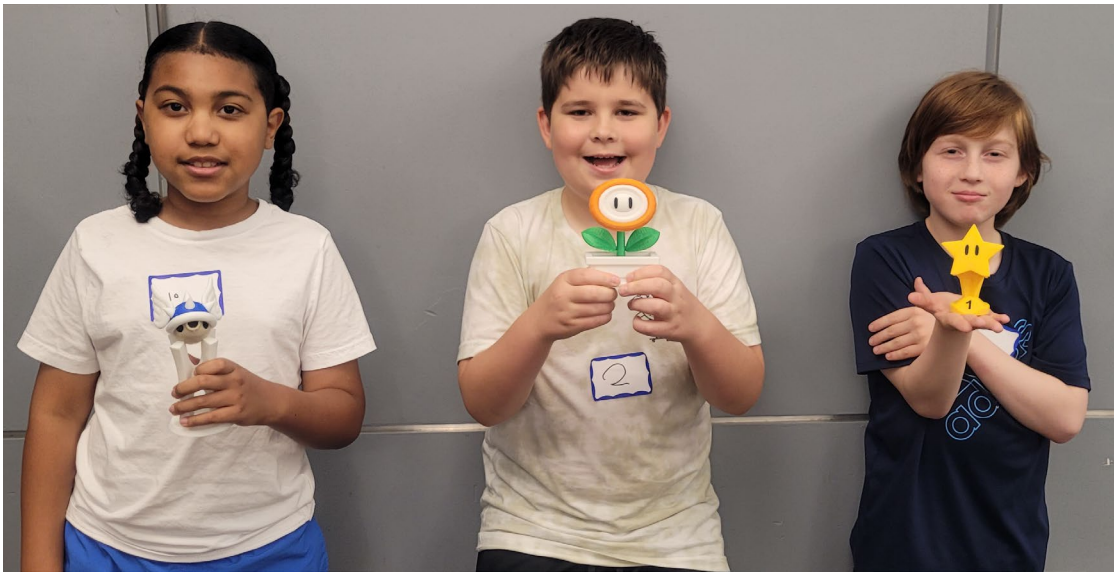
Programs have been full or nearly full all summer. Participants have been enjoying the variety of fun events our staff have presented and hosted:

Summer Reading Kickoff Chalk Art

Richard Paul Variety Show

Cupcake Wars

Sensory Art



Winners of the Mario Kart Tournament

Mario Kart Tournament Contestants

Website Update

The new Baldwin website progress continues, with staff reviewing the updated pages and offering suggestions for more streamlined content and ease of use. Once the final round of corrections is made, staff will receive site training from Weblinx to make our own updates to the site, and then staff will familiarize themselves with the layout of the new page for a short time before in launches to the public for full use.

Facility

Strategic goal: Create a welcoming, safe, and accessible building that meets the needs of our staff and users.

Front Entrance and Atrium Flooring

On June 19, a crew with PCI Daily attempted to patch and repair areas of floor near the main entrance where the sealant had worn away over the winter. They treated the main walkway with a different sealant, better suited to high traffic areas.

On June 27 they returned to patch additional areas further into the atrium where sealant has also worn away under the tables and chairs. The first attempt was unsuccessful and on Sunday, July 13 they worked again to patch the spots on the floor near the vestibule. On Wednesday, July 16 they polished and cleaned the floors resulting in less noticeable patched areas.

Software Upgrades

The IT department recently purchased upgrades to Microsoft Office, bringing us to the most recent version for both Patrons and Staff, resulting in up to date security and ease of support. We also purchased 9 new PCs to make sure that every employee has a PC that is capable of running Windows 11.

Teen Scene

On Monday, June 30 the teen furniture delivery arrived. Stuart, Rebekah, Faith, H, Haylie and Jaclyn worked together to assemble everything and set things in place. The next steps will be to install two additional outlets in the space, hang circle

chandeliers over the area, and cover a column with dry erase surface for passive engagement with users of the space. Elisabeth is very pleased to have this updated space nearly complete!

Upholstery Cleaning
While the building was closed in observance of Juneteenth, all of the soft furniture and upholstery underwent their full annual cleaning by NBS. Furniture and rugs are spot cleaned as needed each month when NBS cleans building carpets.

Community Outreach and Partnerships

Strategic goal: Develop and strengthen BPL connections within the community.

City of Birmingham
Craft has attended weekly City of Birmingham staff meetings. Miller submits content for the monthly and quarterly newsletter and Craft submits an update to the City Manager to be discussed as part of her report during the last Commission meeting of each month.

Beverly Hills
Miller submitted information to the Village of Beverly Hills for inclusion in its weekly email and monthly newsletter.

Bingham Farms
Miller submits monthly Board Meeting updates to the Library Liaison.

City of Bloomfield Hills
Miller submits monthly Board Meeting updates to the Library Liaison.

Birmingham Next
Rebekah Craft continues to host the Popular Reads book club on the first Monday of each month at 1:00 p.m. The group meets in a hybrid format at Next and on Zoom. Cameron Crawford moderates the Library's non-fiction book club, which meets virtually on the second Tuesday of every month at 10:00 a.m. Contact Rebekah.craft@baldwinlib.org to request the book and join the next discussion.

Birmingham YMCA
The Y Summer Campers are back! They have been visiting the youth room since early June, 3 days per week.

Friends of the Baldwin Public Library
The Friends Board convened on Tuesday, July 8 for their regular monthly meeting. During discussion, they decided to host a "Martha Baldwin Birthday Book Sale" on August 22, to help reduce their backlogged inventory and create some space in the sorting room. They also got a

sneak peek at the cover of the Fall Learn.Connect.Discover newsletter, which will feature their 75th anniversary announcement and news.

Marketing
Michelle Hollo continues to work with Jaclyn Miller designing projects and marketing materials for the Library, including:

- Youth Program posters and fliers
- Summer Reading Promotional pieces and game cards
- Fall LCD newsletter drafts
- Build Imagination Youth book list updates

eNewsletters
Robert Stratton has compiled and distributed the Library's four monthly eNewsletters (Adult Events, Teen Events, Youth Events). These newsletters promote upcoming programs and spotlight a library service each month.

Rebekah continues to send a monthly "Welcome to Baldwin" email to all new cardholders with follow-up information about the library and its services.

Personnel and Organization

Strategic goal: Train, empower, and equip members of the organization to best support users and each other.

Staff Communications
An All Staff meeting was held on June 17. The next All Staff meeting will be held on July 22. Recordings of each meeting are sent to all staff.

Staff Anniversaries
Rebekah Craft, Director, reached 10 years of service on July 6**.**
Amber Davis, Substitute Librarian, will reach 1 year of service on July 31.
Kim Goodrich, Substitute Librarian, will reach 1 year of service on July 31.

Staffing Update
This month, we welcomed **Candace Greer-Jefferson** as a Youth Substitute Librarian. Some staff already know her from Birmingham Public Schools where she has been a Media Specialist at several schools including Derby and Berkshire. She also works at Southfield Public Library. Training began July 3.

Volunteer Hours

55 volunteer hours were utilized in the month of June.

Financial Stability

Strategic goal: Maintain and improve financial health.

Craft continues to monitor both the Library's budget and the performance of its Trust funds in order to ensure fiscal responsibility.

Craft is currently gathering quotes for new vendors to manage health, vision, and dental benefits, short-term and long-term disability, workers' comp, life insurance, and retirement funds.

Baldwin Public Library: Friends Funds		
June 2025 Expenditures		
Adult Services		
Presenters: Rock Dot, Tammy's Tastings, Michigan's Venice	$	650.00
Seed Library supplies	$	45.98
Books Unshelved	$	107.46
Program supplies - bird feeders, seed balls, birdwatching	$	403.56
Talk Time	$	165.29
Crafting supplies	$	21.94
Total	$	1,394.23
Teen Services		
Food for TAB, Pizza & Pages, PB&Snacks, D&D, SRP Visits	$	370.05
Summer Reading Program Prizes	$	886.14
Books Unboxed	$	27.31
Presenters: Comics, Improv	$	495.00
Painting program supplies	$	59.86
Total	$	1,838.36
Youth Services		
Presenter Fees: Magic, Comics	$	660.00
Prize books	$	475.75
Crafts & summer program supplies	$	340.44
Cricut Software Subscription for 1 Year	$	95.88
General program supplies	$	360.71
1000 Books before Kindergarten	$	36.99
Birbery Committee Meeting	$	331.13
Filament	$	170.87
Total	$	2,471.77
Idea Lab		
Total	$	-
Outreach & Equipment		
Total	$	-
Total Expenditures	**$**	**5,704.36**
June 2025 Balances		
Adult Services	$	9,987.47
Teen Services	$	7,534.09
Youth Services	$	5,298.43
Idea Lab	$	1,595.16
Outreach & Equipment	$	5,389.97
Total Balance	**$**	**29,805.12**
June In-Library Book & Button Sale Cash Donations		$949.05
Submitted by Jaclyn Miller for July 14, 2025		

NEW BUSINESS

MEMORANDUM

BALDWIN PUBLIC LIBRARY

DATE: July 18, 2025
TO: Baldwin Public Library Board of Directors
FROM: Rebekah Craft, Library Director
SUBJECT: Selection of Integrated Library System (ILS) Vendor

INTRODUCTION

A library's integrated library system (ILS) is the cornerstone of public library services. Baldwin's ILS handles our patron-facing catalog, acquisitions of materials, library cards for all patrons, cataloging of over 400,000 print and digital materials, management of home delivery services, and the staff interface. We have been using Innovative Interfaces Incorporated's (III) Polaris integrated library system since 2018. Overall, we have been happy with their product and it has met the needs of our staff and patrons.

We renewed our contract with Innovative Interfaces in 2022 for a period of 3 years. While we continue to be happy with their product, we felt it prudent to issue an RFP in order to gain the most competitive pricing for an Integrated Library System. We also had several deletions and additions we wanted to make to our Integrated Library System, including adding a digital app and discontinuing using a hosted training database. Our current contract with III expires in July 2025 and we currently pay $63,000 for our annual service contract.

We issued an RFP on the Michigan Intergovernmental Trade Network on May 7, 2026 for a new ILS provider. Responses were due June 4, 2026. We received five responses.

BACKGROUND

Baldwin's RFP resulted in the following bids:

Vendor	**Price**			
	Year 1	Year 2	Year 3	**Total**
Book Systems	$17,170	$6,392	$6,392	**$29,954**
Biblionix	$33,500	$13,500	$13,500	**$60,500**
Insignia Software Corp.	$35,000	$27,000	$27,000	**$89,000**
Innovative Interfaces	$82,995	$74,929	$77,551	**$235,475**
Civica	$127,575	$42,525	$44,651	**$214,751**

After careful review of each submission, the Library's ILS committee unanimously recommends signing a contract with Innovative Interfaces Incorporated for their Polaris Vega integrated library system for the following reasons:

1. Search functionality is unparalleled at the basic, intermediary, and advanced levels.
2. Staff are familiar with using this system and it would require a minimal amount of new training once we upgrade to the Vega platform.
3. The Vega platform improves the catalog's usability and groups formats of different titles together to make it easier to locate your preferred edition of a title.
4. Polaris offers 24/7 user support to any library staff member, at any time, which is especially helpful on weekends when we are open to the public with minimal staffing, or when primary contacts are away from the library.
5. The Vega platform offers a mobile app and patron self checkout on their mobile device. Several respondents to our strategic plan survey indicated the desire for Baldwin to have a dedicated app.
6. The Innovative Users Group offers active, free, and in-depth support online through a message board and Discord server.
7. We have seen other area libraries select less robust ILS options and then have frustrated staff and patrons with the lack of customization options. We do not want patrons to be negatively affected.
8. Staff have the ability to write or generate an unlimited number of custom reports with both services. In addition, there are roughly 180 prewritten/canned reports that can be run as is and also be customized.
9. III hosts their databases on Amazon's AWS platform, which is one of the leading cloud-based solutions in the world, and would ensure that our data is secure and that our services experience minimal disruptions.

III has been in the library automation business since 1978. Its Polaris product has a solid history and reputation. Polaris is tailored to public libraries and is used by several public libraries in the Detroit area (Rochester Hills, Clinton Macomb, Farmington, Orion Township, Troy). Additionally, III's product, INN-REACH, powers Michigan's MeLCat (statewide interlibrary loan) service, and therefore, the Polaris system works seamlessly with MeLCat requests, of which we processed 16,985 in the past fiscal year.

First Year pricing:

First year price of the Polaris LX Essentials (Vega) bundle:	$72,395
One-time LX Essentials Services price:	$10,000
SMS Messaging optional add-on:	$3,802
SMS Messaging one-time fee:	$1,500

Total first year price:	**$87,697**
Second Year pricing (3.5% annual increase)	
Polaris LX Essentials Bundle:	$74,928
SMS Messaging:	$3,935
Total second year price:	**$76,864**
Third Year pricing (3.5% annual increase)	
Polaris LX Essentials Bundle:	$77,551
SMS Messaging:	$4,073
Total third year price:	**$81,624**
Total price for three years, with SMS messaging	**$248,185**

LEGAL REVIEW

The library's attorney will review the contract from Innovative Interfaces Incorporated before the Library Board President and Library Director sign the final contract for services.

SUMMARY

The library's budget projections for the coming years includes enough money to pay III's annual fee, one-time training costs, and SMS messaging add-on. The annual cost is higher than our 2025 renewal fee of $66,161. However, we will have access to an upgraded catalog, mobile app, and SMS messaging. We believe that the features and quality of the product justifies the increased expenditures.

ATTACHMENTS

- ILS RFP Comparisons, prepared by Kristen Tait
- III's response to the RFP

SUGGESTED BOARD ACTION

To select III Polaris LX Essentials Bundle as Baldwin's integrated library system vendor and to sign a contract for the Polaris LX Essentials Bundle and SMS Messaging, as specified in the RFP, for a period of three years, in the total amount of $248,185, to be paid out of account 830.0200 (ILS Services).

Baldwin Public Library: RFP ILS 2025 comparison

prepared by Kristen Tait, Head of Access Services

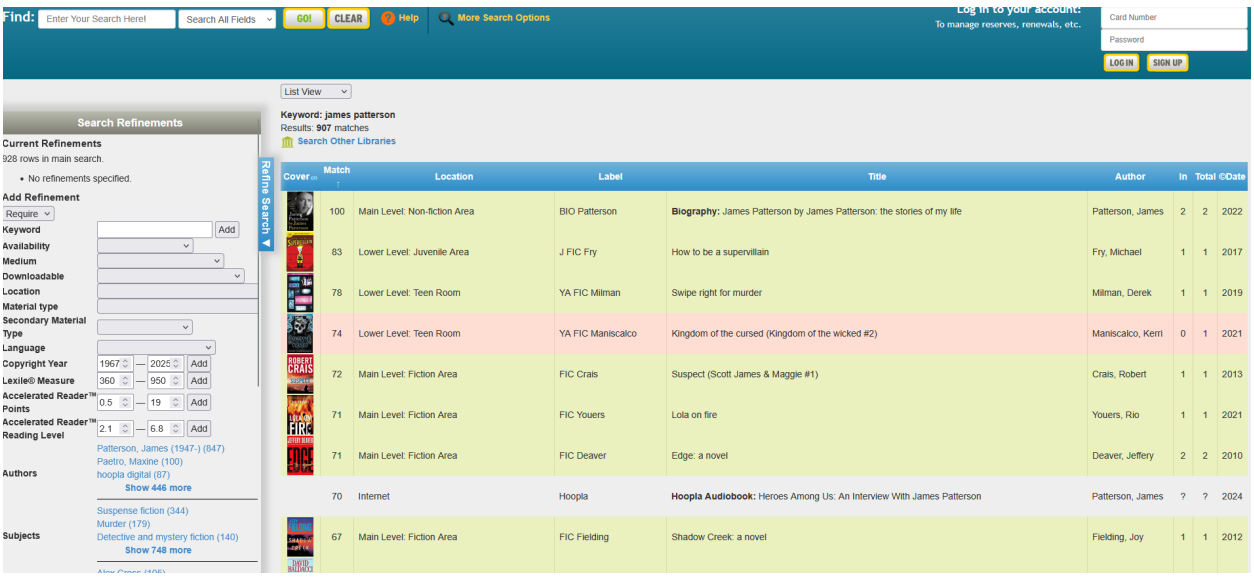
As we consider moving from Polaris to a different Integrated Library System, the biggest concern we have is the time to migrate to a new system and the time needed to train all staff. We received five bids for a new ILS and our current ILS provider, **Innovative Interfaces** submitted a bid. Four additional ILS providers submitted bids, including **Biblionix**, **Book Systems**, **Insignia,** and **Civica**. The 2018 migration from Sirsi to Polaris took BPL about 5 months to complete. The first two months were backend setup and the last three months were staff training. The learning curve after migration to a new system is also a factor to consider. Additionally, our patrons would also see a significant disruption to MeL services as none of the other ILS companies offer the direct API that we currently have with Polaris.

On the next several pages, we will show screenshots of catalog searches made in each system followed by a pro and con list for each vendor. All catalog screenshots are of a search for "James Patterson" done without filters or facets.

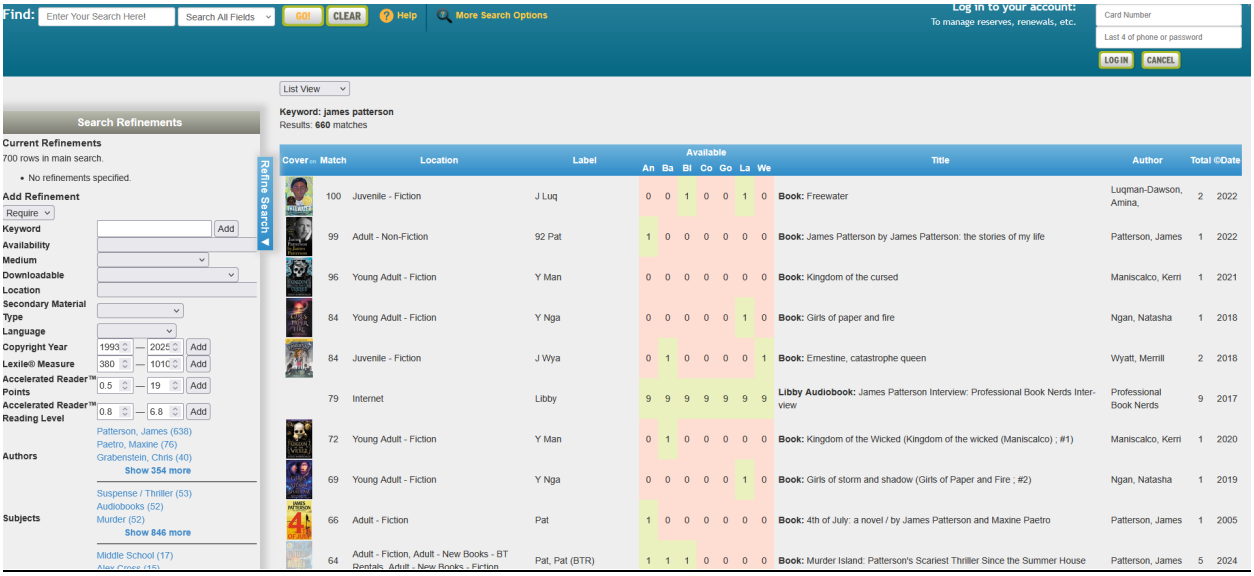
Biblionix (Apollo)

Review shared in *American Libraries* magazine "2025 Library Systems Report":

> A focus on public libraries
> Biblionix, based in Austin, Texas, specializes in web-based products for smaller libraries. Its Apollo ILS fills an important niche for libraries that serve smaller populations and find larger-scale products unaffordable or too complex for their needs. In 2024, 40 public libraries selected Apollo, increasing total installations to 990. Improvements recently deployed in Apollo include a new scheduling function for rooms and events and a filter on catalog searches that allows users to exclude or include only children's materials.
>
> Through the company's FlexShare program, libraries using Apollo can allow neighboring libraries' patrons to search and check out materials. The company reports that 479 of its Apollo customers offer some type of expanded catalog that provides access to at least one other library.



Midland



Van Buren Township – default view

Van Buren Township – gallery view

<u>Pros:</u>

+ Encryption of emails to patrons is a nice feature

+ Cost

+ Two-way texting and not requiring phone carrier are interesting features (however wording indicates that if this service was not to satisfaction, we would be unable to incorporate a third-party alternative)

+ The automated processes advertised (specifically automated Curbside messaging) are nice features but not necessary nor requested by staff.

+ Free online training videos and live training sessions

Cons:

+ Acquisitions is not included but is an optional add-on for ~$3400

+ Serials control not available but is in development (no note if this will be an additional cost)

+ Texting service is an optional add-on for ~$700

+ In core requirements section, did not answer questions 3m, 3n, 5, 7, 10, 11, 14, 79 (directs to separate section of quote in note), 90 (but note says unlimited logins/workstations), 104

+ Scheduling of one-time and recurring reports not available (but is in development)

+ Recommends against using PINs/passwords for patron accounts, but does offer option for user to change password from default.

+ Support is by direct email or phone and is only live 9am-7pm M-F, phone calls always answered by an answering service and "normal" calls are not passed along to support until the next business day

+ Not keen on support being accessible by all staff via email as no one at BPL besides the staff member who emailed will have a record of the support request

+ Unclear how often updates happen. "Smaller" updates are automatic and not opt-in.

+ The catalog is not intuitively structured, and aesthetically it reflects an earlier era of design.

+ No NCIP connection to MeL

+ No option for Multi-Factor Authentication (MFA)

+ No mobile app

+ 12-month limit on retaining patron payment history – currently we have no limit on fee history.

+ Cannot manipulate reading history of Outreach (Home Delivery) patrons (but is in development)

+ Sorting and filtering of reading history not available (but is in development)

+ Current orders and invoices from Polaris will not transfer

+ Cursory survey of Michigan libraries using Biblionix shows mostly sub Class V libraries (Class IIIs and IVs but notably Is and IIs). This may be of concern in that Biblionix support may not have capacity to handle/troubleshoot our volume of data.

Book Systems

Review shared in *American Libraries* magazine “2025 Library Systems Report”:

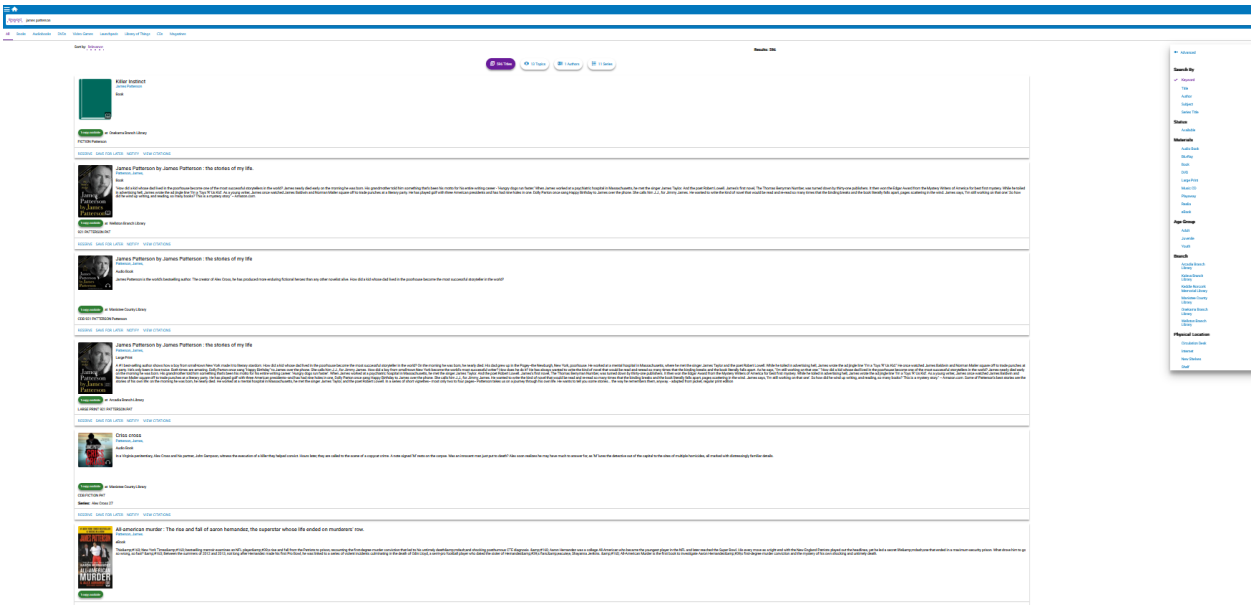
Serving smaller libraries

Book Systems, based in Huntsville, Alabama, was founded in 1989 by Bill Jones and his son, Mark. Today, the company is privately owned by Scott Burton and employs 56 people. Book Systems is a pioneer in the library technology industry, with an established track record of developing and supporting products that smaller libraries can afford.

The company’s Atriuum ILS has been implemented primarily in school, smaller public, and academic libraries, as well as libraries in churches and prisons. In recent years, a growing number of libraries using Concourse, the company’s legacy system, have opted to migrate to Atriuum. In 2024, 147 libraries selected Atriuum, increasing total installations to 5,087. Of these, 3,465 are school libraries and 1,036 are small public libraries.

Book Systems recently launched Atriuum Gallery, a catalog interface that emphasizes a visual and streamlined user experience. The company also reported that Stax, a new mobile app for library staff to optimize circulation operations, will integrate with point-of-sale platform Square.

Adrian



Manistee County

Pros:

+ Single Sign On (SSO) option

+ Mobile app

+ Customizable required fields in patron records – we currently have some control over this in Polaris

+ Custom form letter and email templates (for a fee) – available currently through Polaris' LX Starter, but not for all notice types

+ *Some* free training resources

+ Cataloguing is integrated into the browser-based ILS and looks very similar to our Client, making for an easier transition for cataloging staff

+Customizable PAC

+No exit fees for exporting data into another ILS

Cons:

+ "Customer service agreement" is included in only the *first year* - additional charge for support after that

+ Software maintenance only included in the *first year*, additional charge for maintenance after that (although updates are included in basic agreement)

+ Looks like updates are scheduled automatically by Book Systems and possibly might not be opt-out

+ Yearly contracts

+ All three Michigan references are Class IVs, which may indicate lack of familiarity or ability with handling our volume of data

+ *Advanced* search offers only 10 fields – basic search in Polaris has 65.

+ You can link accounts for fee reasons (i.e. block parent cards if child owes money), but cannot link accounts in order to check out others' holds.

+ 3rd party APIs only?

+ NCIP connection to MeL

+ Mobile app does not include checkout feature (Polaris mobile app does)

+ Current orders and invoices in Polaris will not transfer, requiring us to keep Polaris until we reconcile all of them (they suggest at least 30 days)

+ Support for pre-order and street date management not yet available (but is in development)

+ Invoicing does not appear to be very robust although more features are in development

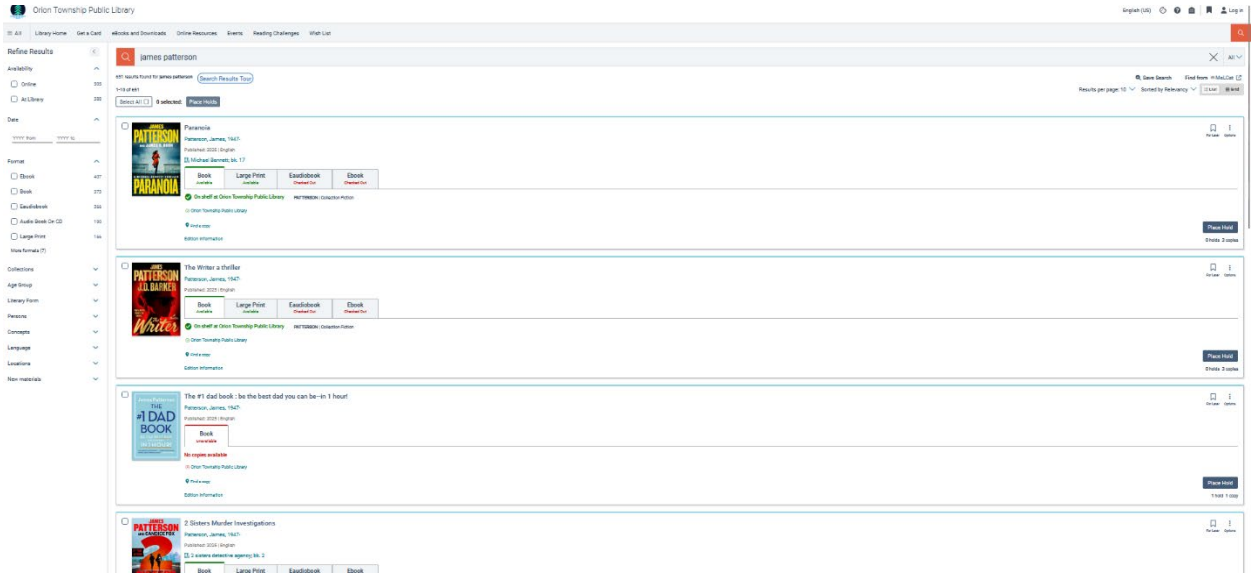
+ Automatic duplicate detection and RDA compliance tools not yet available (but are in development)

+ Cannot manipulate reading history of Outreach (Home Delivery) patrons

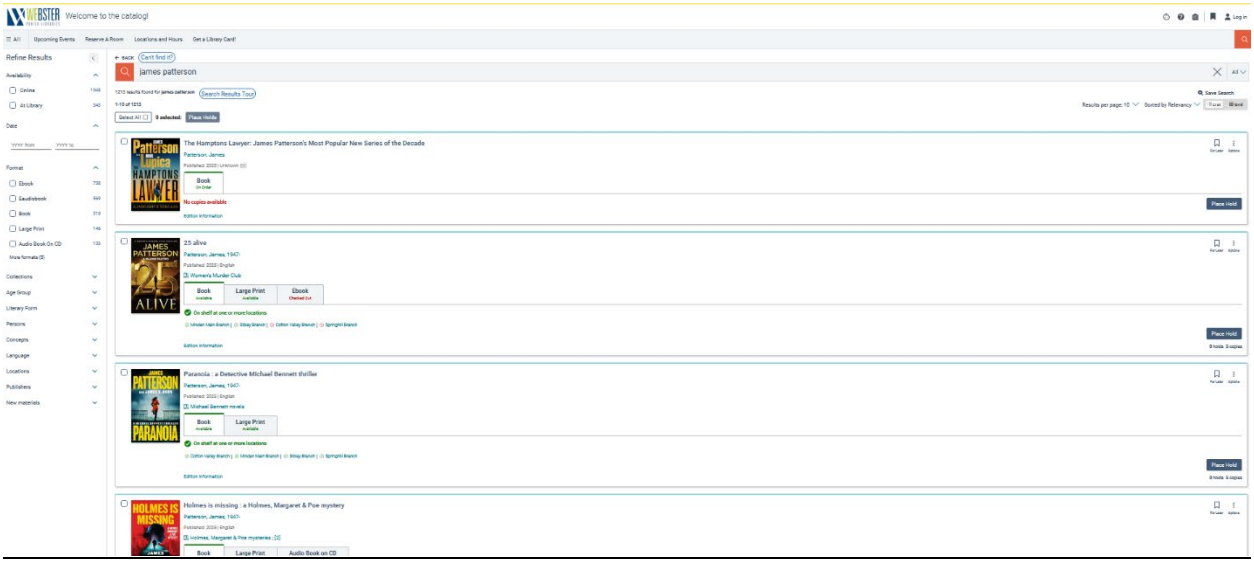
Clarivate/Innovative/Polaris

Review shared in *American Libraries* magazine "2025 Library Systems Report":

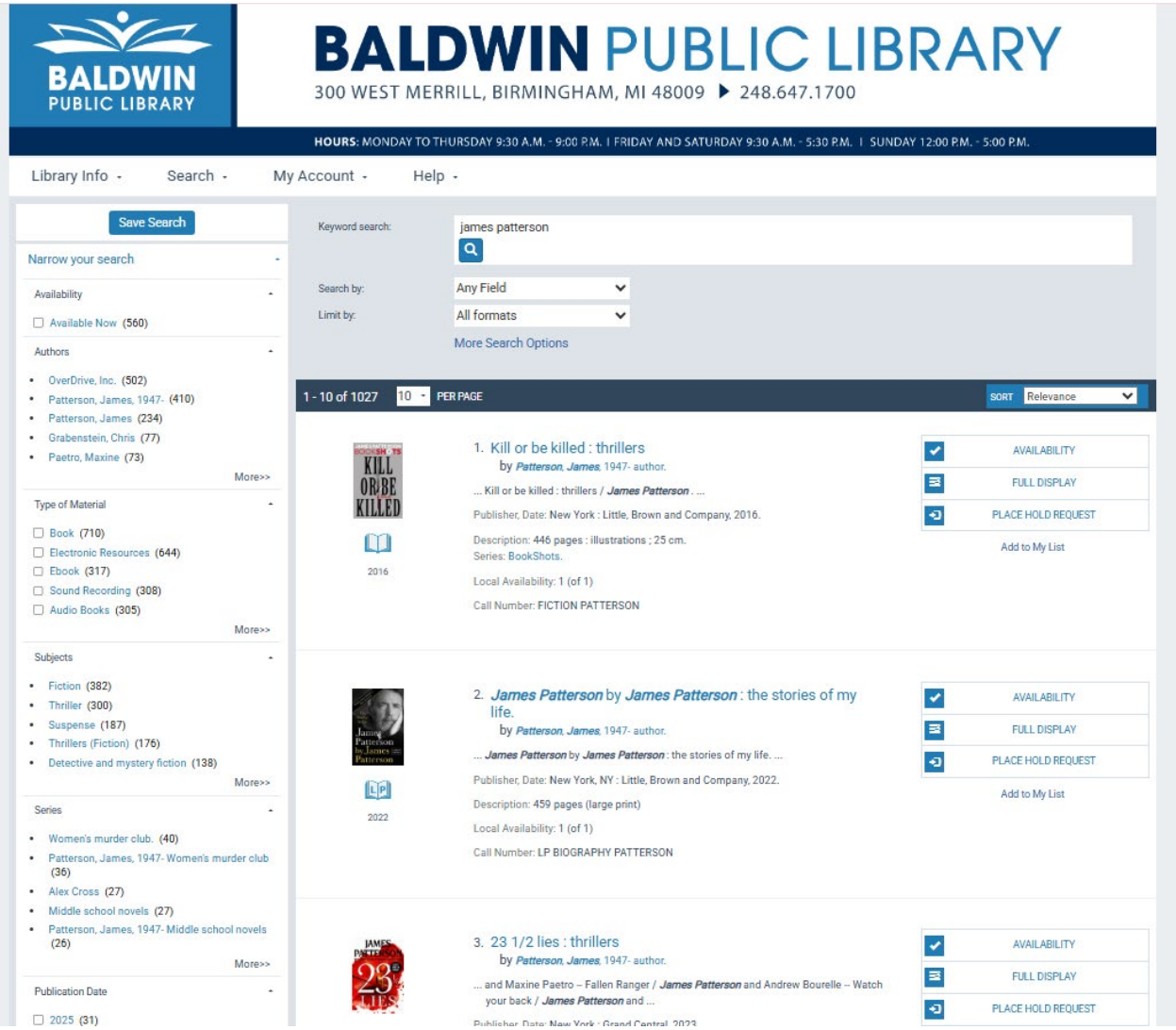
> Industry giants among us
> Clarivate is a large public company with three major business units and a broad spectrum of products. The products and services of the ProQuest, Innovative, and Ex Libris brands—along with other scholarly communications offerings—are part of the Clarivate Academia and Government unit. This report focuses solely on Clarivate's library products.
>
> Innovative, Clarivate's other flagship library brand, continues to gain ground with Polaris. The ILS saw 86 contracts signed in 2024, bringing total installations up to 704 libraries. DC Public Library and Jacksonville (Fla.) Public Library are among the large-scale systems choosing Polaris. Abroad, the platform was selected by Shellharbour City Libraries in Australia and Catalonia's Department of Education, for its network of 2,245 school libraries.
>
> Innovative continues to develop and support the Sierra ILS. Version 6.3, released in 2024, includes native SMS integration. The brand is also seeing success with its Vega suite of patron-facing services. Last year, 62 libraries signed contracts for Vega Discover, bringing total implementations to 152. Additionally, 26 libraries selected Vega Program for events management, and five libraries selected Vega WebBuilder, a tool for managing library websites.



Orion Township (Vega PAC)



Webster Parish, LA (Vega PAC)



Baldwin (current Classic PAC)

<u>Pros</u>:

+ Staff familiarity with this ILS

+ Search functionality is unparalleled at the basic, intermediary, and advanced levels

+ Experience with support has been good and our tickets are usually responded to in a timely manner. Support is 24/7/365 and includes both online and phone support.

+ **Option for mobile app**

+ Using the inventory feature has functioned in a significant way to highlight bibliographic and item-level corrections for older items at a large scale

+ Layout of PAC (both Classic and Vega) and staff work forms is aesthetically pleasing

+ Ever-growing rapport with active backend staff across the country via Discord, IUG forum, and Idea Exchange

+ Options with Vega to allow better management of library accounts for family members

+ So far we have not faced a serious disruption of service because of anything to do with cybersecurity; being hosted means our data stored at Polaris is protected at all times

+ Direct to MeL API allows for almost instantaneous updates of both bib/item records and patron records without the need for an intermediary server

Cons:

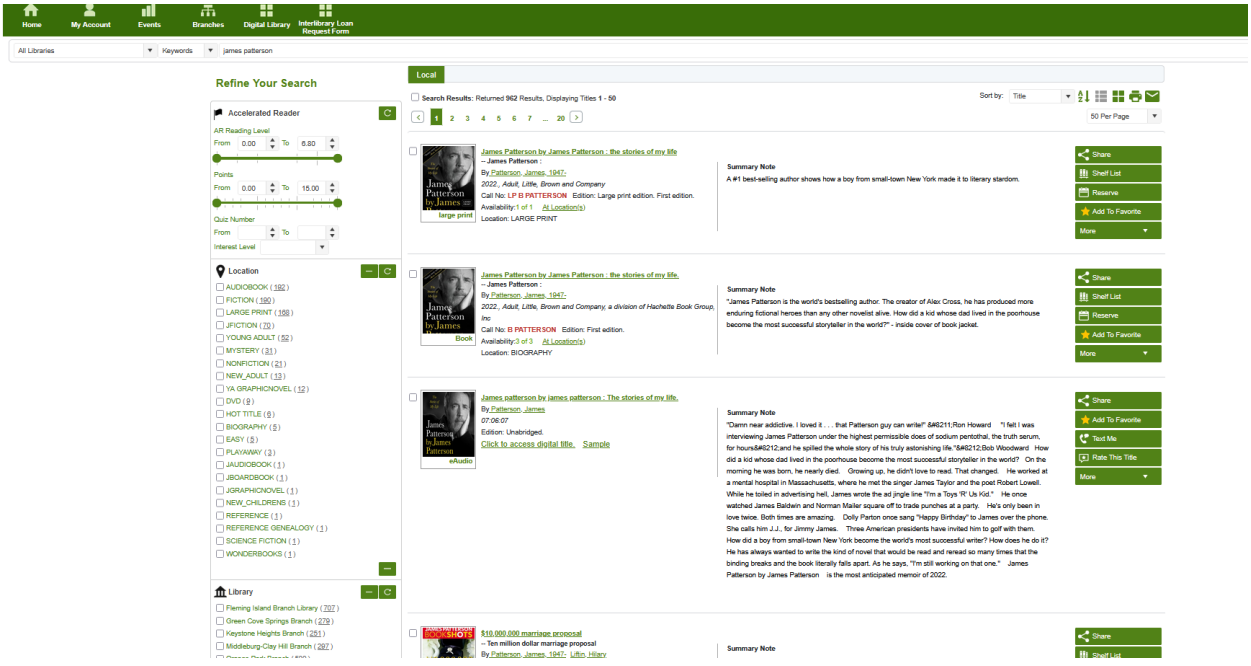
+ Cost is markedly higher than other proposals, with limited control over what services we do or do not want to opt into

+ True SSO continues to remain on the roadmap and has not yet been implemented

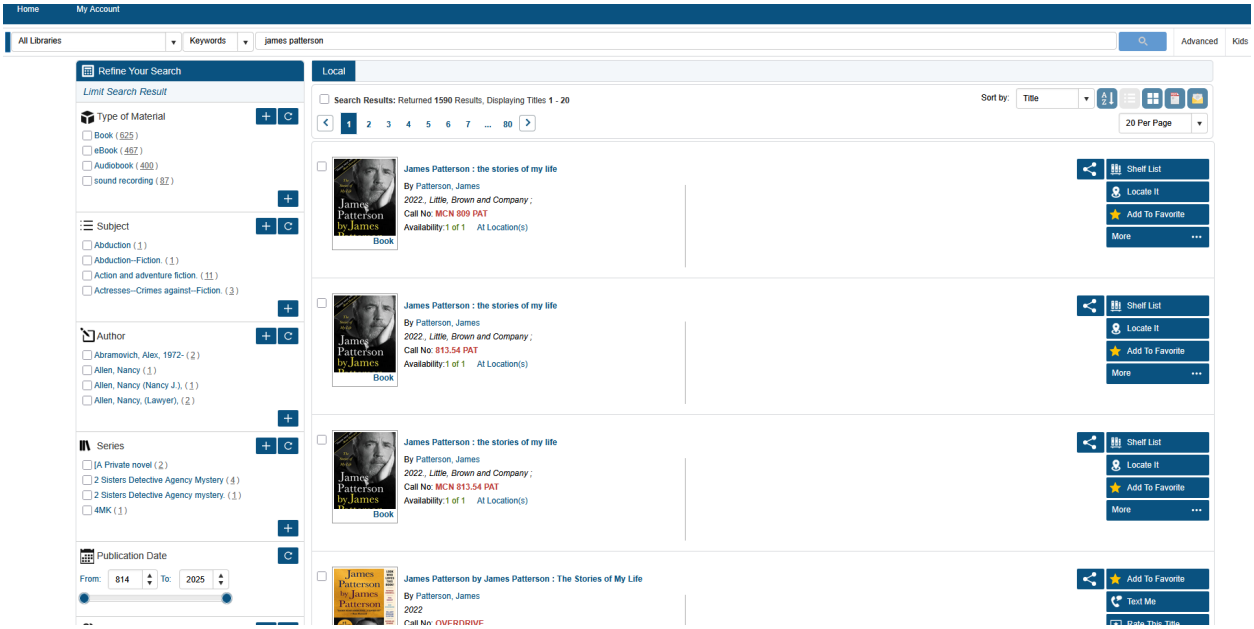
+ Not all functions have transitioned to Leap, meaning the Client and portal still need to be installed on some staff members' desktops and laptops.

Insignia

Not mentioned or reviewed in *American Libraries* magazine's "2025 Library System Report"



Clay County, FL



Cleburne County, AZ

Pros:

+ Company seems very tech-focused, especially with regard to security

+ Offers MFA and SSO

+ The multi-window option for all record types was very impressive, especially as it expands on current ability to look at multiple bibs on one screen. Currently we can only compare 2 bib records on one screen.
+ Regarding training and documentation, the ShowMe video format for staff is very impressive.

+ DIY self-checks should still work with this ILS

+ Patrons able to see fine history on the PAC (not a feature with the current Classic PAC but might be coming with Vega).

+ Can integrate room booking and event registration into the ILS at apparently no charge (?). These are currently separate, add-on features with Polaris Vega.

+ Option for family cards (not necessarily something we would adopt).

+ Floor plan location function an alternative to StackMap (though the example provided has room for improvement)

+ Continued support at no additional cost

+ **Offers mobile app**

+ Inventory process feature similar to current Polaris setup

+ One update per year at no extra charge, scheduled at our request

Cons:

+ Canadian company. None of the libraries referenced in the RFP examples are located in Michigan

+ Unclear if price quoted is for Standard Version or Enterprise Version (if the former then the price will go up substantially)

+ One of the more expensive options

+ Does not integrate with Envisionware, at least for payments

+ Unsure about connection to MeL, possibly NCIP but did not elaborate

+ Does not allow for EDI ordering with Ingram although "happy to discuss adding" it

+ Subfunds not yet available, although scheduled for Q4 2025

+ Does not support BIBFRAME, although scheduled for Q1 of 2026

+ Phone, email, and chat support only 8am to 8pm M-F. "Critical after-hours support" only via email.

+ Hold wrapper slips very visually unappealing and do not appear to allow customization

+ ILS, while customizable, is visually unappealing

+ The "refine" button in the catalog seems to vary library to library on the same, non-intuitive theme: the "restart/refresh" icon on web browsers (confusing to patrons and staff)

+ Back and forth travel from library website to Insignia catalog is clunky

+ Search functionality, while claiming not to need SQL or CCL, is clunky – Cameron finds it evocative of ProQuest or EBSCO Newsbank searching (i.e. frustrating and not very fruitful). Also even at the advanced search level, Insignia offers only 15 fields for refinement versus the 65 with Polaris' basic search.

Civica

Review shared in *American Libraries* magazine "2025 Library Systems Report":

> Making Waves Abroad
> Civica is an information technology company specializing in software for public sector organizations. As of May 2024, Civica is owned by Blackstone, a large-scale investment firm with more than $1 trillion in assets under management.
>
> Spydus is Civica's ILS for public libraries. Its latest version, Spydus 11, is a fully web-based platform hosted on Microsoft Azure. In 2024, the company released a patron-facing mobile app for Spydus that includes catalog search, account management features, and notifications.

The Spydus ILS has a strong presence in Asia, Australia, Ireland, New Zealand, and the UK. Last year, Civica made 43 sales of Spydus, including 10 new contracts, increasing total installations to 875. Civica has begun an initiative to market Spydus to public libraries in North America.

Cons:
+High first year price

+Only bidder owned by a private equity firm

+None of the references were Michigan libraries (2 libraries in Australia and 1 in New York)

+Appears to work mainly with State governments in the US, not libraries

+Unknown if ILS will work with MeL

+Does not delete bib or authority records even when we no longer own the associated items

+Extra charge for SQL searching

+Extra charge for Unique integration

+Extra charge for tutorials and online support documentation

+6-month lead time for upgrades to ILS

innovative

Part of Clarivate

BALDWIN PUBLIC LIBRARY

Baldwin Public Library

Integrated Library System RFP 2025

June 4, 2025

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June 4, 2025

Kristen Tait, Head of Access Services
Baldwin Public Library
Administrative Office
300 West Merrill Street
Birmingham, MI 48009

Dear Kristen,

Having built a strong partnership with the Baldwin Public Library (BPL) , we are eager to continue growing and engaging with you especially as your needs evolve and change. We understand that investing in an Integrated Library System (ILS) goes beyond the mere purchase of the software. It involves a strong partnership that is aligned with your mission and your needs.

On behalf of Innovative, we are pleased to submit our proposal to continue our journey with BPL in upgrading and transforming the library experience offered to your citizens. Our offer is for both the award-winning **Polaris** and **Vega LX** library essentials platform. As you are comfortable with Polaris, that part of the response will seem very familiar. We hope that you are delighted with the new functionality that you will discover in our proposal.

In today's rapidly evolving landscape, libraries need more than just software and a service provider. They need stability, innovation, and seamless support and that's exactly what we deliver.

Backed by the global strength of Clarivate, Innovative offers a unified, end-to-end solution that eliminates the complexity and risk of juggling multiple vendors. When you partner with us, you're not just buying a product—you're investing in a collaborative ecosystem built for long-term success.

Here's why a single-vendor approach with us is the smarter choice:

- **One Team, One Vision**: Our Polaris developers work side-by-side with our cloud operations, security, support, and Vega teams. This tight integration ensures faster innovation, smoother updates, and a consistent user experience.
- **Streamlined Support**: No more bouncing between vendors for answers. Our centralized support model means faster resolutions, deeper expertise, and a team that understands your entire system—inside and out.
- **Built-In Security & Compliance**: From network security certificates to data privacy, we handle it all.
- **Future-Proof Technology**: We're investing heavily in R&D, training, and next-gen tools. You get access to the most modern, multi-functional solutions without the risk of vendor instability.
- **Cost-Efficient & Scalable**: Consolidating services under one roof reduces overhead, simplifies budgeting, and scales effortlessly as your needs grow.
- **Active Community Engagement:** We collaborate closely with our customers through IUG, IDEA Exchange, and direct interactions that directly drive our product development.

We bring over 45 years of experience as a full-service software provider, our solution comes with both liability protection and the third-party security certifications to back it up. In short, we are *the partner* you want in good times and in bad, to meet the demanding and ever-changing needs of your community.

Let's work together for the future – one vendor who will partner with you for all your patron engagement and ILS needs!

Thank you for considering Innovative as your trusted partner. Please feel free to reach out to your Account Manager, Danette Fullmer, with any questions, danette.fullmer@clarivate.com or (636) 284-6474.

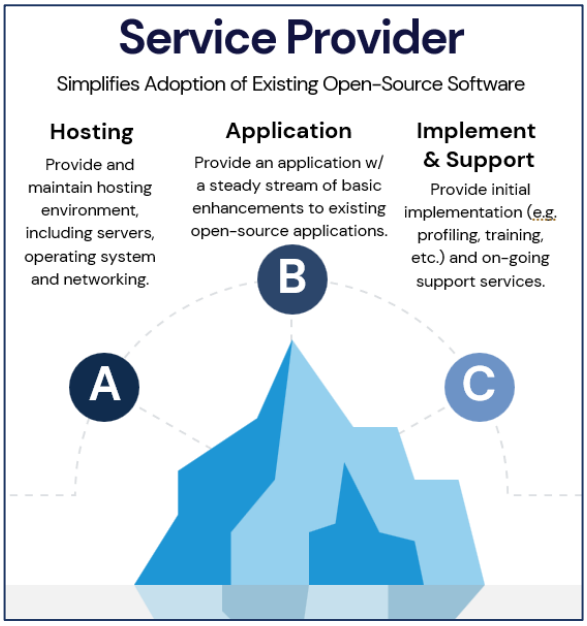
Sincerely,

Tom Jacobson
VP, Product Management

Executive Summary

As you know, ***Polaris*** is already recognized for its ability to make an impact—saving time, reducing costs, and streamlining work. As an award-winning platform, it seamlessly integrates with numerous third-party vendors, offering libraries an intuitive and powerful resource.

What you might not know is that ***Polaris***, together with the ***Vega Library Experience (LX)***, is also designed to drive transformation. These tools aim to revolutionize libraries and their communities by enhancing engagement and empowering users to connect with and utilize library resources and services with remarkable efficiency.



More Than A Service Provider

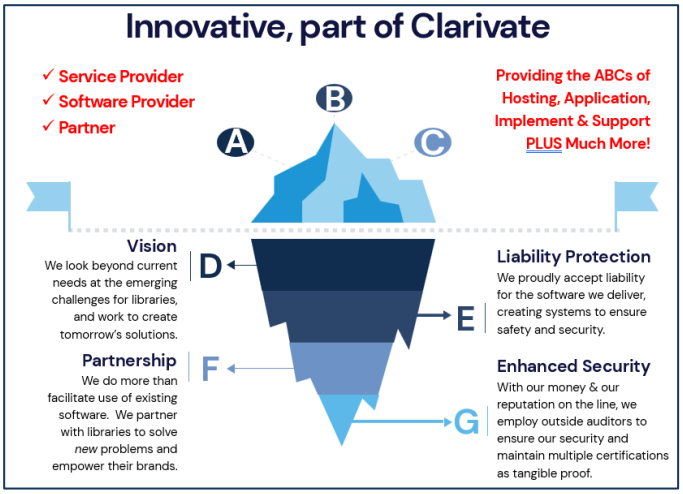
Procuring a hosted application that with a service provider that can deliver implementation and basic support is the least of a library's challenges today.

More importantly is identifying a partner that has a holistic vision for the future of public libraries. A partner that is daring enough to build that future and offer the libraries a partnership in shaping it.

Equally important is partnering with a software provider that offers liability protection as a contractual commitment, and backs-up that offer with third-party security certifications.

We are that partner that takes seriously your reputation and your standing in the community. Our vision and on-going development future-proofs your decision to select us, and our contractual guarantees protect you.

Innovative is more than a service provider – we are a service provider, a software provider, *and* a partner.



Transforming the Baldwin Public Library

As BPL continues to aspire to deliver an exceptional experience to patrons now and into the future, you need to re-imagine the way the way you interact with the community. Your requirements for your ILS have evolved with your new needs and we're ready to evolve with you. A community engagement platform designed to integrate directly with the traditional library system, providing management of the full-range of library experiences from inventory control to brand empowerment to user empowerment is a game changer. This is not a vision that should be haphazardly pieced together with numerous third-party products and no single partner engaging you directly. Innovative first of its kind unification of traditional library management and modern community engagement is revolutionary. The **Polaris** ILS and **Vega LX** library experience platform unite to provide a modern, intuitive ILS, discovery layer, event and room booking, marketing, SMS texting, telephone, and web-design in a single suite of software. Innovative understands this vision and proudly proposes our industry-leading library software.

Polaris is the gold standard in integrated library systems and the recognized leader in its field. Unlike other solutions, Polaris offers an intuitive and integrated platform for staff. Saving time on acquisitions, cataloguing and creating reports. Fully web-based, staff can flexibly engage with patrons while streamline workflows.

Polaris: Comprehensive and Intuitive Library Management

- **Feature-Rich Design for Public Libraries**: Polaris delivers all the tools your staff needs in a streamlined, efficient system.
- **Modern, User-Friendly Interface**: All staff functions will be 100% web-based with staff who can work from desktops, tablets, or smartphones, with an interface designed for simplicity and efficiency.
- **Seamless Integrations**: Easily connect with third-party systems like self-checkouts, e-books, and PC reservations. Open APIs (PAPI) provide additional flexibility for custom integrations.
- **Controls for under-aged patrons**: While privacy and open access have always been the hallmark of the Polaris software we have evolved as our customer's needs evolved. There are many customers using Polaris who have implemented a solution that works well and complies with their parental oversight laws. I want to assure you and your City Council that your existing Polaris software can fully accomplish your needs to give parents an opt-in option to restrict materials their children can check-out.
- **Multiple hold pickups within one location**: Now you can have drive-through windows and lockers as options within one branch location
- **Suggest a Purchase**: We support this functionality through a custom header, adding a button or form in Vega Discover.
- **Future Development with Family Portal**: We are excited about our future development plans including a family portal that will give parents the control they need to approve and monitor their children's checkouts if desired. This feature will enhance parental oversight and ensure a safe and tailored library experience for young patrons. This functionality has already been integrated into the Mobile App and is available today.

Vega LX is a suite of library management tools audacious in scope and designed to create a unified and seamless experience for both library staff and patrons, combining features like discovery, communication, engagement, room booking, SMS texting, mobile app and more through various modules that integrate with Polaris, allowing for a comprehensive library ecosystem within a single platform.

A Few Highlighted Modules of Vega LX:

Vega Discover:

- **Work-Level Rollups**: All formats and editions of a work are displayed together, with a single "place hold" button to simplify the request process across multiple versions of a single work.
- **Modern, Responsive & Accessible Design**: Vega Discover adapts seamlessly to any device, from desktop to smartphone, ensuring a consistent and accessible user experience.
- **Innovative Search Experience**: The world's first BIBFRAME-based discovery platform uses linked data to enhance patrons' search and exploration.

Vega Mobile App:

- **Real-Time Notifications**: Alert patrons when holds are ready or items are overdue.
- **Customizable Features**: Personalize the app with your library's logo, colors, and services.
- **Convenient Access**: Enable self-checkout and allow patrons to download e-content directly to their devices.
- **Integrated Discovery**: Highlight Vega Discover's work-level rollups and curated showcases.

A Vision for Partnership and Growth:

Proven Reliability, Liability Protection and Enhanced Security

- **Certified to International Standards**: Polaris and Vega LX meet rigorous security and privacy standards, including ISO 27001, ISO 27701, and SOC 2 as certified by third-party security experts.
- **24/7 Hosting Reliability**: Our hosting services offer 99.9% uptime, daily backups, upgrades, and proactive system monitoring.
- **Accessible and Inclusive**: Our software complies with WCAG 2.2 standards, with ongoing efforts to meet the next WCAG requirements.
- **Liability Protection**: Included as a standard part of all of our contracts. A written guarantee to ensure your reputation and protect your community.

At Innovative, we're committed to being more than a vendor—we want to continue to be your long-term partner. Your aspirations for community engagement and exceptional service align with our vision for the future of public libraries. Over the last three years, we've invested heavily in the development of Polaris and Vega LX, delivering a proven platform to elevate your library's impact.

We understand that your needs will evolve, and we are here to grow with you. Our tailored solutions and dedication to innovation ensure that your library remains at the forefront of technology and service delivery for years to come.

As you review our response, we hope you'll see that we are not just offering a solution—we're offering a continued partnership.

HEAR WHAT OUR CUSTOMERS HAVE TO SAY

The links below feature customer testimonials highlighting their enthusiasm for our services and development.

Kim Bolan, Chief Operating Officer, at the Allen County Public Library in Indiana. Click here to watch Kim's video. (https://vimeo.com/952948786)

Betsy Raczkowski, Head of Communication and Engagement, Rochester Hills Public Library in Michigan. Click here to watch Betsy's video. (https://vimeo.com/952943588)

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Attachment A – Agreement for Services 17

Agreement for Services ..... Insert

Contract Considerations Letter ..... Insert

Order Form Agreement ..... Insert

Attachment B - Bidder's Agreement ..... Insert

Attachment C – Cost Proposal 19

Attachment D - Iran Sanctions Act Vendor Certification Form ..... Insert

Attachment E – Questions for Bidders 21

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Scope of Work

The core of the Scope of Work is the ILS software and its accompanying Online Public Access Catalog. The tables below contain functionalities that the Library desires in its ILS. Not every feature is required, but the bidding Contractor is expected to address each functionality by indicating whether it is included in its standard ILS, whether it is available as an optional add-on, whether it is currently in beta or in testing, whether it is in development, or whether it is not supported and not in development. For each functionality, check the appropriate box. The letters in the first row of each category correspond to the following meanings:

I: Included
O: Optional add on
B: In beta/currently being tested
D: In development
N: Not supported

Core ILS Requirements

Function	I	O	B	D	N	Comment
1. The ILS database is hosted remotely.	I					
2. The Contractor will migrate the Library's current databases (bibliographic, user, etc.) to their own format (if applicable).	I					
3. The ILS software contains the following modules/ functionalities:						
a. Acquisitions	I					
b. Cataloging	I					
c. Circulation	I					
d. Debt collection interface	I					
e. Digital content integration	I					
f. Ecommerce support	I					
g. Online Public Access Catalog	I					
h. Inter-library loan	I					
i. Outreach	I					
j. Reports/analytics	I					

	k. Requests	I					
	l. RFID integration	I					
	m. Selections	I					
	n. Serial Control	I					
	o. System Administration/configuration	I					
4.	The ILS shall support the following communication protocols:						
	a. SIP/SIP2	I					
	b. NCIP	I					Polaris supports NCIP – please note that NCIP is not needed for MeLCat.
	c. EDI	I					
	d. Z39.50	I					
5.	The ILS shall provide the Library with full access to its APIs.	I					

Hosting

Function		**YES**	**NO**	**Comment**
6.	The ILS database is hosted remotely.	YES		
7.	The database is secured to prevent access by any unauthorized party.	YES		
8.	The database is online 24 hours a day, 365 days a year.	YES		
9.	Contractor notifies Library of any planned service disruption in advance and must provide responsive support/troubleshooting service.	YES		

Technology Standards/Protocols/Interfaces

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
10.	ILS opens APIs to the Library and third party vendors.	I					
11.	APIs are web-based and RESTful.	I					
12.	Supports the following protocols/interfaces:						

	a. SIP2	I					
	b. NCIP	I					Polaris supports NCIP – please note that NCIP is not needed for MeLCat.
	c. EDI	I					
	d. Z39.50	I					
13.	Allows for an unlimited number of SIP2 connections.	I					
14.	Allows the Library to configure and create SIP2 ports.	I					

Acquisitions

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
15.	The acquisitions module supports the Library's ability to maintain up-to-date vendor, fund, invoice, and purchase order data.	I					
16.	Supports multiple fund cycles, including the ability to view and generate reports for previous cycles.	I					
17.	Supports the ability to roll funds over from one cycle to another.	I					
18.	Supports a user-defined fiscal calendar/cycle.	I					
19.	Has the ability to create multiple fund types.	I					
20.	Has the ability to create multiple sub-funds.	I					
21.	Has the ability to add, duplicate, modify, and delete funds.	I					
22.	Has the ability to modify fund budgets.	I					
23.	Supports the ability to create, add, modify, duplicate, and delete multiple vendors.	I					
24.	Support for pre-order and street date management.	I					

25.	Allows Library to add unlimited number of orders.	I					
26.	Supports the ability to create, add, modify, duplicate, and delete multiple orders.	I					
27.	Supports direct integration with multiple vendors (Ingram, Baker & Taylor, Midwest Tape, etc.) for ordering, MARC record import, and invoice management.	I					
28.	Supports 9XX importing.	I					
29.	Has robust invoicing features including the ability to add, modify, pay, reverse payment for, unlock, and delete invoices.	I					
30.	Supports EDI.	I					
31.	Allows orderline cancellations.	I					
32.	Supports automated duplicate detection during acquisitions.	I					

Cataloging

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
33.	The system is able to accommodate the Library's database of 200,000400,000 each authority, bibliographic, and item records.	I					
34.	The ILS supports MARC 21 and Z39.50.	I					
35.	Support unlimited number of MARC 21 fields in any record.	I					
36.	Software allows all bibliographic records to be imported, modified, exported, searched, displayed, and deleted.	I					
37.	Supports assigning an unlimited number of different items to the same bibliographic record.	I					

38.	Allows Library staff to modify and delete bibliographic, authority, and item records.	I					
39.	Supports custom MARC fields and local authority files to help maintain local subject headings and genre terms (Library of Things / Toy Collections).	I					
40.	Supports MARC format error checking.	I					
41.	Allows Library staff to designate certain records as invisible to those searching the public facing catalog.	I					
42.	Supports ability of Library staff to create logical categories and mapping for organizing records.	I					
43.	Supports the ability to generate spine labels based on item call numbers on demand, and capable of being printed on standard label sizes and sent to standard printer models.	I					
44.	Supports linking authority records with bibliographic authority headings.	I					
45.	Supports built-in RDA compliance tools to flag non-RDA fields.	I					
46.	The authority module shall support multiple authority files including separate indexes for Library of Congress subject headings, children's headings, etc.	I					
47.	Automatically detects when an authority heading is unauthorized.	I					
48.	Supports bulk changes of item and bibliographic records.	I					
49.	Automatically detects and suggests deletion of associated	I					

	bib and authority records when deleting items.						

Circulation

Function		I	O	B	D	N	Comment
50.	Support for an unlimited number of checkouts, check-ins, and holds for an expanding database of 175,000 items and 41,000 users.	I					
51.	Circulation functionality integrates with existing self-check and automated sorter equipment.	I					
52.	Has the ability to create, modify, delete, secure, and block user accounts.	I					
53.	Has the ability to set an expiration date on all user accounts.	I					
54.	Has the ability to insert user notes into each user account.	I					
55.	Has the ability to create and apply multiple Library-defined policies to item types/categories that determine whether items circulate and if so under what terms.	I					
56.	Has the ability to define user categories and assign multiple circulation policies to those categories that determine whether any given user may checkout materials, renew them, or place them hold, and if so under what terms.	I					
57.	Has the ability to assign multiple daily fine amounts and maximum fine totals to different item types.	I					
58.	Allows user to issue and change user IDs of varying length and type (numeric, non-numeric) for each and every user.	I					

59.	Allows user to issue and change alternate user IDs.	I					
60.	Allows users to add/change a preferred name field (as opposed to name on identification).	I					
61.	Allows user to assign a PIN to each user and support the ability to change that PIN.	I					
62.	Has the ability to link user accounts and then allow linked users to check out each other's holds.	I					
63.	Has the ability for Library staff to change the due date for items checked out to a patron.	I					
64.	System shall allow Library staff to backdate the check in date of items.	I					
65.	System will allow for items to be marked as inventoried.	I					
66.	System shall allow Library staff to identify the last two patrons who checked out any given item.	I					
67.	Has the ability to suppress or turn off the collection of patron historical checkout data.	I					
68.	Shall support the ability to email and text patrons with a list of current checkouts, checkouts soon due, and those overdue.	I					
69.	Supports the ability to customize the text in system-generated emails and texts.	I					
70.	Allows Library staff to renew a single item as well as multiple items checked out to a given user.	I					
71.	Allows users the ability to renew items themselves through the Online Public Access Catalog.	I					

72.	Allows Library staff the ability to override, on an individual basis, limits to the number or type of item a user can check out or place on hold.	I					
73.	System allows patrons and Library staff the ability to place individual items and titles on hold.	I					
74.	Has the ability of Library staff and users to remove, re-order, and trigger holds.	I					
75.	Has the ability for Library staff to view patron and item/title holds.	I					
76.	Has the ability for Library staff to search for items using keyword and advanced search options including, but not limited to, Common Command Language, and Structured Query Language.	I					
77.	Library staff are able to mark individual items missing.	I					
78.	Library staff are able to alter the status of an item (missing, in-repair, etc.).	I					
79.	The circulation module can be configured to integrate with Michigan's MeL inter-library loan system.	I					Polaris integrates with MeLCat to allow a seamless patron and staff experience. All Polaris customers have the ability to connect to INN-Reach using native, direct API. We have quite a few libraries in Michigan using Polaris and MeLCat including Farmington Community Library, for instance (https://farm.na.iiivega.com). INN-Reach is Innovative's user-initiated direct consortial borrowing system. Libraries running Polaris can take advantage of direct interaction with INN-Reach to expand their resource sharing and consortial

							borrowing capabilities, while using established Polaris workflows to manage circulation. After INN-Reach has been implemented, your patrons can discover titles and place holds on items that other participating libraries have contributed to the INN-Reach Central Catalog. The integration also enables your library to loan items it owns to patrons from other libraries who have placed requests on these items through INN-Reach.
80.	The circulation module allows Library staff to create, delete, and modify bibliographic and item records on the fly to circulate inter-library loan items.	I					
81.	Supports the automatic assignation of fines to user with overdue items, including the ability to estimate overdue fines for items currently checked out.	I					
82.	Supports Library staff forgiveness/voiding of fines as well as patron payment of fines including recording all historical payment data for each patron.	I					
83.	System supports Library staff manually generating bills for lost and damaged materials on patron accounts.	I					
84.	Integrates with Unique Management Services, Inc. for sending user accounts to collections and clearing said user accounts once payment has been satisfied.	I					
85.	Integrates with Envisionware for online payment of fines and fees.	I					

86.	Items may be st to renew automatically as long as there are no holds.	I					

Client

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
87.	The client supports multiple, library-defined user profiles.	I					
88.	Profiles are customizable in terms of name, password, modules and functionality access.	I					
89.	Clients have library-defined override codes to enable an individual user to bypass profile based restrictions.	I					
90.	Allows installation of client on at least 100 individual workstations and allow as many concurrent logins.	I					Polaris is a fully web-based solution.

Online Public Access Catalog ("OPAC)

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
91.	The OPAC is web-based.	I					
92.	The OPAC is built with responsive web design for mobile users.	I					
93.	All pages on the OPAC are served over HTTPS.	I					
94.	The OPAC is able to display third party digital content from OverDrive, Hoopla Digital, Syndetics, and other content providers.	I					
95.	Search results clearly indicate the format type for each title in the search results without having to click on said search result.	I					

96.	Search results prioritize most relevant results.	I					
97.	Call numbers for each item in the search results are visible without the user having to interact with the search results by clicking, hovering, etc.	I					
98.	The OPAC has a patron portal where users can log in to view their holds and checkouts, and well place holds and renew items.	I					
99.	The OPAC has an advanced search option.	I					
100.	The OPAC allows users to filter search results by:						
	a. Date published	I					
	b. Author	I					
	c. Format	I					
	d. Digital platform	I					Vega Discover supports filtering to ebook/eaudio.
	e. Library defined categories such as location, item category, item type	I					
101.	The OPAC is able to display cover image content for all media types, including but not limited to, books, e-books, audiobooks, e-audiobooks, music recordings, and feature films. The ability to assign custom images for special collection items is highly desirable.	I					
102.	The OPAC is able to display related titles to an open item record, including series' titles.	I					
103.	The OPAC is fully customizable, minimally allowing the Library the ability to modify the data fields which are displayed or hidden for item records, as well as the order in which fields are displayed; and	I				N	The ability to assign descriptive labels to certain item attributes is supported. The ability to modify the data fields which are displayed or hidden as well as the order in which fields are displayed is not supported.

including the ability to assign descriptive labels to certain item attributes to facilitate use by the general public.						In addition, you can fully customize your community's Vega Discover experience using intuitive administrative controls. • Simple Interface: Upload a library logo and configure up to 7 links to other library content. • Customizable Header and Footer: Use HTML, CSS, and JavaScript to match your library's website, ensuring a seamless transition. You can also link to your Library Privacy Policy and integrate widgets like Unique Chat and StackMaps. • Library Hours: Configure library hours for branches or link to existing hours pages. The Library Info button shows default library hours for guest users and home library hours for logged-in patrons. • Language Support: Choose from 18 languages for catalog content. • Home Page: Showcase collections, events, and more with dynamic content. • Search Results View: Decide how content is presented—grid view with book covers or full search results with tabs. Grid view can be enabled, disabled, or set as default. Additional Features: • Create, Curate, and Add showcases to each Discover site homepage. • Build home pages to showcase staff-created content or create themed catalogs. Options include kids' themes designed

						specifically for their brain development and computer literacy skills or customize a catalog with your own design to support youth, silver, or special collections. • Limit search results for kids or themed catalogs. • Custom passthrough to other searches like Indeed. • Customize any and all display strings for organizational language your library uses such as Place Hold vs. Request for action buttons. • Manage how ILS Material types are combined or not combined in search results (e.g., hardcover and paperback). • Manage eContent subscription content across your consortia, using sideloaded and non-integrated econtent controls to manage access to consortia and member site level subscriptions, presenting patrons with only the content they can circulate. • Announcements, surveys, and user guides. • Localized kiosk sites tailored to in library guest and patron users. • Scope resources per member site. • Enable or disable Syndetics widgets and set their order in resource records. Coming Soon: • Account linking with the option to set a default catalog for logged-in minors.

						• Opt-in Recommendations based on patron interests and reading history. • Vega Discover AI Search Assistant.

Outreach

Function		I	O	B	D	N	Comment
104.	Has robust Outreach functionality to manage user account for patrons who have items delivered to them.	I					
105.	Allows Library staff to turn on historical checkout data on the item or bibliographic level for these users irrespective of whether historical checkout data is enabled for non-Outreach users.	I					
106.	Allows Library staff to manually add to, modify, or delete items in an Outreach user's checkout history.	I					
107.	Allows Library staff to assign, modify, and delete genre/format/author/etc. interests to each user.	I					
108.	Allows Library staff to view and sort historical checkouts by a variety of data elements, including title, author, and genre.	I					

Reporting/Analytics

Function		I	O	B	D	N	Comment
109.	Supports the ability of Library staff to run detailed reports on all aspects of the Library's database (users, items, bibliographic records, etc.).	I					

110.	Allows Library staff to create new reports.	I					
111.	Allows Library staff to schedule one-time, as well as recurring, reports.	I					
112.	Allows report data to be exported in a variety of formats (XML, CSV, etc.).	I					
113.	Software includes report templates for each module.	I					

Serial Control

Function		**I**	**O**	**B**	**D**	**N**	**Comment**
114.	Serial Control module supports the Library's fluctuating database of -300 unique serial titles.	I					
115.	Has the ability to check issues in, set and modify predictions, and remove issues.	I					
116.	Will automatically, or via a report, notify Library staff when an issue has not been received by a specific time.	I					
117.	Has the ability to create, display, modify, and delete control records.	I					

Training

Function		I	O	B	D	N	Comment
118.	Contractor provides on-site training to Library staff on all aspects of the ILS and OPAC.	I					At Innovative, we understand the importance of training – when you join the Innovative family, when you upgrade to the latest versions of our software, and when you experience change in your library. Because we are proposing Polaris, the solution your staff are already using, it will not be necessary to fully retrain your staff. Our offer includes training services for

							each of the optional products that you select. In addition, we are providing you with 10 virtual hours of training services to cover topics like: circulation, cataloging, and/or acquisitions. We can provide customized on-site training for your library staff to address any topics you would like to cover at an additional fee.
119.	Contractor provides separate training to the Library designated System Administrator.	I					As above.
120.	Contractor shall specify in the bid the estimated number of hours of Library staff training it will provide.						We are providing you with 10 virtual hours of training services to cover topics like: circulation, cataloging, and/or acquisitions. We can provide customized on-site training for your library staff to address any topics you would like to cover at an additional fee.
121.	Contractor provides free support documentation for all aspects of their product in the form of either, all, or some combinations of:						
	a. Help files in the user software	I					
	b. Help site with support documentation	I					
	c. Online tutorials, videos, or webinars	I					

Attachment A – Agreement for Services

Please see our Contract Considerations Letter and our Order Form Agreement following Attachment A.

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ATTACHMENT A - AGREEMENT FOR SERVICES

For Baldwin Public Library Integrated Library System

This AGREEMENT FOR SERVICES, made this _____day of _____, 2025 (the "Effective Date"), by and between BALDWIN PUBLIC LIBRARY, having its principal office at 300 West Merrill Street, Birmingham, Michigan 48009 (hereinafter sometimes called "Library"), and _____, having its principal office at _____ (hereinafter called "Contractor"), provides as follows:

WITNESSETH:

WHEREAS, the Library, through the Library Director, is desirous of having work completed to provide an Integrated Library System for the Library;

WHEREAS, the Library has heretofore advertised for bids for the procurement and performance of services required to provide an Integrated Library System (the "Services"), and in connection therewith, has prepared a request for sealed proposals ("RFP"), which includes certain instructions to bidders, specifications, terms and conditions;

WHEREAS, the Contractor has professional qualifications and capabilities that meet the project requirements and has made a bid in accordance with such request for cost proposals to provide an Integrated Library System; and

WHEREAS, the Library desires to accept the bid and retain the Contractor to provide the Services under the terms and conditions of this Agreement, and the Contractor is willing to perform such Services.

NOW, THEREFORE, in consideration of the mutual covenants, respective agreements, and undertakings herein contained, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. **Services**. The Contractor shall provide to the Library the Services set out in the Scope of Work within the RFP, attached hereto as Exhibit A.

2. **Interpretation**. It is mutually agreed by and between the parties that the documents consisting of the RFP to provide an Integrated Library System (including the Scope of Work contained therein) and the Contractor's cost proposal dated _____, 2025 (the "Cost Proposal") shall be incorporated herein by reference and shall become a part of this Agreement, and shall be binding upon both parties hereto. If any of the documents are in conflict with one another, this Agreement shall take precedence, then the RFP and Cost Proposal. The Cost Proposal is attached to this Agreement as Exhibit B.

3. **Provision of Services**. The Contractor shall provide the Services: (a) in accordance with the terms and subject to the conditions set forth in the respective Scope

of Work within the RFP and this Agreement; (b) using personnel of required skill, experience, and qualifications; (c) in a timely, workmanlike, and professional manner; (d) in accordance with generally recognized industry standards in the Contractor's field; and (e) to the satisfaction of the Library.

4. **Contractor Obligations**. The Contractor shall: (a) assign only qualified, legally authorized employees and contractors to provide the Services; (b) comply with all applicable laws and regulations in providing the Services; (c) comply with all Library rules, regulations, and policies, of which it has been made aware, in its provision of the Services; and (d) maintain complete and accurate records relating to the provision of the Services under this Agreement, including records of the time spent and materials used by the Contractor in providing the Services, in such form as the Library shall approve, whereas, during the Term and for a period of one year thereafter, upon the Library's written request, the Contractor shall allow the Library to inspect and make copies of such records in connection with the provision of the Services.

5. **Payment**. The Library shall pay the Contractor for the performance of the Services pursuant to this Agreement in an amount not to exceed _____, as set forth in the Contractor's Cost Proposal within Exhibit B. The fees set forth in this Agreement shall cover and include all sales and use taxes, duties, and charges of any kind imposed by any federal, state, or local governmental authority on amounts payable by the Library under this Agreement, and in no event shall the Library be required to pay any additional amount to the Contractor in connection with such taxes, duties, and charges, or any taxes imposed on, or regarding, the Contractor's income, revenues, gross receipts, personnel, or real or personal property or other assets.

6. **Term**. This Agreement shall commence as of the Effective Date and shall continue thereafter until the completion of the Services under the Scope of Work contained in the attached RFP, unless sooner terminated pursuant to this Agreement (the "Term").

7. **Termination**. (a) The Library may terminate this Agreement upon its exercising of its option to terminate the Agreement in accordance with the RFP. (b) The Library may terminate this Agreement upon the Customer's breach of the conflict of interest requirements contained in Section 8. (c) Either party may terminate this Agreement effective upon written notice to the other party if a party: (i) breaches this Agreement and such breach is incapable of cure, or, with respect to a breach capable of cure, the breaching party does not cure such breach within thirty days after receipt of written notice of such breach from the non-breaching party; (ii) becomes insolvent or admits its inability to pay its debts generally as they become due; (iii) becomes subject, voluntarily or involuntarily, to any proceeding under any domestic or foreign bankruptcy or insolvency law, which is not fully stayed within seven days or is not dismissed or vacated within forty-five days after filing; (iv) is dissolved or liquidated or takes any corporate action for such purpose; (v) makes a general assignment for the benefit of creditors; or (vi) has a receiver, trustee, custodian, or similar agent appointed by order of any court of competent jurisdiction to take charge of or sell any material portion of its property or business. (d) Upon expiration or termination of this Agreement for any reason, the Contractor shall

promptly: (i) deliver to the Library all documents, work product, and other materials, whether or not complete, prepared by or on behalf of the Contractor in the course of performing the Services for which the Library has paid; (ii) return to the Library all Library-owned property, equipment, or materials in its possession or control; (iii) remove any Contractor-owned property, equipment, or materials located at the Library's location; (iv) deliver to the Library all documents and tangible materials (and any copies) containing, reflecting, incorporating, or based on the Library's Confidential Information; (v) provide reasonable cooperation and assistance to the Library, upon the Library's written request, in transitioning the Services to an alternate service provider; (vi) on a pro rata basis, repay all fees and expenses paid in advance for any Services which have not been provided; (vii) permanently delete all of the Library's Confidential Information from its computer systems; and (viii) certify in writing to the Library that it has complied with the requirements of this Section 7.

8. **Conflict of Interest**. If, after the Effective Date of this Agreement, any official of the Library, or spouse, child, parent, or in-law of such official or employee shall become directly or indirectly interested in this Agreement or the affairs of the Contractor, the Library shall have the right to terminate this Agreement without further liability to the Contractor if the disqualification has not been removed within thirty days after the Library has given the Contractor notice of the disqualifying interest. Ownership of less than one percent of the stock or other equity interest in a corporation or partnership shall not be a disqualifying interest. Employment shall be a disqualifying interest.

9. **Relationship of the Parties**. The Contractor and the Library agree that the Contractor is acting as an independent contractor with respect to the Contractor's role in providing the Services to the Library pursuant to this Agreement. As such, the Contractor shall be liable for its own actions, neither the Contractor nor its employees shall be construed as employees of the Library, and the Contractor shall control the conditions, time, details, and means by which it performs the Services. Nothing contained in this Agreement shall be construed to imply a joint venture or partnership between the parties, and neither party, by virtue of this Agreement, shall have any right, power, or authority to act or create any obligation, express or implied, on behalf of the other party, except as specifically outlined herein. Neither the Library nor the Contractor shall be considered or construed to be the agent of the other, nor shall either have the right to bind the other in any manner whatsoever, except as specifically provided in this Agreement, and this Agreement shall not be construed as a contract of agency. The Contractor shall not be entitled or eligible to participate in any benefits or privileges given or extended by the Library, or be deemed an employee of the Library. The Contractor shall be solely responsible for all federal, state, and local withholding taxes, FICA taxes, federal and state unemployment insurance contributions, state disability premiums, workers' compensation and any other employer contributions, and any and all similar taxes and fees relating to the fees earned by the Contractor hereunder.

10. **Confidentiality**. The Contractor acknowledges that in performing the Services pursuant to this Agreement, certain non-public, confidential, and/or proprietary information (including, but not limited to, specifications, samples, patterns, designs, plans,

drawings, data, internal organization documents, methodology, personnel and financial information, business operations, customer lists, pricing, etc.) may be disclosed by the Library to the Contractor, whether disclosed orally or disclosed or accessed in written, electronic, or other form or media, and whether or not marked, designated, or otherwise identified as "confidential" ("Confidential Information"). All such Confidential Information of the Library disclosed to the Contractor is confidential, solely for the Contractor's use in performing this Agreement, and may not be disclosed or copied unless authorized by the Library in writing. Confidential Information does not include any information that: (a) is or becomes generally available to the public other than as a result of the Contractor's breach of this Agreement; (b) is obtained by the Contractor on a non-confidential basis from a third-party that was not legally or contractually restricted from disclosing such information; (c) the Contractor establishes by documentary evidence, was in the Contractor's possession prior to the Library's disclosure hereunder; or (d) was or is independently developed by the Contractor without using any Confidential Information. Upon the Library's request, the Contractor shall promptly return all documents and other materials received from the Library. The Contractor recognizes that unauthorized exposure of such Confidential Information could irreparably damage the Library. Therefore, the Contractor agrees to use reasonable care to safeguard the Confidential Information and to prevent the unauthorized use or disclosure thereof. The Contractor shall inform its employees of the confidential or proprietary nature of such Confidential Information and shall limit access thereto to employees rendering the Services pursuant to this Agreement. The Contractor acknowledges and agrees that the Library shall be entitled to injunctive relief for any violation of this Section 10.

11. **Insurance**. The Contractor shall not commence work under this Agreement until it has, at its sole expense, obtained the insurance required under this Section 11. All coverages shall be with insurance companies licensed and admitted to do business in the State of Michigan. All coverages shall be with carriers acceptable to the Library.

a. **Insurance Coverage**. The Contractor shall maintain during the Term of this Agreement the types of insurance coverage and minimum limits as set forth below:

i. Workers' Compensation Insurance: The Contractor shall procure and maintain, during the Term of this Agreement, Workers' Compensation Insurance, including Employers Liability Coverage, in accordance with all applicable statutes of the State of Michigan.

ii. Commercial General Liability Insurance: The Contractor shall procure and maintain during the Term of this Agreement, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than **$1,000,000** per occurrence combined single limit, Personal Injury, Bodily Injury, and Property Damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions (or equivalent); and (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable.

iii. Motor Vehicle Liability: The Contractor shall procure and maintain, during the Term of this Agreement, Motor Vehicle Liability Insurance, including all applicable no-fault coverages, with limits of liability of not less than **$1,000,000** per occurrence combined single limit Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

iv. Professional Liability: The Contractor shall procure and maintain, during the Term of this Agreement, Professional Liability Insurance with limits of not less than **$1,000,000** per claim if the Contractor will provide Services that are customarily subject to this type of coverage.

b. **Additional Insured**. Commercial General Liability and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following shall be *Additional Insureds*: Baldwin Public Library, including all elected and appointed officials, all employee and volunteers, all boards, commissions, and/or authorities, and board members, including employees and volunteers thereof. This coverage shall be primary to any other coverage that may be available to the additional insured, whether any other available coverage by primary, contributing, or excess. Except where prohibited by law, the Contractor shall require its insurer to waive all rights of subrogation against the Library's insurers and the Library (as well as any of the persons associated with the Library listed above in this Section 11(b)).

c. **Cancellation Notice**. Workers' Compensation Insurance, Commercial General Liability Insurance, and Motor Vehicle Liability Insurance (and Professional Liability Insurance, if applicable), as described above, shall include an endorsement stating the following: "Thirty (30) days Advance Written Notice of Cancellation or Non-Renewal, shall be sent to: Attention: Paul Gillin, Bookkeeper, Baldwin Public Library, 300 West Merrill Street, Birmingham, Michigan 48009".

d. **Proof of Insurance Coverage**. The Contractor shall provide the Library, on the Effective Date of this Agreement, Certificates of Insurance and/or policies, acceptable to the Library, as listed below:

i. Two copies of Certificate of Insurance for Workers' Compensation Insurance;

ii. Two copies of Certificate of Insurance for Commercial General Liability Insurance;

iii. Two copies of Certificate of Insurance for Vehicle Liability Insurance;

iv. Two copies of Certificate of Insurance for Professional Liability Insurance; and

v. If so requested, certified copies of all policies mentioned above.

e. **Coverage Expiration**. If any of the above coverages expire during the Term of this Agreement, the Contractor shall deliver renewal certificates and/or policies to the Library at least ten days prior to the expiration date.

f. **Maintaining Insurance**. Upon failure of the Contractor to obtain or maintain such insurance coverage for the term of the Agreement as provided in this Section 11, the Library may, at its option, purchase such coverage and subtract the cost of obtaining such coverage from the amounts due under this Agreement and the attached Exhibit B. In obtaining such coverage, the Library shall have no obligation to procure the most cost-effective coverage but may contract with any insurer for such coverage.

12. **Indemnification**. To the fullest extent permitted by law, the Contractor and any entity or person for whom the Contractor is legally liable, shall indemnify, defend, and hold harmless the Library and its elected and appointed officials, employees, volunteers, officers, directors, agents, affiliates, and others working on behalf of the Library (each an "Indemnified Party") against any and all losses, damages, claims, demands, suits, liabilities, deficiencies, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including all costs and reasonable attorneys' fees, fees and the costs of enforcing any right to indemnification under this Agreement, and the cost of pursuing any insurance providers relating to, arising out of, or resulting from any claim of a third party or the Library arising out of or occurring in connection with the Contractor's negligence, willful misconduct, or breach of this Agreement. The Contractor shall not enter into any settlement without the Library's or Indemnified Party's prior written consent, as applicable.

13. **Remedies**. (a) If the Contractor violates any provision of this Agreement, the Library shall, in addition to any damages to which it is entitled, be entitled to seek immediate injunctive relief against the Contractor prohibiting further actions inconsistent with the Contractor's obligations under this Agreement. (b) In the event the Contractor fails to satisfactorily perform any of the Services on a timely basis, the Library shall have the right, without prejudice to any other rights or remedies it may have under this Agreement or the Scope of Work within the RFP, to take one or more of the following steps: (i) suspend the Contractor's right and obligation to complete its performance of the Services until such time as the Contractor is able to demonstrate to the Library's reasonable satisfaction that the Contractor can satisfactorily meet its obligations under this Agreement; (ii) itself provide and engage a replacement service provider to provide any or all of the delayed or unsatisfactory Services; (iii) assign one or more of its representatives to supervise and work with the Contractor to correct and mitigate the effects of the Contractor's breach; or (iv) withhold payment of any amounts otherwise due to the Contractor under this Agreement in a sufficient amount to set off against any damages caused to the Library as a consequence of the Contractor's breach. (c) To the extent a party is required to seek enforcement of this Agreement or otherwise defend against an unsuccessful claim of breach, the unsuccessful party shall be liable for all

attorneys' fees and costs incurred by the successful party to enforce the provisions of this Agreement. (d) All rights and remedies provided in this Agreement are cumulative and not exclusive, and the exercise by either party of any right or remedy does not preclude the exercise of any other rights or remedies that may now or subsequently be available at law, in equity, by statute, in any other agreement between the parties, or otherwise. Despite the previous sentence, the parties intend that the Contractor's exclusive remedy for the Library's payment breach shall be its right to damages equal to its earned but unpaid fees.

14. **Compliance with Laws**. The Contractor is in compliance with and shall comply with all applicable local, state, and federal laws, regulations, and ordinances. The Contractor has and shall maintain in effect all the licenses, permissions, authorizations, consents, and permits that it needs to carry out its obligations under this Agreement.

15. **Waiver of Jury Trial**. EACH PARTY ACKNOWLEDGES THAT ANY CONTROVERSY THAT MAY ARISE UNDER THIS AGREEMENT, INCLUDING EXHIBITS, ATTACHMENTS, AND APPENDICES ATTACHED TO THIS AGREEMENT, IS LIKELY TO INVOLVE COMPLICATED AND DIFFICULT ISSUES AND, THEREFORE, EACH SUCH PARTY IRREVOCABLY AND UNCONDITIONALLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LEGAL ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT, INCLUDING ANY EXHIBITS, ATTACHMENTS, OR APPENDICES ATTACHED TO THIS AGREEMENT, OR THE TRANSACTIONS CONTEMPLATED HEREBY.

16. **Severability**. If any provision of this Agreement is declared invalid, illegal, or unenforceable by a court of competent jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon a determination that any term or provision is invalid, illegal, or unenforceable, the parties shall negotiate in good faith to modify this Agreement to effect the original intent of the parties as closely as possible in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.

17. **Assignment**. This Agreement shall be binding upon the successors and assigns of the parties hereto, but no such assignment shall be made by the Contractor without the prior written consent of the Library. Any attempt at assignment without prior written consent shall be void and of no effect.

18. **Anti-Discrimination in Employment Practices**. The Contractor agrees that neither it nor its subcontractors will discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment because of race, color, religion, national origin, age, sex, height, weight, marital status, or other protected class. The Contractor shall inform the Library of all discrimination claims or suits asserted against it by the Contractor's employees who perform the Services pursuant to this Agreement. The

Contractor shall provide the Library with periodic status reports concerning all such discrimination claims or suits, at intervals established by the Library in its sole discretion.

19. **Notices**. All notices requests, consents, claims, demands, waivers, and other communications under this Agreement (each, a "Notice") must be in writing and addressed to the other party at its address set forth below (or to such other address that the receiving party may designate from time to time in accordance with this Section 19). Unless otherwise agreed herein, all Notices must be delivered by email, personal delivery, nationally recognized overnight courier, or certified or registered mail (in each case, return receipt requested, postage prepaid). Except as otherwise provided in this Agreement, a Notice is effective only: (a) on receipt by the receiving party; and (b) if the party giving the Notice has complied with the requirements of this Section 19.

Notice to the Library:

Baldwin Public Library
Attention: Kristen Tait
300 West Merrill St.
Birmingham, MI 48009
kristen.tait@baldwinlib.org

With a copy of any Notice to the Library, which shall not constitute notice, to:

Foster, Swift, Collins & Smith, P.C.
Attention: Anne M. Seurynck
1700 East Beltline, NE
Suite 200
Grand Rapids, MI 49525
aseurynck@fosterswift.com

Notice to the Contractor:

_____
_____
_____
_____
_____

20. **Governing Law**. This Agreement shall be governed by and performed, interpreted, and enforced in accordance with the laws of the State of Michigan without giving effect to the conflict of laws provisions thereof to the extent such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of Michigan.

21. **Choice of Forum**. Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, shall be settled either by commencement of a suit in Oakland County Circuit Court, the 48th District Court, or by arbitration. If both parties elect

to have the dispute resolved by arbitration, it shall be settled pursuant to Chapter 50 of the Revised Judicature Act for the State of Michigan and administered by the American Arbitration Association with one arbitrator being used, or three arbitrators in the event any party's claim exceeds $1,000,000. Each party shall bear its own costs and expenses and an equal share of the arbitrator's and administrative fees of arbitration. Such arbitration shall qualify as statutory arbitration pursuant to MCL § 600.5001 et. seq., and the Oakland County Circuit Court or any court having jurisdiction shall render judgment upon the award of the arbitrator made pursuant to this Agreement. The arbitration shall take place in Oakland County, Michigan. In the event that the parties elect not to have the matter in dispute arbitrated, any dispute between the parties may be resolved by the filing of a suit in the Oakland County Circuit Court or the 48th District Court.

22. **Fair Procurement Opportunity**. Procurement for the Library will be handled in a manner providing fair opportunity for all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Library.

23. **Headings**. The headings or titles used in this Agreement are for reference and convenience only and shall not affect the meaning or interpretation of any provision of this Agreement.

24. **Survival**. The rights and obligations of the parties set forth in this Sections 6, 7, 9, 10, 11, 12, 13, 15, 19, 20, 21, and 24, and any right or obligation of the parties in this Agreement which, by its nature, should survive termination or expiration of this Agreement, will survive any such termination or expiration of this Agreement, and with respect to Confidential Information that constitutes a trade secret under applicable law, the rights and obligations set forth in Section 10 hereof will survive such termination or expiration of this Agreement until, if ever, such Confidential Information loses its trade secret protection other than due to an act or omission of the Contractor or its affiliates and its or their employees, officers, directors, shareholders, partners, members, managers, agents, independent contractors, service providers, sublicensees, subcontractors, attorneys, accountants, and financial advisors.

25. **Entire Agreement**. This Agreement, including and together with any related exhibits, schedules, attachments, and appendices, constitutes the sole and entire agreement between the parties with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, regarding such subject matter.

26. **Amendments**. No amendment to or rescission, termination, or discharge of this Agreement, including its exhibits, is effective unless it is in writing, identified as an amendment to or rescission, termination, or discharge of this Agreement, and signed by an authorized representative of each party.

27. **Waiver**. No waiver by any party of any of the provisions of this Agreement shall be effective unless explicitly set forth in writing and signed by the party so waiving. Except as otherwise set forth in this Agreement, no failure to exercise, or delay in exercising, any

right, remedy, power, or privilege arising from this Agreement shall operate or be construed as a waiver thereof, nor shall any single or partial exercise of any right, remedy, power, or privilege hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, power, or privilege.

28. **No Third-Party Beneficiaries**. This Agreement benefits solely the parties and their respective successors and permitted assigns, and nothing in this Agreement, express or implied, confers on any third party any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement.

29. **Counterparts**. This Agreement may be executed in counterparts, each of which is deemed an original, but all of which together are deemed to be one and the same agreement. Notwithstanding anything to the contrary in this Agreement, a signed copy of this Agreement delivered by facsimile, email, or other means of electronic transmission is deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

[Signature page follows]

IN WITNESS WHEREOF, the said parties have caused this Agreement to be executed as of the Effective Date.

WITNESSES:

_____

_____

CONTRACTOR:

_____

By: _____
Name: _____
Its: _____

LIBRARY:

BALDWIN PUBLIC LIBRARY

By: _____
Name: Danielle Rumple
Its: Library Board President

Approved:

_____

Rebekah Craft, Director
(Approved as to substance)

_____

Anne M. Seurynck, Library Attorney
(Approved as to form)

_____

Paul Gillin, Bookkeeper
(Approved as to financial obligation)

[Signature page to Agreement for Services]

EXHIBIT A - AGREEMENT FOR SERVICES

For Baldwin Public Library Integrated Library System

RFP

See attached.

EXHIBIT B - AGREEMENT FOR SERVICES

For Baldwin Public Library Integrated Library System

COST PROPOSAL

See attached.

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innovative
Part of Clarivate

World Headquarters
789 E. Eisenhower Parkway
Ann Arbor, MI 48108
+1.510.655.6200

June 2, 2025

FAO Kristen Tait
Heat of Access Services
Baldwin Public Library
300 W. Merrill St.
Birmingham, MI 48009

In reference to: Request for Proposal
Title: Integrated Library System for Baldwin Public Library

Dear Kristen & the Selection Team:

Innovative Interfaces Incorporated Contract Considerations:

Innovative appreciates the opportunity to respond to your Tender for the provision of an Integrated Library System for Baldwin Public Library**.** As a global leader in the provision of Integrated Library Systems, our vision is to improve the way the world creates, protects and advances innovation. We are confident that our solution and expertise will exceed your requirements and support a productive partnership between our organizations.

Due to the unique nature of Innovative's business, our delivery of the products and services covered by this proposal would be solely pursuant to a mutually executed definitive agreement including provisions as detailed within the proposed Agreement for Services terms issued as part of the Tender documents, together with other product specific and business terms included within the Order Form agreement attached with Innovative's submission**.**

If selected as the supplier, we are prepared to move forward quickly to negotiate mutually acceptable contract terms and we do not anticipate serious difficulty in reaching agreement or in satisfying Baldwin Public Library's specific contractual objectives.

In addition, Innovative has the following general comments regarding the contractual terms included in the RFP documentation:

Clause 3. Provision of Services	"The Contractor shall provide the Services: (a) in accordance with the terms and subject to the conditions set forth in the respective Scope of Work within the RFP" Note: If selected, Innovative will contract with Balwin Public Library to perform the services as per Innovative's RFP submission but not necessarily 'all' of the requirements within the RFP Scope of Work.
Clause 7. Termination	Because of the nature of the proposed solution and associated pricing, we cannot agree to a termination for convenience provision for the software solution itself (with the exception of funding loss), but are amenable to such a provision for any proposed professional services. Upon any termination of

	the agreement, all prepaid fees shall be nonrefundable and you shall be responsible for all fees and expenses for all work product provided or services performed up to the date of termination.
Section 12. Indemnification	The Industry Standard indemnity (for software related indemnities) that Innovative offers covers 3rd party claims against our IP/Copyright. Innovative will agree to broaden this indemnity to cover 3rd party claims involving injury/death and damage to property to the extent Innovative's negligence is responsible for such a claim, but we do not offer the broad indemnity offered in Clause 12. Innovative commits to working with you on additional indemnity needs as can be mutually agreed.
Clause 13. Remedies	Any such Remedy clause should be bi-lateral in nature and include a 30-day rectification period e.g. – "Notwithstanding the foregoing, if the Breaching Party has in good faith commenced to remedy such failure and such remedy cannot reasonably be completed within such 30-day period, then the Breaching Party will have an additional 30 (thirty) days to complete such remedy, after which period the other party may terminate this Agreement if such failure continues unremedied."
Clause 17. Assignment	Innovative requires some flexibility to the non-assignment clause to allow for instances of merger, acquisition, or reorganization. In addition, any anti-assignment clause should be bilateral in nature.

We advise that Innovative considers the information described below that is included in our response package to be commercially sensitive or confidential in nature. We request that Baldwin Public Library does not disclose any such information to any third party except to the extent required by the Public Records Act or any other applicable law, and that you use reasonable endeavors to consult with Innovative regarding any release of any such information that may be required under the Public Records Act or other applicable law:

- Information describing our product roadmap plans or future product development plans
- Any Innovative financial statements or other information financial information related to Innovative
- All pricing information
- Any documentation identified and/or marked trade secret

We thank you, once again, for the opportunity to present our solution to you. Should you have any questions regarding our proposal, please do not hesitate to reach out to the team at any time.

Sincerely yours,

Tom Jacobson
VP, Product Management

BALDWIN_RFP Legal Cover Letter_for sig

Final Audit Report 2025-06-02

Created:	2025-06-02
By:	Brian O'Connor (brian.oconnor@clarivate.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAMT-dvwOOyLGKzv2rN2vgXScH0U96UltU

"BALDWIN_RFP Legal Cover Letter_for sig" History

Document created by Brian O'Connor (brian.oconnor@clarivate.com)
2025-06-02 - 12:09:28 PM GMT

Document emailed to tom.jacobson@clarivate.com for signature
2025-06-02 - 12:09:32 PM GMT

Email viewed by tom.jacobson@clarivate.com
2025-06-02 - 12:24:20 PM GMT

Signer tom.jacobson@clarivate.com entered name at signing as Thomas L. Jacobson
2025-06-02 - 12:24:54 PM GMT

Document e-signed by Thomas L. Jacobson (tom.jacobson@clarivate.com)
Signature Date: 2025-06-02 - 12:24:56 PM GMT - Time Source: server

Agreement completed.
2025-06-02 - 12:24:56 PM GMT

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Clarivate™

Clarivate™

Innovative Interfaces Incorporated ("Clarivate")
789 E. Eisenhower Parkway
Ann Arbor, MI 48108

Order Form:

By signing this Order Form ("Order") you agree to order the Services and /or license the Products subject to the Agreement described below and you certify that you are authorized to enter into this Agreement on behalf of the Client effective as of the date of the last signature below.

Client:			
Authorization by Client:		**Authorization by:** Innovative Interfaces Incorporated	
Signature:	_____ Duly Authorized Signature	Signature:	_____
Name:	_____	Name:	_____
Title:	_____	Title:	_____
Date Signed:		Date Signed:	

Q-xxxxxxxxx

Products (Annually Recurring):

Name	Description	Start Date	Contract Term (months)
			Total Price for Year 1:

Services (One Time):

Name	Description
	Total Price:

- *Start Date for new product(s) being purchased will commence following implementation.*
- *Statement of Work is attached for Services Orders.*
- *Payment terms are Net 30. If applicable, fees will be co-termed to align your billing to the same term.*

Renewal Term:
For annually recurring products it will auto renew for consecutive 12-month terms following the expiration of the overall contract term as set out above ("Initial Term") unless either party provides at least ninety (90) days' notice of nonrenewal before the end of the then current term. Annual subscription fees may be increased each calendar year by up to 5%.

Product Terms:
GOVERNING LAW & JURISDICTION State of Delaware **GOVERNING TERMS**: The products and services set forth herein are governed by the terms found at https://clarivate.com/terms-of-business for: • The Clarivate Terms*; • The Product/Service Terms for Innovative*; and • If applicable, the Innovative Subscription and Perpetual Software Subscriptions Operational Terms*

Applicable Terms are attached hereto for reference purposes

Additional Information:
Taxes: Except to the extent that you are tax-exempt as to the tax in question, Client will pay all sales, use and other taxes imposed by any applicable laws and regulations as a result of the payments under this agreement, including but not limited to: Canadian Goods and Services Tax ("GST"), Canadian Harmonized Sales Tax ("HST"), Canadian Provincial Sales Tax ("PST") and/or other transaction tax (Collectively "Excise Tax"). When applicable, these tax amounts will be reflected on invoices to Client.

Legal Notice Information
Client Entity: Client Legal Address:

Billing Information: **Please review your billing address to ensure its accuracy.**	**Shipping Information:** **Please confirm the shipping address is accurate.**
Electronic **Invoice** Recipient(s):	Electronic **Renewal** Recipient(s):
If your subscribing institution requires the use of Purchase Orders, please indicate below. **Purchase Order #** **Billing Information Notes**	**Tax Registration Number #** If tax exempt, please include copy of supporting documentation with signed agreement or email a copy to tax.certificates@clarivate.com
Invoices will be emailed to the bill to-contact and renewals will be emailed to the ship-to-contact. If your institution is unable to accept electronic invoices, please check this box: ☐	

Clarivate Terms

These Terms govern your use of the Clarivate products, services, and other deliverables ("**Products**") that you install or access through our platform(s) or website(s), or are otherwise identified in your order form, statement of work, quotation or other ordering document (each referred to as an "**Order**"). "**We**", "**our**" and "**Clarivate**" means the Clarivate entity identified in the Order; "**you**" and "**your**" means the Client entity identified in the Order.

The Order, any product/service specific terms and conditions and other applicable documents referenced in the Order or these Terms, as updated by Clarivate from time to time, constitute the complete agreement between us ("**Agreement**"), and supersede any prior discussions or representations regarding your Order, unless fraudulent. Other terms and conditions you seek to incorporate in any purchase order or otherwise, even where such document is signed by Clarivate as a courtesy, are excluded, and your use of the Products confirms your acceptance of these Terms. Your continued access, renewal, payment and/or and use of the Products constitute your acknowledgment and acceptance of the latest version of these Terms.

1. Our Products and Services

(a) Orders. Your Order identifies the Products, quantities, relevant license and restrictions, fees and charges, permitted users ("**Authorized Users**") and other relevant details of your Order.

(b) Intellectual Property. Together with our licensors, we retain all ownership of and all rights in the Products (including any underlying software, data models, databases or data sets), any pre-existing codes, content, methodologies, templates, tools or other materials used in performing services, and any configurations, modifications or derivatives thereto (collectively "**Clarivate IP**"). Clarivate IP constitutes our valuable intellectual property, confidential information and trade secrets, and you may only use it as expressly permitted in the Agreement. You must promptly notify Clarivate if you become aware of any unauthorized use of Clarivate IP.

(c) Compliance. Clarivate and you shall act at all times in accordance with the laws, rules, regulations, export controls and economic sanctions as they apply to such party in connection with its obligations under the Agreement ("**Applicable Laws**").

(d) Updates. The Products change from time to time. If we fundamentally change the Products in a way which materially impairs your usage of the Products, you may terminate the affected Products on written notice no later than 30 days after the change.

(e) Passwords. Your access to certain Products may require authentication (e.g. a password). Sharing passwords or facilitating access to unauthorized users is strictly prohibited. Each of us shall maintain industry standard computing environments to ensure that Clarivate IP is secure and inaccessible to unauthorized persons.

(f) Usage information. We may collect information related to your use of our Products. We may use this information for legitimate business reasons including without limitation to recommend products, services or functionality that may interest users, to test and improve our Products and to protect and enforce our rights under the Agreement, and may pass this information to our third party providers for the same purposes.

(g) Feedback and knowledge. Where you provide any comments, recommendation, suggestion or ideas, or any other feedback related to Clarivate IP ("**Feedback**") we may use and exploit such Feedback without restriction or obligation to you and you will not obtain any rights in Clarivate IP. We may freely use our general knowledge, skills and experience, and any ideas, concepts, processes, know-how and techniques developed by Clarivate while providing any Products (including professional services), provided we do not use your confidential or other proprietary information.

(h) Documentation. You may print or download PDF copies of user guides, online help, release notes, training materials and other documentation provided or made available within the Products or published online, as updated from time to time ("**Documentation**") for your internal use with the Products, provided all copyright or proprietary rights notices are retained.

(i) Third party providers. The Products may include data, software and services from third parties. Some third party providers require Clarivate to pass additional terms through to you, and you must comply with these additional terms as applicable. The third party providers change their terms occasionally and new third party providers are added from

time to time. To see the current third party additional terms that apply to your use of our Products visit https://clarivate.com/legal-center/terms-of-business/third-party-terms/

2. Your Obligations

(a) Limited license. You may only use the Products in accordance with the applicable license set out in Sections 3 to 6, the relevant product/service terms referenced on the Order, and the Documentation. You are responsible for all acts or omissions of your users in connection with the Products, and ensuring users comply with these terms.

(b) Your content. You retain ownership of your pre-existing content, data and materials that you provide to us, or use with the Products ("**Content**"). You hereby grant Clarivate a license to use your Content as required by Clarivate to provide you with the Products (including right to sublicense the same to our subcontractors, as required). You must (i) ensure your Content does not infringe third party rights or any Applicable Laws; and (ii) notify Clarivate in advance before transmitting to us, and clearly mark, any of your Content that contains restricted data, including the jurisdiction and classification under applicable export control laws. Restricted data may include any information, data, or source code that is on an export controls list or equivalent list of any applicable jurisdiction or that is related to weapons, military/defense, intelligence, or law enforcement; aerospace or subsea technologies; cryptography, encryption, or cybersecurity tools; advanced or cutting-edge items or technologies; or items that could pose a danger to health or safety. Unless your Order includes backup services, we disclaim all responsibility for backing up your Content.

(c) General obligations. You must (i) ensure we have up-to-date contact and billing information for your Order; (ii) provide detailed, accurate and sufficiently complete information, specifications and instructions in a timely manner; (iii) ensure you are permitted to allow Clarivate to use and modify your equipment, systems, software and Content, as required to provide the Products; (iv) maintain then-current minimum technical requirements to access the Products, as applicable; and (v) perform any additional obligations specified in your Order. If reasonably requested, you must make authorized personnel available to agree on the impact of any failure or delay by you to comply with these requirements, and you must not unreasonably withhold or delay your consent to any consequential changes to the Agreement.

(d) Third-party technology. You may only integrate our software with, or access our data from, third-party software, systems, platforms or products ("**Third Party Technology**") as permitted by the Agreement. You are responsible for procuring, maintaining and complying with any necessary license for the Third Party Technology (which is independent of the Agreement and your license to the Products).

(e) Restrictions. You must not (i) introduce any malicious software into Clarivate IP or network; (ii) run or install any computer software or hardware on the Products or network; (iii) scrape data from the Products; or (iv) disable or bypass any functionality or restrictions within the Products.

(f) Artificial Intelligence. Unless expressly permitted under a mutually agreed Artificial Intelligence Addendum or other written agreement with us, you must not use and access the underlying Clarivate proprietary data from the Products: (i) with any of your technology platforms or systems, in a manner which includes or involves your application of artificial intelligence, such as generative artificial intelligence, machine learning, algorithms or language models ("**AI Technologies**"); or (ii) to generate any content, such as code, languages, software, services, text, voice, audio, graphics, illustrations, workflows, images, videos or other outputs, in any form or media.

(g) Limitations. Unless expressly permitted elsewhere in the Agreement, you may use the Products for your internal use only and shall not: (i) sell, sublicense, distribut e, display, store, copy, modify, decompile or disassemble, transform, reverse engineer, benchmark, frame, mirror, translate or transfer Clarivate IP in whole or in part, or as a component of any other product, service or material; (ii) create a derivative database or otherwise access and use Clarivate IP to create any derivative works, services or products (including tools, algorithms or models) that compete with or provide a substitute for a product offered by Clarivate or its third party providers; (iii) perform penetration testing; (iv) perform any text or data mining or indexing of the Products or any underlying data (v) use the Products or underlying data in conjunction with any third-party technology or (iv) allow any third parties or unauthorized users to access, use or benefit from Clarivate IP in any way whatsoever. For the avoidance of doubt, the exercise of legal rights that cannot be limited by agreement under applicable laws is not precluded.

(h) Your Responsibilities. You are responsible for any violation of Applicable Laws or regulation, or violation of our or any third party rights (including unauthorized use) related to (i) your Content or your instructions to us; (ii) your

combination or modification of Clarivate IP, or use with any other materials; (iii) your failure to install updates we have provided to you; or (iv) your breach of the Agreement. You are also responsible for Claims brought by third parties receiving the benefit of the Products through you. If you use the Products in breach of Sections 2 (e) or (f) you must delete or destroy any infringing material on our request. You must reimburse Clarivate if we incur costs or suffer losses in the circumstances set out in this Section.

3. Information Services

(a) Definition. "**Information Services**" means a product providing data, metadata, metrics, charts, graphs, literature or other information in any form (collectively "**Licensed Information**"), including via a Clarivate-provided tool, algorithm, process, web platform, an API, a datafeed, custom dataset or syndicated report.

(b) License. Your Authorized Users may use the Information Service solely for internal analysis and research purposes. Where an Information Service is available via a Clarivate-provided web platform, subject to the Product functionality, Authorized Users may view, download and print reasonable amounts of the Licensed Information for their own individual use. We determine a "reasonable amount" of Licensed Information by comparing user activity against the average activity rates for all other users of the same product.

(c) Distribution. Authorized Users may on an infrequent, irregular and ad hoc basis, distribute limited extracts of the Licensed Information internally to non-authorized users as incidental samples or for illustrative or demonstration purposes in reports or other documentation created in the ordinary course of their role. We determine a 'limited extract' as an amount of Licensed Information that has no independent commercial value and could not be used as a substitute for any service or product (or a substantial part of it) provided by us, our affiliates or third party providers. Licensed Information may also be distributed: (i) amongst Authorized Users; (ii) to government and regulatory authorities investigating you, if specifically requested; (iii) to persons acting on your behalf, to the extent required to provide legal or financial advice to you, and (iv) to third parties upon execution of a written agreement between Clarivate and the third party. You are responsible for ensuring use by such persons complies with the terms of this Agreement. For clarity, consent is not required for hosting services which host our Licensed Information solely on your behalf; provided, however that such third party shall in no way access or use the data for any purpose.

(d) Attribution and representation. Where users quote and excerpt Licensed Information in their work as permitted by the Agreement, they must appropriately cite and credit Clarivate as the source. Attribution to Clarivate and use of the Licensed Information must not categorize or identify Clarivate as an 'expert' in any context and to ensure Licensed Information is not misrepresented or taken out of context. Without our prior written consent, the Licensed Information shall not be filed with any securities authorities.

4. Installed Software

(a) Definition. "**Installed Software**" means software which is downloaded to or implemented on your servers.

(b) License. You may install Installed Software only for your internal user. Software licenses do not include updates (bug fixes, patches, maintenance releases), upgrades (releases or versions that include new features or additional functionality), APIs or Professional Services unless expressly stated in the Order. Your Order details your permitted installations, users, locations, the specified operating environment and other permissions and restrictions. You may use Installed Software in object code only. You are responsible for backups and may only make necessary copies of the Installed Software for such purposes.

(c) Delivery. Unless stated otherwise in your Order, we deliver Installed Software by making it available for download. You may first need to provide Clarivate with certain identifying information about your system administrator and you may be required to confirm availability or installation of our software.

(d) Acceptance. Unless set forth otherwise in an Order, when you download Installed Software and Documentation, you are accepting it for use in accordance with the Agreement.

5. Hosted Software

(a) Definition. "**Hosted Software**" means our software applications made available to you via the internet.

(b) License. You may use our Hosted Software only for your internal use . Your Order details your Authorized Users, locations and other permissions and restrictions. Software licenses do not include updates (bug fixes, patches,

maintenance releases) or upgrades (releases or versions that include new features or additional functionality), unless you are on a multi-tenant solution or where you have purchased maintenance including such services.

(c) Delivery. We deliver our Hosted Software by providing you with online access to it. Unless set forth otherwise in an Order, when you access our Hosted Software, you are accepting it for use in accordance with the Agreement.

(d) Content. You grant Clarivate permission to use, store and process your Content. Access and use of your Content by us, our employees and contractors to the extent necessary to deliver the Hosted Software, including training, research assistance, technical support and other services. We will not disclose your Content except to support the Hosted Software, unless required by Applicable Laws (when we will use our reasonable efforts to provide notice to you). We may delete or disable your Content if required under Applicable Laws or where such Content violates the Agreement (and we will use our reasonable efforts to provide notice to you of such action). You may export your Content prior to termination or, where Content cannot be exported and is accessible by us, we may, at your cost and upon execution of an Order for such services, provide you with a copy of such Content.

(e) Security. We will inform you in accordance with Applicable Laws if we become aware of any unauthorized third party access to your Content and will use reasonable efforts to remedy identified security vulnerabilities. Our Hosted Software is designed to protect your Content, however, unless set forth otherwise in your Order, you are responsible for maintaining backups of your Content. If your Content is lost or damaged due to our breach, we will assist you in restoring your Content to the Hosted Software from your last available back up copy.

6. Professional Services

(a) Definition. "**Professional Services**" means any professional services, including but not limited to implementation, customization, configuration, transition services, administrative services, consulting services, screening, search and analytics services, and watch services to be provided by Clarivate.

(b) License. Unless otherwise set out in the Order, you will own the deliverables set out in the Order, provided that (i) we retain all intellectual property rights in and to the Clarivate IP and you receive a license to use the Clarivate IP solely to the extent necessary to utilize the deliverables for your internal use; and (ii) if the deliverables include any configurations or modifications to our pre-existing products (including but not limited to implementation services and custom datasets) we retain all intellectual property rights in and to such deliverables, and you receive a license to use them in the same way as you are licensed to use the relevant Product. You agree deliverables are deemed accepted upon delivery unless agreed otherwise in an Order.

(c) Changes. Either of us may make written (including email) requests to change any aspect of the Professional Services, provided that no change will take effect unless and until we have each signed a formal change order setting out the impact of the change and any consequential changes required to the Agreement. Neither of us will unreasonably withhold our agreement to a change.

(d) Access. As required for Clarivate to perform the relevant Professional Services, you must provide reasonable access to your sites, equipment and systems and ensure the health and safety of our personnel on your premises and full cooperation from your qualified and experienced personnel as reasonably required. We will take reasonable steps to ensure that while on your site our personnel comply with reasonable security, health and safety and confidentiality requirements that are notified to Clarivate in advance.

7. APIs and Data Feeds

(a) **Information Services.** Where we make Licensed Information available to you via API or a data feed, the Information Service terms (Section 3 above) apply to the data you receive. You must ensure that the Licensed Information remains behind your firewall and is only accessible to your Authorized Users . If we deliver Licensed Information via a data feed, you are responsible for loading and maintaining Licensed Information in a timely manner into your data stores. If we make an API available to you, you may use our APIs to query the applicable Information Service and display Licensed Information to Authorized Users within your own technology systems. Clarivate approved accreditations must remain visible at all times.

(b) **Software.** Clarivate may make APIs available to you to configure our Hosted Software and Installed Software (collectively "**Software**") or otherwise allow our Software to interoperate with third-party programs or services ("**Client Configurations**"). Such APIs may only be used with the associated Software and in accordance with the applicable Documentation and/or terms of use. We disclaim all liability for Client Configurations.

(c) **Keys.** Our API and data feed keys must not be: (i) shared in any way; (ii) used for multiple interfaces; or (iii) used in any way that mimics any material functionality of any Products developed or marketed by Clarivate, or would reasonably be deemed competitive to any Products offered by Clarivate, our affiliates or third party providers. You must demonstrate interfaced systems if reasonably requested by us.

8. Charges

(a) Payment and taxes. You must pay our charges and reasonable expenses, together with any applicable taxes, without deduction within 30 days of the date of invoice, unless otherwise provided on your Order. Payment must be in the currency stated on your Order. We may levy a service charge of 1% per month or the highest lawful interest rate (whichever is lower) for late payment plus our reasonable collection costs, including attorneys' fees. Our fees are exclusive of tax, and shall be paid by you free and clear of all deductions or withholdings provided, if you are required by law to deduct or withhold you will be responsible for paying to Clarivate such additional amount as will, after such deduction or withholding has been made, leave Clarivate with the same amount as we would have been entitled to receive in the absence of any such requirement to make a deduction or withholding. Invoice disputes must be notified in writing to Clarivate within 15 days. Once resolved, payment of disputed invoices will be due immediately.

(b) Changes. We may change the charges for the Products with effect from the start of each renewal term by giving you at least 60 days' written notice. If we believe your creditworthiness has deteriorated we may require full or partial payment before the continued performance of services. If you receive an electronic request to change our banking account number, you should contact our Treasury Department.

(c) Increases in usage. If your Order includes limits on usage, you must pay additional charges if you exceed those limits, based on the rates specified on the Order or our current standard pricing, whichever is greater. If you have enterprise wide or site wide access set out in your Order, our charges are established based on the size of your organization, anticipated number of users, site locations and population served as at the date of the Order, and if any one or a combination of these elements materially increases (e.g. if you acquire a new affiliate), we reserve the right to vary the charges.

9. Privacy

Each of us will at all times collect, disclose, store or otherwise process personal data in accordance with the EU General Data Protection Regulation (EU GDPR), UK General Data Protection Regulation (UK GDPR), UK Data Protection Act 2018, and other applicable laws relating to the use of personal data relating to individuals ("**Data Privacy Laws**"), including without limitation any laws relating to individual rights and cross-border transfers. At all times, we will treat personal data in accordance with our Privacy Notice, which is incorporated by reference into these Terms. Each of us will use reasonable efforts to assist one another in relation to the investigation and remedy of any investigation, claim, allegation, action, suit, proceeding or litigation with respect to an alleged breach of Data Privacy Laws in relation to activities under the Agreement. Each of us will maintain, and will require any third party data processors to maintain, appropriate physical, technical and organizational measures to protect the personal data. You may not, use personal data included in the Products (to the extent such data was not provided by you or collected by Clarivate on your behalf) to send bulk or mass emails or email blasts; to publish or distribute any advertising or promotional material; or to otherwise use such data in a manner that is prohibited by applicable law. You may not, for any purpose whatsoever, process (nor allow to be processed) any personal data that is within the Products (to the extent such data was not provided by you or collected by Clarivate on your behalf) in any AI Technologies. You acknowledge that you are responsible for your own compliance with Data Privacy Laws, including, where applicable, determining your legal grounds for processing such data. If we process personal data as a processor on your behalf, the terms of the data processing addendum at https://clarivate.com/terms-of-business are

hereby incorporated by reference. 'Data controller', 'personal data' and 'process' will have the meaning given in the EU GDPR or the data processing addendum, where applicable.

10. Confidentiality

Each of us will (i) use industry standard administrative, physical and technical safeguards to protect the other's confidential information; (ii) only use the confidential information of the other for purposes related to the performance of the Agreement (including our provision of the Products); and (ii) not disclose such confidential information to anyone else except to the extent required by Applicable Laws or as necessary to perform, manage or enforce the Agreement (including where we need to share it with our subcontractors). If either of us is required to disclose the confidential information of the other by statute or court order, that party shall notify the other so that an appropriate protective order or other remedy can be obtained, unless the court or government agency prohibits prior notification. Confidential information of each party includes any information marked as confidential, or which a reasonable person would consider as being confidential, including information relating to Clarivate IP (including how it is developed and any underlying models or databases) or pricing, but shall not include information that is or becomes public or known on a non-confidential basis other than through breach of any duty or obligation of confidentiality.

11. Audit

(a) Audit right. Without limiting Clarivate's right to electronically monitor usage of the Products, we or our professional representatives may audit your compliance with the Agreement, on at least 10 business days' notice and during normal business hours, provided that we will not audit more than once in 12 months, unless we reasonably believe you are in breach or we are required to by a third party provider.

(b) Costs. If an audit reveals that you have breached the Agreement, you will pay (i) any underpaid charges; and (ii) the reasonable costs and expenses of undertaking the audit if you have underpaid the charges by more than 5% or if those costs are imposed on Clarivate by a third party provider.

12. Warranties and disclaimers

(a) LIMITED WARRANTY. WE WARRANT THAT (i) WE PROVIDE THE PRODUCTS USING COMMERCIALLY REASONABLE SKILL AND CARE; (ii) OUR INSTALLED SOFTWARE WILL SUBSTANTIALLY CONFORM TO ITS DOCUMENTATION FOR 90 DAYS AFTER DELIVERY; AND (iii) OUR HOSTED SOFTWARE WILL SUBSTANTIALLY CONFORM TO IT'S THEN-CURRENT DOCUMENTATION. WE DO NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OR DELIVERY OF THE PRODUCTS. TO THE FULLEST EXTENT PERMITTED UNDER APPLICABLE LAWS, THESE WARRANTIES AND ANY PRODUCT-SPECIFIC WARRANTIES THAT MAY BE INCLUDED IN YOUR ORDER ARE THE EXCLUSIVE WARRANTIES FROM CLARIVATE AND WE DISCLAIM ALL OTHER WARRANTIES, REPRESENTATIONS AND UNDERTAKINGS,EXPRESS OR IMPLIED, INCLUDING OF PERFORMANCE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, COMPLETENESS AND CURRENTNESS.

(b) SOFTWARE. IF WE CANNOT RECTIFY ANY VALID SOFTWARE WARRANTY CLAIM WITHIN A REASONABLE PERIOD YOU MAY CANCEL YOUR LICENSE OF THE AFFECTED SOFTWARE BY WRITTEN NOTICE TO US. WE WILL WITHOUT ANY FURTHER LIABILITY REFUND ALL APPLICABLE CHARGES BASED ON A FIVE (5) YEAR STRAIGHT-LINE DEPRECIATION FROM THE EFFECTIVE DATE OF THE APPLICABLE ORDER FOR THE SOFTWARE.

(c) PROFESSIONAL SERVICES. WE WILL RECTIFY PROFESSIONAL SERVICES IF YOU GIVE US WRITTEN NOTICE OF A VALID WARRANTY CLAIM WITHIN 30 DAYS OF DELIVERY. IF WE CANNOT RECTIFY ANY VALID WARRANTY CLAIM WITHIN A REASONABLE PERIOD WE WILL WITHOUT ANY FURTHER LIABILITY REFUND ALL APPLICABLE CHARGES RELATED TO THE DEFECTIVE SERVICE AND WE MAY TERMINATE THE AFFECTED SERVICES BY WRITTEN NOTICE TO YOU.

(d) NO ADVICE. WE ARE PROVIDING THE PRODUCTS FOR INFORMATIONAL PURPOSES ONLY. WE ARE NOT PROVIDING ANY ADVICE (LEGAL, MEDICAL, CLINICAL, FINANCIAL OR OTHERWISE) BY ALLOWING YOU TO ACCESS AND USE THE PRODUCTS. YOU ARE FULLY RESPONSIBLE FOR YOUR INTERPRETATIONS OF THE PRODUCTS. IF YOU

DESIRE ADVICE, WE ENCOURAGE YOU TO ENGAGE LEGAL, MEDICAL, CLINICAL OR FINANCIAL PROFESSIONALS TO HELP YOU INTERPRET THE PRODUCTS. YOU ACKNOWLEDGE THAT WE ARE NOT RESPONSIBLE FOR ANY ACTION OR DAMAGES RESULTING FROM ANY DECISIONS YOU (OR ANY OTHER PARTY ACCESSING THE PRODUCTS THROUGH YOU) MAKE IN RELIANCE ON THE PRODUCTS. WE ARE NOT A LAW FIRM OR PROFESSIONAL ADVISOR AND NO ATTORNEY/CLIENT, PHYSICIAN/PATIENT OR OTHER FIDUCIARY OR PROFESSIONAL RELATIONSHIP IS CREATED.

(e) THIRD PARTY MATERIALS. WE DO NOT ACCEPT ANY RESPONSIBILITY FOR, AND WILL NOT BE LIABLE FOR CLAIMS ARISING FROM, THIRD PARTY TECHNOLOGY OR ANY THIRD PARTY MATERIALS ACCESSIBLE VIA LINKS IN THE PRODUCTS.

13. Liability

(a) Unlimited liabilities. Neither of us excludes or limits liability for (i) fraud, (ii) death or personal injury caused by negligence, (iii) claims for payment or reimbursement or (iv) any other liability, including gross negligence, where not permitted to do so under Applicable Laws and nothing in the Agreement shall be interpreted to do so.

(b) Excluded losses. Neither of us will be liable for (i) lost profits, lost business, lost revenue, anticipated savings, lost data, or lost goodwill; or (ii) any special, incidental or exemplary damages, indirect or consequential losses, or anticipated savings.

(c) Limitation. The aggregate liability of each of us (and of any of Clarivate's third party providers) for all claims arising out of or in connection with the Agreement, including for breach of statutory duty, in tort or in negligence (collectively '**Claims**'), will not exceed the amount of any actual direct damages up to the amounts payable in the 12 months prior to the first incident under which liability arose (or where the claim arose in the first 12 months of the Agreement, the amounts that would have been payable in the first 12 months) for the Product that is the subject of the claim.

(d) Claims. You may not assign or transfer Claims and you must bring Claims within 12 months of arising.

(e) No liability. We will not be responsible for failures, errors or delays that occur because of (i) your or a third party's technology or network; (ii) your actions or inaction (other than proper use of the Product), such as failing to follow the usage instructions or adhering to the minimum recommended technical requirements; (iii) changes you make to the Products; (iv) your failure to implement and maintain proper and adequate virus or malware protection and proper and adequate backup and recovery systems; (v) your failure to install updates we have provided to you; or (vi) other causes not attributable to us. If we learn that the Product failed because of one of these, we reserve the right to charge you for our work in investigating the failure at our then currently applicable rates. At your request we will assist you in resolving the failure at a fee to be agreed upon.

(f) Third party intellectual property. If a third party sues you claiming that a Product as provided by Clarivate infringes their intellectual property rights then, provided your use of such Product has been in accordance with the terms of the Agreement, we will defend you against the claim and pay damages that a court finally awards against you or that are included in a settlement approved by us, provided that you (i) promptly notify Clarivate in writing of the claim; (ii) supply information we reasonably request; and (iii) allow Clarivate to control the defense and settlement. We have no liability for Claims to the extent caused by items not provided by us. In relation to liability arising solely from one of our third party providers' data, software or other materials, our liability will be limited to the amount we recover from that third party supplier divided by the number of Claims by our customers, including you.

(g) Mitigation. Each of us shall take reasonable steps to limit and mitigate any losses, liability, Claims or other costs it may incur under the Agreement and which it may seek to recover from the other, including under any reimbursement or indemnity. Further, in the event a Product infringes or may infringe a third party's intellectual property rights we may, at our expense and option: (a) replace or modify the Product to make it non-infringing, while maintaining equivalent functionality; (b) procure the right for you to continue using the Product pursuant to this Agreement; or (c) terminate the Product and provide you a refund on a pro-rata basis.

(h) Equitable relief. Each of us agrees that damages may not be a sufficient remedy for any misuse of the others intellectual property, confidential information or trade secrets, and each of us may seek equitable relief (including specific performance and injunctive relief) as a remedy for breach of the Agreement.

14. Term, Termination

(a) Term. The term and any renewal terms for the Products are described in your Order. If either of us does not wish to renew the Products set forth in an Order, in whole or in part, they must provide the other with at least 30 days' written notice before the end of the then current term.

(b) Suspension. We may on written notice suspend or limit your use of the Products or other Clarivate IP, or terminate the Agreement, (i) if required to do so by a third party provider, Applicable Laws, court or regulator; (ii) if you become or are reasonably likely to become insolvent or affiliated with one of our competitors; or (iii) if there has been or it is reasonably likely that there will be: a breach of security; a breach of your obligations under the Agreement (including payment); or a violation of third party rights or Applicable Laws. Our notice will specify the cause of the suspension or limitation and, as applicable, the actions you must take to reinstate the Product. If you do not take the actions or the cause cannot be remedied within 30 days, we may terminate the Agreement. Charges remain payable in full during periods of suspension or limitation arising from your action or inaction.

(c) Termination. We may terminate the Agreement, in whole or in part, in relation to a Product which is being discontinued, on 90 days' written notice. Either of us may terminate the Agreement immediately upon written notice if the other commits a material breach and (if capable of remedy) fails to cure the material breach within 30 days of being notified to do so. Unless we terminate for breach or insolvency, fees will be due for all Products provided through the termination date and any pre-paid charges will be refunded on a pro-rated basis for terminations in accordance with the Agreement. Transition assistance may be provided upon the execution of an Order for such services.

(d) Effect of termination. Except to the extent we have agreed otherwise, upon termination, all your licenses and usage rights granted end immediately and you must permanently uninstall, expunge, delete or destroy the Products and Clarivate IP (including any copies thereof) in your or any third party's control or possession and, if requested, confirm this in writing. Termination of the Agreement will not (i) relieve you of your obligation to pay Clarivate any amounts you owe up to and including the date of termination; (ii) affect other accrued rights and obligations; or (iii) terminate those parts of the Agreement that by their nature should continue.

15. Force majeure

Other than payment obligations, neither of us shall be liable for any failure or delay in performance due to causes that cannot be reasonably controlled by that relevant party, such as (but not limited to) acts of God, acts of any government, war or other hostility, civil disorder, the elements, fire, explosion, power failure, equipment failure, industrial or labor dispute, inability to obtain necessary supplies, and the like.

16. Third party rights

Our affiliates and third party providers benefit from our rights and remedies under the Agreement. No other third parties have any rights or remedies under the Agreement.

17. General

(a) Assignment. You may not assign or transfer the Agreement to anyone else without our prior written consent. We will provide you with written notice if we assign or transfer the Agreement, in whole or in part, as part of our business reorganization, which we may do provided the Products will not be adversely affected.

(b) Marketing. We may refer to you as a customer and use your trade names, trademarks, service marks, logos, domain names and other brand features in our marketing materials, customer lists, presentations and related materials.

(c) Amendment. We may amend the Agreement from time to time, with such changes being effective upon renewal.

(d) Enforceability. The Agreement will always be deemed modified to the minimum extent necessary for it to be enforceable, unless modification fundamentally changes the Agreement.

(e) Non-solicitation. Clarivate is an independent contractor. You must not directly or indirectly solicit or recruit or attempt to solicit or recruit for employment or engagement any personnel of Clarivate during the term and for 12 months thereafter. Employment resulting from a general public advertisement or search engagement not specifically targeted at the relevant personnel is not precluded.

(f) Performance. We may perform some or all of our obligations from any of our offices globally or through any of our affiliates or third parties. Such affiliates and third parties are obligated to confidentiality obligations and we remain responsible for their performance.

(g) Headings and summaries. Headings and summaries shall not affect the interpretation of the Agreement.

(h) Waiver. Neither of us waives our rights or remedies by delay or inaction.

(i) Governing law and jurisdiction. If a dispute arises related to this Agreement or an Order, Clarivate and you agree to meet to try and resolve it before commencing any legal proceedings. Should such resolution attempts fail, each of us agrees that any Claim arising out of or in connection with the Agreement (including its formation) is subject to the exclusive governing law and exclusive jurisdiction specified in the Order. BOTH YOU AND CLARIVATE EXPRESSLY AND KNOWINGLY WAIVE ANY RIGHT TO A JURY TRIAL IN THE EVENT ANY ACTION ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT IS LITIGATED OR HEARD IN ANY COURT.

(j) Precedence. In the event of any conflict within the Agreement, the descending order of precedence is: the Order; the referenced documents (including any specific product/service terms); the remaining terms and conditions of this Agreement.

(k) Notices. Notices for Clarivate must be directed to contract.admin@clarivate.com. Notices for you will be directed to the Client entity and address identified in the Order. Each of us may update our notice information upon prior written notice to the other.

Last updated: March 2024 (Version 3.2)

PRODUCT / SERVICE TERMS ADDENDA

In addition to the Terms, your use of the below listed products are subject to these additional terms and conditions:

Polaris, Sierra, Millennium, Virtua, or INN-Reach or Subscription and Perpetual Licenses

1. License. Client and, where applicable, its Authorized Users (defined below) may use the Software (including any client configurations) (i) only for the management of the library and for servicing its patrons (including permitting Authorized Users to search library catalogues), and not on an outsourced basis, as a service bureau, for resale, or similarly on behalf of or for the direct or indirect benefit of third parties, and (ii) only in accordance with the other terms of this Agreement. The license does not include hosting services, which must be purchased separately.
2. **Copies.** Non-production use includes training, development, testing, quality assurance, staging or preproduction provided that the copies of the Software are not used in a production environment or as a backup to production The license includes the right to use a single production instance and up to two (2) additional copies for non-production use at no additional charge. Non-production use includes training, development, testing, quality assurance, staging or preproduction provided that the copies of the Software are not used in a production environment or as a backup to production.
3. **New Releases**. The license granted to you pursuant to this Agreement will include, at no additional cost, a license to use all new scheduled major releases, service pack releases, and hot fixes of the software offered generally by Clarivate to its clients during the term of this Agreement (collectively, "New Releases"). "New Releases" do not include new or additional modules, applications or other software now or hereafter offered by Clarivate, each of which require a separate license and payment of additional license fees. Additional fees may be required for implementation of New Releases.
4. **Authorized Users**. For clarity, your patrons do not fall within the number of Authorized Users on your Order Form.
5. **Aggregated Data.** In addition to the rights set forth in the Terms, we may use your Content and otherwise collect information related to your use of our product to create and use aggregate, non-identifying and anonymized data (“Collected Data”). Client acknowledges and agrees that it will have no rights in any products or services created or sold by Clarivate or its affiliates that use Collected Data.
6. **Early termination.** Client may terminate this Agreement at any time during the Initial Term effective as of the date of the next annual anniversary of the term if Client’s budget (funding) is eliminated and Client provides written evidence of the elimination of Client’s budget (funding), such evidence to be in the form and substance reasonably requested by Clarivate.
7. **Modules**. Your purchase and use of additional modules, tools or other applications from us with the Software are subject to the same terms as the Software.

Vega, Innovative Mobile, Innovative Phone Alerts or Software-as-a-Service

1. **License.** We will provide you with subscription access via a website to our Integrated Library System solution known as “Vega”. Client and, where applicable, its Authorized Users may access and use Vega (including any client configurations) (i) only for the management of the library and for servicing its patrons (including permitting Authorized Users to search library catalogues), and not on an outsourced basis, as a service bureau, for resale, or similarly on behalf of or for the direct or indirect benefit of third parties, and (ii) only in accordance with the other terms of this Agreement.
2. **New Releases**. The license granted to you pursuant to this Agreement will include, at no additional cost, a license to use all new scheduled major releases, service pack releases, and hot fixes of the software offered generally by Clarivate to its clients during the term of this Agreement (collectively, "New Releases"). "New Releases" do not include new or additional modules, applications or other software now or hereafter offered by Clarivate, each of which require a separate license and payment of additional license fees. Additional fees may be required for implementation of New Releases.

3. **Aggregated Data.** In addition to the rights set forth in the Terms, we may use your Content and otherwise collect information related to your use of our product to create and use aggregate, non-identifying and anonymized data ("Collected Data"). Client acknowledges and agrees that it will have no rights in any products or services created or sold by Clarivate or its affiliates that use Collected Data.
4. **Authorized Users**. Patrons fall within the number of Authorized Users on your Order Form.
5. **Early termination.** Client may terminate this Agreement at any time during the Initial Term effective as of the date of the next annual anniversary of the term if Client's budget (funding) is eliminated and Client provides written evidence of the elimination of Client's budget (funding), such evidence to be in the form and substance reasonably requested by Clarivate.

OPERATIONAL MATERIALS ADDENDA

Software Support, Service Availability and Maintenance

This document outlines our Software support, maintenance and service availability for the following products ("Covered Products"):

Polaris, Sierra, Millennium, Virtua, or INN-Reach or Subscription and Perpetual Licenses

Support

Requesting support. Support includes issue analysis, support case management, prioritization of issues, tracking and investigation of issues and explanation of error messages. You must provide us with the information we need to resolve your problem. This includes relevant contact information, details about the problem, error messages, user IDs, and any other necessary information. If you have problems using our software, your designated administrators can contact us during normal hours. Your administrator will be provided an internal portal to report issues and review their status.

Support Access. If you host your own Software, you must provide us direct network internet access to the Software, including any firewalls. We require such access to correct Software bugs and carry out modifications of the Software for the purpose of maintaining the Software.

New Releases. Unless you have purchased our Hosting Services, additional fees at Clarivate's then-prevailing professional service rates will apply for implementation of New Releases.

Response. We will use commercially reasonable efforts to meet the service level objectives stated below. Target response times to confirm receipt and begin troubleshoot and diagnosis of the problem are below. Resolution times cannot be guaranteed, although we undertake every effort to resolve your issues as soon as possible.

Priority	Response	Criteria
Severity 1	1 Business hour	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down
Severity 2	4 Business hours	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data
Severity 3	2 Business Days	An issue (other than a Severity 1 or 2) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time-critical business processes.
Severity 4	as promptly as is reasonably practical	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests. These will be logged but no immediate action will be taken. We will generally monitor the situation but will not be obliged to provide any solution.

Escalation Path. If you do not receive a response within the timeframe designated above, please reach out to your Account Manager.

Hosting Services

The following terms apply to the extent you have purchased hosting services from Clarivate for one or more of the Covered Products.

Service availability

We endeavor to ensure 99.9% availability of our software and make commercially reasonable efforts to schedule maintenance and system upgrades during the weekends or outside regular business hours (i.e. after regular end of business Pacific Time and before start of business Eastern Time) with reasonable notice. Availability is calculated by dividing the number of minutes the software was available during the Measured Period by the total sum of the minutes in the Measured Period less any Excluded Downtime.

For the purposes of this calculation, (i) the Measured Period is a calendar year and (ii) the Excluded Downtime includes scheduled downtime for system maintenance and release updates, as well as any service unavailability attributable to your breach, any actions or omissions by you or your users, causes beyond our control, or separate instances of unavailability of less than 5 (five) minutes duration each, provided such instances are not of a persistent nature.

If availability falls below 99.9% in a month for three consecutive months, you will be entitled to a credit equal to the prorated amount of the fees for hosting services for any time during such three-month period in which the software was unavailable (other than Excluded Downtime). This credit will be your exclusive remedy for such unavailability.

Security Controls

We take reasonable and appropriate administrative, technical and physical measures to protect the confidentiality, integrity and availability of your data; however, security and compliance is a shared responsibility between you and Clarivate. Our responsibilities are described below. You should take into consideration any special configurations or third-party applications and your responsibilities depending on any applicable laws and regulations.

The table below sets forth the features of our standard cloud-based hosting option. Premium support may be available for an additional cost.

Feature	Standard
24x7 network monitoring	✓·
Dedicated production environment	✓·
99.9% guaranteed infrastructure uptime	✓·
Dedicated public IP address and custom URL	✓·
Operating system installation and management	✓·
Library software installation and upgrades	✓·
Data backups	Daily
Archive data backup retention	30 days

Network Systems Audit Logging. All firewall logon activity and password changes are logged, monitored, controlled and audited. All intrusion detection and firewall log monitoring is done through services provided by Innovative and those pertinent log files and configuration files are retained for ninety (90) days and can be made available upon request for audit and problem resolution, as may be required.

Network Monitoring. All network systems and servers are monitored 24/7/365. We will monitor its systems for security breaches, violations and suspicious (questionable) activity. This includes suspicious external activity (including, without limitation, unauthorized probes, scans or break-in attempts) and suspicious internal activity (including, without limitation, unauthorized system administrator access, unauthorized changes to its system or network, system or network misuse or program information theft or mishandling). Innovative will notify Client as soon as reasonably possible of any known security breaches or suspicious activities involving Client's production data or environment, including, without limitation, unauthorized access and service attacks, e.g., denial of service attacks.

Audit and Security Testing. Hosting Providers perform regular security audits and testing. You may not perform own audits of hosting providers.

Information Security Auditing/Compliance. Our hosting providers undergo SOC 1/SOC 2 Type 2/ISO 27001 audits each year by independent third-party audit firms. We offer hosting options in datacenters located in the United States, Canada, United Kingdom, Ireland, Australia and the Asia-Pacific region, however, Clarivate reserves the right to increase, decrease and/or relocate its datacenters at anytime.

Disclaimer

Support services do not include visits to your site, any services for third party equipment or software, problems stemming from a change you made to the software, or consulting services related to client specific configurations or implementation (such as interactions between the software and your hardware, installations at your site, assistance with acceptance testing, client specific templates or reports, etc). We have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge.

We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is (i) your breach of the agreement; (ii) your failure to use minimum recommended browser standards for access to and use of the software; or (iii) outside of our control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the software. Any additional services which you may request and we may agree to perform will be billed on a time and materials basis subject to our current applicable rates.

Changes to Support Policy

This policy may be updated by us from time to time, in our sole discretion.

Software Support, Service Availability and Maintenance

This document outlines our Software support, maintenance and service availability for **Vega, Innovative Mobile, Innovative Phone Alerts or Software-as-a-Service**.

Support

Requesting support. Support includes issue analysis, support case management, prioritization of issues, tracking and investigation of issues and explanation of error messages. You must provide us with the information we need to resolve your problem. This includes relevant contact information, details about the problem, error messages, user IDs, and any other necessary information. If you have problems using our software, your designated administrators can contact us during normal hours. Your administrator will be provided an internal portal to report issues and review their status.

Response. We will use commercially reasonable efforts to meet the service level objectives stated below. Target response times to confirm receipt and begin troubleshoot and diagnosis of the problem are below. Resolution times cannot be guaranteed, although we undertake every effort to resolve your issues as soon as possible.

Priority	Response	Criteria
Severity 1	1 Business hour	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down
Severity 2	4 Business hours	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data
Severity 3	2 Business Days	An issue (other than a Severity 1 or 2) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time-critical business processes.
Severity 4	as promptly as is reasonably practical	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests. These will be logged but no immediate action will be taken. We will generally monitor the situation but will not be obliged to provide any solution.

Escalation Path. If you do not receive a response within the timeframe designated above, please reach out to your Account Manager.

Hosting Services

Service availability

We endeavor to ensure 99.5% availability of our software and make commercially reasonable efforts to schedule maintenance and system upgrades during the weekends or outside regular business hours (i.e. after regular end of business Pacific Time and before start of business Eastern Time) with reasonable notice. Availability is calculated by dividing the number of minutes the software was available during the Measured Period by the total sum of the minutes in the Measured Period less any Excluded Downtime.

For the purposes of this calculation, (i) the Measured Period is a calendar year and (ii) the Excluded Downtime includes scheduled downtime for system maintenance and release updates, as well as any service unavailability attributable to your breach, any actions or omissions by you or your users, causes beyond our control, or separate instances of unavailability of less than 5 (five) minutes duration each, provided such instances are not of a persistent nature.

If availability falls below 99.5% in a month for three consecutive months, you will be entitled to a credit equal to the prorated amount of the fees for hosting services for any time during such three-month period in which the software was unavailable (other than Excluded Downtime). This credit will be your exclusive remedy for such unavailability.

Security Controls

We take reasonable and appropriate administrative, technical and physical measures to protect the confidentiality, integrity and availability of your data; however, security and compliance is a shared responsibility between you and Clarivate. Our responsibilities, including those managed by Clarivate hosting partners, are described below. You should take into consideration any special configurations or third-party applications and your responsibilities depending on any applicable laws and regulations.

The table below sets forth the features of our standard cloud-based hosting option. Premium support may be available for an additional cost.

Feature	Standard
24x7 network monitoring	✓·
Dedicated production environment	✓·
99.5% guaranteed infrastructure uptime	✓·
Dedicated public IP address and custom URL	✓·
Operating system installation and management	✓·
Library software installation and upgrades	✓·
Data backups	Daily
Archive data backup retention	30 days

Network Systems Audit Logging. All network logon activity and password changes are logged, monitored, controlled and audited. All intrusion detection and firewall log monitoring is done through services provided by the Hosting Provider. The pertinent log files and configuration files related to customer's hosted solution are retained for seven days and can be made available upon request for audit and problem resolution, as may be required.

Encryption. Encryption for data-in-transit is provided as a part of the Standard Plan.

Network Monitoring. All network systems and servers are monitored 24/7/365. We will monitor its systems for security breaches, violations and suspicious activity. This includes suspicious external activity (including, without limitation, unauthorized probes, scans or intrusion attempts) and suspicious internal activity (including, without limitation, unauthorized system administrator access, unauthorized changes to its system or network, system or network misuse or program information theft or mishandling). Innovative will notify Client as soon as reasonably possible of any known security breaches or suspicious activities involving Client's production data or environment, including, without limitation, unauthorized access and service attacks, e.g., denial of service attacks.

Physical Security. The physical infrastructure used to support the product (and other professional services purchased by you from Clarivate, as applicable), including the servers, storage, switches, and firewalls, are provided by the hosting provider. The hosting provider limits access to only authorized personnel, and badge and/or biometric scanning controls access. Security cameras placed in the hosting facilities provide video surveillance.

Audit and Security Testing. Hosting providers perform regular security audits and testing. You may not perform own audits of hosting providers.

Security Assessments. Client may perform vendor due diligence reviews of Innovative's security best practices. Innovative undergoes annual audits by independent firms and will share its security certifications, and audit reports under Non-Disclosure, as requested by Client.

Information Security Auditing/Compliance. Our hosting providers undergo SOC 1/SOC 2 Type 2/ISO 27001 audits each year by independent third-party audit firms. We also hold the internationally-recognized ISO 27001:2013 standard for its information security management system supporting the hosting solutions. We partner with hosting providers who are designed to satisfy requirements of most security sensitive customers with constant monitoring, high automation, high availability, and highly accredited to global security standards, including: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2. We offer hosting options in datacenters located in the United States, Canada, United Kingdom, Ireland, Australia and the Asia-Pacific region, however, Clarivate reserves the right to increase, decrease and/or relocate its datacenters at anytime.

Your responsibility. Client remains responsible for properly implementing access and use controls and configuring certain features and functionalities of the software that Client may elect to use in the manner that Client deems adequate to maintain appropriate security, protection, deletion, and backup of its data.

Disclaimer

Support services do not include visits to your site, any services for third party equipment or software, problems stemming from a change you made to the software, or consulting services related to client specific configurations or implementation (such as interactions between the software and your hardware, installations at your site, assistance with acceptance testing, client specific templates or reports, etc). We have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge.

We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is (i) your breach of the agreement; (ii) your failure to use minimum recommended browser standards for access to and use of the software; or (iii) outside of our control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the software. Any additional services which you may request and we may agree to perform will be billed on a time and materials basis subject to our current applicable rates.

Changes to Support Policy

This policy may be updated by us from time to time, in our sole discretion.

Intentionally Blank

ATTACHMENT B - BIDDER'S AGREEMENT
For Baldwin Public Library Integrated Library System

In submitting this proposal, as herein described, the Contractor agrees that:

1. It has carefully examined the specifications, terms, and Agreement of the Request for Proposal and all other provisions of this document and understand the meaning, intent, and requirement of it.

2. It will enter into a written contract and furnish the item or items in the time specified in conformance with the specifications and conditions contained therein for the price quoted by the proponent on this proposal.

Tom Jacobson	June 4, 2025
PREPARED BY (Print Name)	**DATE**
Vice President, Product Management	June 4, 2025
TITLE	**DATE**
	tom.jacobson@clarivate.com
AUTHORIZED SIGNATURE	**E-MAIL ADDRESS**
Innovative Interfaces Incorporated	
COMPANY	
789 E. Eisenhower Parkway, Ann Arbor, MI 48108	(510) 655-6200
ADDRESS	**PHONE**
Clarivate PLC	(510) 655-6200
NAME OF PARENT COMPANY	**PHONE**
789 E. Eisenhower Parkway, Ann Arbor, MI 48108	
ADDRESS	

Attachment B - Bidder's Agreement

Final Audit Report 2025-05-28

Created:	2025-05-28
By:	Brian O'Connor (brian.oconnor@clarivate.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAy5vuSP6Y1WHqMXis-n9POSGBM-n7Py1E

"Attachment B - Bidder's Agreement" History

Document created by Brian O'Connor (brian.oconnor@clarivate.com)
2025-05-28 - 11:26:40 AM GMT

Document emailed to tom.jacobson@clarivate.com for signature
2025-05-28 - 11:26:44 AM GMT

Email viewed by tom.jacobson@clarivate.com
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Signer tom.jacobson@clarivate.com entered name at signing as Thomas L. Jacobson
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Document e-signed by Thomas L. Jacobson (tom.jacobson@clarivate.com)
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Attachment C – Cost Proposal

Innovative's costs are confidential and, therefore, submitted separately. Please see the separately attached *Baldwin Public Library ILS_Confidential Cost Proposal_Innovative Interfaces* document.

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ATTACHMENT D - IRAN SANCTIONS ACT VENDOR CERTIFICATION FORM

For Baldwin Public Library Integrated Library System

Pursuant to Michigan Law and the Iran Economic Sanction Act, 2012 PA 517 ("Act"), prior to the Library accepting any bid or proposal, or entering into any contract for goods or services with any prospective Vendor, the Vendor must certify that it is not an "Iran Linked Business", as defined by the Act.

By completing this form, the Vendor certifies that it is not an "Iran Linked Business", as defined by the Act and is in full compliance with all provisions of the Act and is legally eligible to submit a bid for consideration by the Library.

Tom Jacobson	June 4, 2025
PREPARED BY (Print Name)	**DATE**
Vice President, Product Management	June 4, 2025
TITLE	**DATE**
	tom.jacobson@clarivate.com
AUTHORIZED SIGNATURE	**E-MAIL ADDRESS**
Innovative Interfaces Incorporated	
COMPANY	
789 E. Eisenhower Parkway, Ann Arbor, MI 48108	(510) 655-6200
ADDRESS	**PHONE**
Clarivate PLC	(510) 655-6200
NAME OF PARENT COMPANY	**PHONE**
789 E. Eisenhower Parkway, Ann Arbor, MI 48108	
ADDRESS	
94-2553274	
TAXPAYER I.D.#	

Attachment D - Iran Sanctions

Final Audit Report 2025-05-28

Created:	2025-05-28
By:	Brian O'Connor (brian.oconnor@clarivate.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAamFAdAUR3o-7FOSojey2BnGwPD4Zb7ha

"Attachment D - Iran Sanctions" History

Document created by Brian O'Connor (brian.oconnor@clarivate.com)
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2025-05-28 - 12:56:17 PM GMT

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Attachment E – Questions for Bidders

For Baldwin Public Library Integrated Library System

1. Provide a description of the firm, including resumes and professional qualifications of the principals involved in administering the project.

INNOVATIVE

Innovative Interfaces Incorporated was founded in 1978 for the sole purpose of serving libraries. Our first software was an interface to make cataloguing easier for library staff by allowing the download of bibliographic records into a third-party circulation system without re-keying—at the time a revolutionary, time-saving service for librarians. Since 1978, we have routinely introduced new technology to help librarians and customers and to expand libraries' impact on the world.

Innovative has focused on helping libraries throughout our history, introducing a series of new solutions to help our customers. Innovative launched the first truly integrated library system in the 1980s, which included a public access catalogue (PAC), as well as cataloguing, circulation, serials, and acquisitions modules. The 1990s saw exciting changes for Innovative. The first INN-Reach system was launched, dramatically increasing the speed and cost-effectiveness of resource sharing. Over the next 10 years, Innovative continued to expand the system with Web Services technology and integrated tools such as Ecommerce. By integrating functions that surpassed expectations of the traditional LMS, Innovative kept libraries up to date as they expanded services to become more efficient and provide in-demand web-based services. Since our earliest days, Innovative has continually strived to provide excellent customer service. The "Customer Supportal" (our Customer Support portal) offers web-based call initiation, reporting, and a wealth of information, training, and product tutorials.

Through our ongoing focus on delivering leading software solutions to the global library community, our company has evolved from a privately owned corporation to a part of a global provider of data and software solutions to education, government, and medical professionals. Throughout this process, Innovative has maintained its identity and its focus on libraries. In 2014, Innovative acquired Polaris Library Systems and VTLS, bringing together three of the leading providers of library services platforms to the library community. The combined company offers even greater resources to Innovative customers in solving the challenges of library automation, deepening customer support and product development capabilities worldwide. In 2020, Innovative joined the ProQuest family of companies. As a ProQuest business unit, Innovative continued in its role as a cutting-edge company, but with additional financial resources to invest in products, people, and a proven commitment to serving libraries' changing needs. ProQuest is exclusively focused on the library marketplace and partners with content holders of all types, preserving and enabling access to their rich and varied information. ProQuest has brought financial commitment to help us enhance our current products and develop new ones.

On December 1, 2021, the ProQuest family of companies joined Clarivate to empower global discovery, research and innovation. Clarivate is a global leader in providing trusted information and insights to accelerate the pace of innovation. The combination of Clarivate and ProQuest creates a world-leading software and information provider for research-focused organizations to fuel scientific discovery, knowledge sharing and accelerate innovation into the future.

Today, Innovative, part of Clarivate, supports over 2,400 library systems and over 10,000 libraries in 66 countries. Innovative has a global presence—serving thousands of libraries worldwide.

Innovative Interfaces has 320 employees who are focused on the development, sales, delivery, and support of Innovative's product portfolio. This team is composed of librarians, technology gurus, software engineers, product managers, site managers, implementation specialists – all of them committed to supporting libraries and dedicated to serving you.

Innovative also draws on the resources of Clarivate for management, finance, HR, and technology support, allowing our team to focus on our library operations. Clarivate employs over 14,600 employees worldwide.

a. Provide a list of the staff members who will be assigned to this project, including names, titles, phone number, email address, and role for this project.

INNOVATIVE

Key to our implementation strategy is that BPL's existing support team would be responsible for installation and configuration of any additional bundle options selected. We will assign our top team including a project manager, professional training consultant, and support engineer.

Project Manager	The Project Manager has overall responsibility for the implementation process and master schedule, and he or she details the process and timing of the Library's implementation, installation, and training. Additionally, the Project Manager makes certain that the project stays on schedule to make sure the transition from Sales to Implementation is smooth. He/she is available to answer any questions about the project that fall outside the range of other team members. As the project draws to a close, the Project Manager eases transfer of support from Implementation Services to Customer Services.

	The Project Manager will be responsible for coordinating the activities of resources from both Polaris Support and Professional Services, to deliver all products and services.
Training Consultant	The Training Consultant will provide information regarding the functions of each Polaris application, train staff in the use of the system, and answer all post-installation questions. The Training Consultant provides tools to expand understanding, as well as confirming knowledge of the system. Our kickoff visit will be a workflow and data consulting visit, in which we gather information from you on your policies and procedures and begin the process of helping you map your policies into the Polaris system. As we configure the system tables and set up the policies in Polaris, we'll work with you to test and make iterative changes as needed. Training will be done on your system with your configuration, so we can make sure the setup is as expected prior to go-live. Also, at initial session, the Training Consultant will show the library how to evaluate indexing and profiling choices, search the public catalog, and perform needed tasks like system backups.
Support Engineer	BPL's existing Polaris Support Engineer will be responsible for working with the Project Manager to implement all selected bundle options that are to be installed.

We are providing brief resumes for key staff members we anticipate will be involved with this project. These should be regarded as representative of the qualifications of our staff. Actual assignments will be made upon contract award.

Mary Wood, Senior Implementation Project Manager

Mary has over 20 years of project management experience, including 15 years of experience in managing Polaris implementations. Her skill set includes managing account project plans, timelines, and scheduling to achieve timely delivery of software and training. Mary received her Bachelor of Science in Education at Athens State University. Recent projects include:

- San Diego Public Library
- San Clarita Public Library

- Nevada County Community Library
- Chicago Public Library

See Mary's full resumé on page 25.

Michelle Ralston, Training Consultant

Michelle joined Innovative in 2017 as a training consultant. Since that time, she has provided Polaris's training to many Innovative customers across the wide spectrum of library sizes. Since her hiring, Michelle trained and consulted with over 50 customers all from public libraries.

Michelle's recent training for new Polaris implementations include:

- Cooperative Computer Services (library consortium)
- Brazoria County Library System
- San Diego County Libraries
- Davis County Library
- Indianapolis Public Library

Michelle has a M.L.I.S. from University of Illinois at Urbana-Champaign from 2007 and prior to work at Innovative, she worked in various libraries, including providing Polaris support at Illinois Heartland Library System.

Mike O'Connor, Technical Support Analyst/Engineer

Mike O'Connor has over 20 years of experience as a Technical Support Analyst/Engineer for Polaris and has been involved in many Polaris implementations. Mike has a Bachelor of Science from SUNY Brockport.

b. Any changes in the staff members assigned to this project shall be communicated to the Library, in writing.

INNOVATIVE

Typically, at the proposal stage it is not recommended to specify individuals who will be assigned to the project as this will be based not only on staff availability in relation to other projects, but also on skills required for your particular implementation. The individuals listed in the response above are examples of the highly trained professionals ready to take on the task of implementation your solution.

Mary K. Wood Resumé

105 Callaway Drive, Madison, AL 35758 256-701-6658
marywood@hiwaay.net linkedin.com/in/marykwood

Successful Project Manager with over 20 years of experience in implementation and training of clients on new software products, as well as managing account project plans, timelines, and scheduling to achieve timely delivery of software and training. Responsibilities include on-site consultation and customized training for system profiling, set up, and software applications for customers moving from legacy software systems.

Experience

2014-Present
Senior Implementation Project Manager, Innovative Interfaces, Inc.

2008-2014 (Company purchased by Innovative Interfaces)
Implementation Project Manager, Polaris Library Systems

- Responsible for successful migration of customers on legacy library software automation systems onto new systems and products.
- Create and implement project schedules, managing resources from different departments within the company, for timely delivery of products and services.
- Provide on-site pre-installation consultation/training with customers for profiling new system and mapping existing profiles and data to new parameters.
- Continue providing support to customers during implementation and on-site support during go live on new systems.

2007-2008
Implementation Specialist, Patient Care Technologies

- Responsible for successful implementation and training of home health agencies onto new software products.
- Created and tracked project schedules, working with various departments within the company, to achieve timely delivery of software and training.
- Provided on-site consultation and software training for system profiling and clinical software applications.
- Provided remote/online training preparation and follow-up training via WebEx.
- Served as liaison with company documentation department for developing software training manuals, presentations, and other training tools.
- Assisted corporate trainer with providing in-house education classes to new and existing employees.

1997-2005
Implementation Consultant/Project Manager, SirsiDynix

- Responsible for successful migration of customers on legacy library software automation systems onto new systems and products.
- Created and implemented project schedules, managing resources from different departments within the company, for timely delivery of products and services.
- Provided on-site pre-installation consultation/training with customers for profiling new system and mapping existing profiles and data to new parameters.
- Created/maintained department documentation and tools for consultation/pre-installation visits, including PowerPoint presentations, visit agendas, checklists, and profiling workbooks.

Additional work history and references upon request

Education

1987
Bachelor of Science, Education – Athens State University

Skills

- Microsoft Office
- Project Management
- Project Planning
- Customer Relations
- Training
- Teamwork
- Education/Teaching
- Testing/Troubleshooting

2. Provide us with three (3) references for public libraries of similar size that use your product.

INNOVATIVE

Webster Parish Public Library
521 East and West Street
Minden, LA 71055
Shelley Masog, System Administrator
smasog@websterpl.org
Customer since September 2004
Implementation of Polaris, Vega Discover

Clinton-Macomb Public Library
40900 Romeo Plank Road
Clinton Township, MI 48038
Katie Leblanc, System Administrator
kleblanc@cmpl.org
Customer since July 2002
Implementation of Polaris, Vega Discover

Orion Township Public Library
825 Joslyn Road
Lake Orion, MI 48362
Steve Suanders, Head of IT
ssaunders@orionlibrary.org
Customer since August 2012
Implementation of Polaris, Vega Discover, Vega Mobile

3. The Library wishes to have all tasks described in the Scope of Work completed by January 31, 2026. Provide a plan detailing how you would complete these tasks by the deadline.

INNOVATIVE

Since you are currently operating on Polaris software, ILS implementation services will not be required. This allows continuity of service without disruption to staff or patrons and without the extensive staff effort required to implement and learn new software.

For new Vega Discover implementations, we conduct an initial Project Planning phase. Our internal planning, where our team gathers initial configuration information and determines what specific tasks will need to be completed. Once this is complete, our team engages with your library's team to establish project communication channels and discuss pre-requisites, planning documents and the overall project.

Following the planning phase, Innovative will set up your Vega Discover instance and will perform initial configuration and connection to your ILS. Once setup is complete, Innovative works with your implementation team to complete configuration of the parameters, including material type mappings, facets configuration, locations hierarchy and showcases. All of these settings are managed in the Vega Administration interface, and your library's administrator will be able to make changes to these settings moving forward.

The final stage of the implementation before go-live consists of a meeting to discuss with the library how to make Vega Discover accessible to library patrons.

Implementation Week	Task Name	Responsible Party	
		Library	Innovative
Initiation			
	Project Planning		
1	– Communication Tools		✓
1	– Welcome kit, training videos and configuration list		✓
1	– Vega listserv subscription		✓
2	– Library gathers initial configuration information	✓	
2-3	– Library watches all training videos (total=1 hour)	✓	
2	– Start of weekly calls	✓	✓
	System		
2	– Vega Discover instance provision		✓
2	– Syndetics account request		✓
Installation and Set-up			
2-3	MARC data extract and load		✓
2-3	API connection and streaming updates		✓
2-3	IT monitoring activation		✓
2-3	**Vega Discover live access for Library**		✓
Learning			
1	Videos provided to Library		✓
4-5	System Administration Q&A live session (1 hour)	✓	✓
4-5	Vega Search Q&A live session (1 hour)	✓	✓
Configuration			
4-6	Global Header and Library Hours	✓	✓
4-6	Facets	✓	✓
4-6	Showcases	✓	✓
4-6	Item Status / Material Types mapping	✓	✓
4-6	Locations hierarchy (for Sierra)	✓	✓
	Integrations (OverDrive, Syndetics, PayPal…)		
3	– Syndetics setup		✓
4-6	– PayPal integration (if relevant)	✓	✓
4-6	– eContent configuration (OverDrive, Hoopla, Boundless…as relevant)	✓	✓

4-6	Testing	✓	
7	Delivery Q&A Call (1 hour)	✓	✓
Wrap-up			
8	Official public launch	✓	
10	Implementation Closed	✓	✓

4. If applicable, please describe your migration process in detail. What data will successfully transfer, and will any data not transfer? How will the migration affect current user checkouts, holds, fines, outreach history, and item history? Are there known transitional issues? For example, junk characters in item record fields?

INNOVATIVE

Because Polaris is already installed and operational, full migration to a new system will not be required.

5. How will the migration affect Acquisitions? Will vendor records migrate over, orders / invoices? Our vendor records for Baker and Taylor currently have preferences set up for 9XX ordering. Will that information migrate over?

INNOVATIVE

Because Polaris is already installed and operational, full migration to a new system will not be required.

6. Describe updates to your software. How often do updates occur? Is service interrupted during updates? If so, what is the average duration of disruption?

INNOVATIVE

Through our Agile development process, Innovative releases Polaris software updates approximately semi-annually, which include enhancements as well as any maintenance fixes that are needed. Polaris updates are scheduled with each customer to occur at a time and date that will have minimal impact on library operations. Prior to the upgrade, Innovative provides the library with a written overview of the upgrade process, the time required to complete the upgrade, tasks to be conducted by Innovative staff, tasks to be conducted by the library's staff, and any necessary testing that must be performed.

With the Vega LX platform, a true multi-tenant SaaS solution, updates are released every two weeks through our continuous development processes and are automatically applied to the platform.

7. Please describe your enhancement request process. If a client desires a feature that the product does not currently have, how do you decide whether to develop that feature?

INNOVATIVE

Innovative continues to develop new features and new products to meet evolving technologies and customer demands. To ensure our products remain true to our heritage of innovation, Innovative uses Idea Exchange, a collaborative community space where customers can share feedback and ideas that inform the development of our solutions. Rather than contracting for custom development for your individual needs, this process lets you brainstorm with other Polaris libraries to collectively devise better solutions.

Innovative and the Innovative Users Group (IUG) have agreed on a process for voting on enhancements to Innovative solutions: the IUG Member-Exclusive Enhancements Process, or MEEP. The IUG worked closely with the Innovative Product team to ensure that the process was folded into the Innovative product planning and development procedures.

Ideas for new features originate in Idea Exchange, where all Innovative users—not just members of the IUG—can submit, comment on, and vote on ideas for Innovative solutions. The MEEP process then starts when IUG Working Groups look at the ideas on Idea Exchange that got the most votes and work with Innovative to estimate the amount of time and effort needed to implement each feature. The IUG member institutions then get to vote on the ideas they would most like to see. Innovative has committed to implementing the features selected using the MEEP process within specific timeframes.

8. Does your product integrate (via SIP2, EDI, or APIs) with the vendors referenced in the Scope of Work, item 81? Which other third-party vendors (such as 3M, etc.) does your OPAC integrate with?

INNOVATIVE

Yes. At Innovative, we seek out and develop relationships with major players both within the library industry and outside. Our goal for third party product support is seamless integration resulting in a smoother workflow. Through reliance on standards whenever possible (such as SIP2, NCIP, APIs), and through intelligent integration design, Innovative aims to eliminate keystrokes in staff and patron operations, and to eliminate the need to store data in multiple systems. These alliances allow us to deliver more value to our customers in terms of content and in terms of functional capabilities that enhance productivity.

EDI Ordering

Polaris supports the X12 version 4010 standard to transmit purchase orders electronically, load electronic confirmations (or receive confirmations via email) and generate invoices in Polaris using the following vendors:

Company/product	Description
Audio Book Services	Receive electronic X12 orders Produce electronic X12 invoices
Baker & Taylor	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices Import of MARC data from Title Source 360
Blackstone Publishing	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 invoices
Brodart Books & Automation	Receive electronic X12 orders Receive enriched electronic X12 orders Product electronic X12 PO confirmations Product electronic X12 invoices Import of MARC data from bibz.com
Children's Plus, Inc.	Receive electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices
CVS Midwest Tape	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations (Planned) Produce electronic X12 invoices
Findaway World	Receive electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices
Gale-Cengage Learning	Receive electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices
Ingram Book Company	Receive electronic X12 orders

	Receive enriched electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices Import of MARC data from iPage
Library Bound	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices
Micro Marketing LLC	Receive electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices
Midwest Library Service	Receive electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices
Midwest Tape, Inc.	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices Import of MARC data
Penworthy	Receive electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices
Quality Books, Inc.	Receive electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices
Rainbow Books	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices
Recorded Books	Receive electronic X12 orders Receive enriched electronic X12 orders (Planned) Produce electronic X12 PO confirmations Produce electronic X12 invoices
Scholastic Library Publishing	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 invoices

United Library Services	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations Produce electronic X12 invoices
Whitehots, Inc.	Receive electronic X12 orders Receive enriched electronic X12 orders Produce electronic X12 PO confirmations (email) Produce electronic X12 invoices

9xx Ordering

You can access vendors' web-based selection tools and databases directly from the main Polaris menu. Using your library's profile on the vendor's site, you can select titles and specify material type, fund, destination library, collection information, and non-public notes. Then, the brief bibliographic records are imported into record sets that can be automatically bulk added to selection lists or purchase orders. As a result, the purchase orders already include bibliographic, fund, and order distribution information.

Polaris has successfully imported MARC records using the following vendor systems:

- Baker & Taylor's Title Source 3
- Brodart's Bibz2.com
- Ingram's iPage
- Midwest Tape

The vendors above support the Polaris designated 970 order distribution tag with the following subfields:

- 970$l [location]
- 970$c [collection]
- 970$f [fund]
- 970$q [quantity]
- 970$p [price] (If no 970$p, Polaris uses 020$c)
- 970$n [non-public notes]

Multiple 970 tags are supported in the MARC bib record. Finally, Polaris supports the ability to overlay duplicate identical bibliographic records while retaining (970) order data, so that multiple selectors can work simultaneously in either a centralized or de-centralized acquisitions workflow.

Integrated Applications

Polaris uses a combination of the SIP2 protocol, custom extensions to SIP2 and the Polaris API to support integration with self-check systems, return chutes, security gates, automated material handling systems, payment and book kiosks, print and PC management solutions and more. The following are some of the systems that have been integrated with Polaris:

Company/product	**Description**
Bibliotheca 3M	Self-check, AHM, security gate, RFID
Central Technology icirc™	Self-checkout
Checkpoint Systems	Self-check
Comprise Technologies	Public access workstation management, PC reservations, Internet filters, and more.
CybraryN (Computers by Design)	Public access workstation and print management solutions through the CybraryN product line
EnvisionWare	Public access workstation and print management solutions (PC Reservations, LPT:One)
Evanced Solutions	Event registration, room reservation, and reading program management
iTeam Resources	Printing and public access workstation management
Libramation	Self-check
Librarica (CASSIE)	Public access computing solutions.
Library Automation Technologies	Self-check, Flashscan.
Logitech	Self-check, AHM, security gate, RFID
Lyngsoe Library Systems	Materials handling processes in libraries
MK Sorting	Materials handling processes in libraries
Pharos	PC time management, printing kiosk
OCLC Cataloging and ILL services	Polaris integrates with OCLC cataloging workflows. In addition, OCLC automatically receives ILL requests from Polaris and routes the requests to potential lenders. Polaris customers who are OCLC members can use these services.
Plymouth Rocket	Event Keeper events for automated events-import into the library catalog
Public Information Kiosk (PIK)	Branch libraries "in a steel box" for placement everywhere

Quipu	eCARD and eRENEW patron self-registration and renewal solutions
Tech Logic	Automated check-in, sorting, conveyor system.
VendPrint, Inc.	Printing/copying and Public access workstation management

e-Commerce Integrations

With both the Polaris PowerPAC and Vega Discover Premium, Polaris allows integration with a range of "Redirect and Postback" third party partners. Using this method, Polaris passes the amount owed to the payment processing service, which manages the financial transaction and send the amount paid to Polaris to record in the patron's fine/fee record. No financial information (credit card, bank information, etc.) is collected, processed or stored by Polaris or by your library. The transaction is exclusively handled between the patron and your selected processing service. The following are some of the systems that have been integrated with Polaris:

- PayPal Payflow
- Jet Pay
- Envisionware
- Comprise

e-Content Integrations

Using APIs, Vega Discover Premium supports record loading and circulation management (requesting and direct checkout/download) from the following e-content providers:

- 3M cloudLibrary
- Boundless (formerly Axis 360)
- Bolinda BorrowBox
- Hoopla
- OverDrive

Integrated Catalog Enrichment for Vega Discover Premium

Company/product	**Description**
Content Café (Baker & Taylor)	Vega Discover Premium allows integration of Content Café book jackets, tables of contents and book reviews (requires a separate Content Café subscription).
LibraryThing for Libraries	Ratings and reviews are supported through Syndetics Unbound and LibraryThing for Libraries. Users can view ratings and reviews from the

	record display in Vega Discover Premium and can submit their own ratings and reviews directly from the catalog by clicking the link as shown below. Users must have a free LibraryThing account to submit reviews and ratings.
Syndetic Solutions	Vega Discover Premium includes Syndetics Unbound at no additional cost. Syndetics content enrichment elements, including cover images, first chapters, reviews, author notes and more are integrated into results displays and full record displays in the Discover interface. A separate subscription to Syndetics Unbound is not required – it's included with your Discover subscription.

9. Describe how your ILS product would integrate with MeLCat, Michigan's state-wide interlibrary loan system.

INNOVATIVE

All Polaris libraries have the ability to connect to INN-Reach using native, direct API. We have quite a few libraries in Michigan using Polaris and MeLCat including Farmington Community Library (https://farm.na.iiivega.com/) and Rochester Hills Public Library (https://rhpl.na3.iiivega.com/).

INN-Reach is Innovative's user-initiated direct consortial borrowing system. Libraries running Polaris can take advantage of direct interaction with INN-Reach to expand their resource sharing and consortial borrowing capabilities, while using established Polaris workflows to manage circulation. After INN-Reach has been implemented, your patrons can discover titles and place holds on items that other participating libraries have contributed to the INN-Reach Central Catalog. The integration also enables your library to loan items it owns to patrons from other libraries who have placed requests on these items through INN-Reach.

10. Outline the steps the Library's ILS administrator would need to take to open new SIP2 ports or reconfigure existing ones.

INNOVATIVE

The Library's ILS administrator should submit a support ticket, and Innovative will assist with configuring SIP2 communication. This may involve provisioning new TCP/IP ports or modifying existing port configurations to ensure compatibility with SIP2-compliant devices.

11. Describe your APIs. Are they web-based and RESTful? Are they open to your customers? Do you require API training before opening them to your customers? Do you provide a sandbox environment?

INNOVATIVE

Polaris supports an API that allows external systems to access Polaris-defined functionality. The functionality is exposed via RESTful Web services. The Polaris API features a mix of both read and write function calls. The Polaris API forms the backbone of many of our third-party integrations (social networking, e-resources, third party discovery) and so bidirectional support is a critical component.

The Polaris API (PAPI) Service supports protected methods to secure access to all functions that required authorisation. For example, a public catalogue search that is open to anyone is not secured while functions that are restricted to authorised staff are secured. The staff member must authenticate with the PAPI service using the AuthenticateStaffUser method over a secure connection.

The Polaris API is well-documented and comprehensive. We have customers who have used our API to do everything from integrating their own open-source discovery layer to implementing a cloud-based telephony system. Industry partners have used the Polaris API to create Facebook integrations, real-time eBook interfaces, and address verification applications.

Some ILS/LMS companies market a very broad suite of APIs because it's the only option they provide for interoperability and customisation. Even though they offer a SQL database, they deny or discourage you from accessing your database. Polaris has a comprehensive API; but we also provide you complete access to your SQL database along with documentation which outlines the database elements in plain English. It is also important to note that Polaris offers one API, not a suite of APIs.

The Innovative Developer Network https://innovative.libguides.com/Developer/Polaris provides complete documentation as well as an interactive component (“The Developer’s Sandbox) where developers can test their queries and get a full response. The Innovative Developer’s Network also includes a user forum for peer-to-peer discussions about API development projects.

Polaris API documentation can be viewed online here:
https://documentation.iii.com/polaris/PAPI/current/PAPIService/Default.htm

12. Describe the ways in which the Library can customize the OPAC.

INNOVATIVE

Fully customize your community's Vega Discover experience using intuitive administrative controls.

- Simple Interface: Upload a library logo and configure up to 7 links to other library content.
- Customizable Header and Footer: Use HTML, CSS, and JavaScript to match your library's website, ensuring a seamless transition. You can also link to your Library Privacy Policy and integrate widgets like Unique Chat and StackMaps.
- Library Hours: Configure library hours for branches or link to existing hours pages. The Library Info button shows default library hours for guest users and home library hours for logged-in patrons.
- Language Support: Choose from 18 languages for catalog content.
- Home Page: Showcase collections, events, and more with dynamic content.
- Search Results View: Decide how content is presented—grid view with book covers or full search results with tabs. Grid view can be enabled, disabled, or set as default.

Additional Features:

- Create, Curate, and Add showcases to each Discover site homepage.
- Build home pages to showcase staff-created content or create themed catalogs. Options include kids' themes designed specifically for their brain development and computer literacy skills or customize a catalog with your own design to support youth, silver, or special collections.
- Limit search results for kids or themed catalogs.
- Custom passthrough to other searches like Indeed.
- Customize any and all display strings for organizational language your library uses such as Place Hold vs. Request for action buttons.
- Manage how ILS Material types are combined or not combined in search results (e.g., hardcover and paperback).
- Manage eContent subscription content across your consortia, using sideloaded and non-integrated econtent controls to manage access to consortia and member site level subscriptions, presenting patrons with only the content they can circulate.
- Announcements, surveys, and user guides.
- Localized kiosk sites tailored to in library guest and patron users.
- Scope resources per member site.
- Enable or disable Syndetics widgets and set their order in resource records.

Coming Soon:

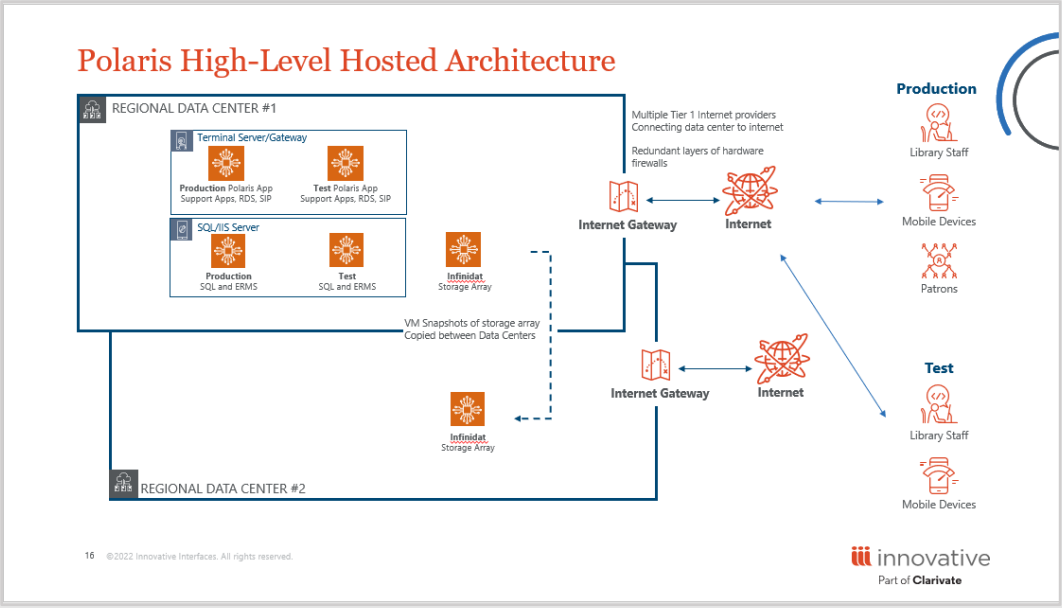
- Account linking with the option to set a default catalog for logged-in minors.
- Opt-in Recommendations based on patron interests and reading history.
- Vega Discover AI Search Assistant.

13. Describe how you plan to host the Library's database remotely on servers you own, using a cloud-based solution, etc.

INNOVATIVE

Innovative Cloud Hosting Services are fully managed solutions that relieve libraries of all responsibilities associated with installing, managing, and maintaining applications systems and software on premise. With data centers located in multiple locations, we can implement each customer's cloud hosted system at the data center within the customer's country or region in compliance with the region's data privacy laws.

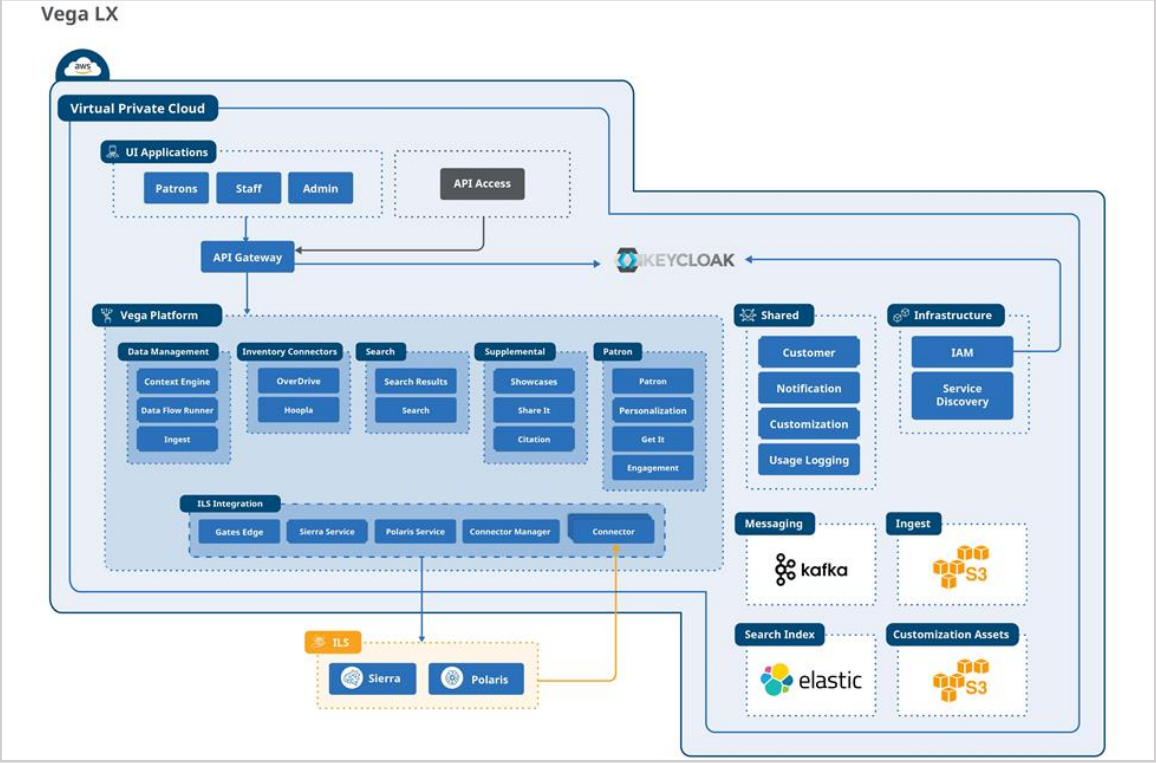
Innovative provides the cloud-based system environment to support the system loads required by your library, allowing for anticipated growth for three to five years. As libraries grow beyond this size, and/or as server configuration requires upgrading, Innovative will automatically upgrade the system environment at no extra charge as part of the on-going subscription and hosting services.



Innovative's Cloud Hosting Architecture Diagram

Innovative's Vega Library Experience Platform is a multitenant cloud-based SaaS solution that integrates with your Polaris system to enable discovery and patron services.

Vega LX has been designed with a microservice architecture. Not all services store data, but the services that do store data have their own databases. Each tenant has its own subdomain under the Vega deployment in which they are hosted, and customer data is segregated within common tables (at the row level) within each database.



Vega LX Architecture Diagram

The Vega LX Platform is designed to minimize staff effort while ensuring full library control over users and access permissions. Your library's discovery index is dynamically updated through ingest of data from your Polaris ILS or Sierra Library Services Platform with no effort required of library staff. Patron authentication and access to patron data are performed through secure connections to the Polaris or Sierra systems, giving your library full control over access to data and services.

The solution is designed to ensure the highest levels of security. All connections to Vega LX use secure https connections and encrypt data in transit via TLS/SSL as standard. This means that data is encrypted in transit between the Polaris or Sierra system and the cloud-hosted Vega LX system as well as between Vega LX and the user's workstation. Additionally, data is encrypted at rest in the database.

As a SaaS solution, the Vega LX software is continually updated on a 2-week cycle. No effort is required by the library, all updates are applied automatically for all customers. Development for Vega is based on Agile development practices, which means that our roadmap is dynamic and continually updated. Our roadmap is published and is publicly accessible at the following site: https://portal.productboard.com/iii/6-innovative-product-status-board-new/tabs/28-vega-discover.

Innovative Hosting

All management services are provided directly by Innovative Cloud Services staff under our ISO 27001-certified Information Security Management System. To achieve ISO 27001 certification, it means that an independent professional auditor has reviewed the hosting operation end-to-end, verifying that processes and procedures meet national and international security guidelines, that regular vulnerability testing is performed and that any vulnerabilities are proactively corrected. Our processes include rigorous controls to ensure that our application and server environment is secure, we have proper change management procedures in place, and we have proper hiring practices in place, not just for information systems in general, but for cloud hosting services and for data privacy. Many companies claim their hosting services are secure, but through certification by independent professional auditors, we can prove it. Our security and data privacy certifications are essential to ensuring the security of your data.

In addition to enjoying the benefits of a fully managed hosted system, as a Hosted Services customer you will receive all Innovative application software updates. We will install, configure and test them for you. You will stay current and benefit from our latest features with no effort or additional costs on your part. Innovative will also apply all operating system updates and will provide full hardware monitoring and maintenance services. Development for our products is based on Agile development practices, which means that our roadmap is dynamic and continually updated. Our roadmap is published and is publicly accessible at the following site: https://portal.productboard.com/iii/6-innovative-product-status-board-new/

Security Features

Security is an important part of our reputation; it is critical to earning our customer's trust, vital to how we do business, and essential in delivering our product. Innovative's proprietary Information Security Management System (ISMS) supporting its cloud and hosted infrastructure is based on NIST and is ISO 27001:2013 certified.

Innovative's hosted, subscription solution is provided on the Cloud. With data centers located in multiple locations, Innovative can implement each customer's cloud hosted system at the data center within the customer's country or region in compliance with the local data privacy laws. All management services are provided directly by Innovative Cloud Services staff under our ISO 27001-certified Information Security Management System. As you will see, we do not just rely on the hosting center to provide our security. We take security seriously and spend the time to guarantee your data is secure.

To achieve ISO 27001 certification, it means that an independent professional auditor has reviewed the hosting operation end-to-end, verifying that processes and procedures meet national and international security guidelines, that regular vulnerability testing is performed and that any vulnerabilities are proactively corrected. Our processes include rigorous controls to ensure that our application and server environment is secure, we have proper change management procedures in place, and we have proper hiring practices in place, not just for information systems in general, but for cloud hosting services and for data privacy. Many companies claim their hosting services are secure, but through certification by independent professional auditors, we can prove it. Our security and data privacy certifications are essential to ensuring the security of your data.

Features of Innovative's Cloud Hosting Services and Infrastructure

- **Certifications:** Innovative hosting services are certified to the following international standards:
    - ISO 27001 (Information Security Management)
    - ISO 27017 (Information Security Controls)
    - ISO 27701 (Privacy Information Management)
    - SOC2 – Security Audit Reporting for Information Services

  These certifications cover the services and processes involving information security and privacy policies, human resources, asset management, access controls, incident management and other service-related processes managed by Innovative.

- **Scalability:** New server instances boot up in minutes, controlled with web services APIs. This allows for scaling capacity as computing requirements change. Unlimited Discovery users are supported. Any number of concurrent staff users can be supported subject to licensing limits.
- **Physical Security:** Data centers are designed to satisfy requirements of most security sensitive customers with constant monitoring, high automation, high availability, and highly accredited to global security standards.
- **Fire Detection and Suppression:** Automatic fire detection and suppression equipment has been installed to reduce risk. The fire detection system utilizes smoke detection sensors in all data center environments, mechanical and electrical infrastructure spaces, chiller rooms and generator equipment rooms. These areas are protected by either wet-pipe, double-interlocked pre-action, or gaseous sprinkler systems.
- **Power:** The data center electrical power systems are designed to be fully redundant and maintainable without impact to operations, 24 hours a day, and seven days a week. Uninterruptible Power Supply (UPS) units provide back-up power in the event of an electrical failure for critical and essential loads in the facility. Data centers use generators to provide back-up power for the entire facility.

- **Environmental Controls:** Climate control is required to maintain a constant operating temperature for servers and other hardware, which prevents overheating and reduces the possibility of service outages. Data centers are conditioned to maintain atmospheric conditions at optimal levels. Personnel and systems monitor and control temperature and humidity at appropriate levels.
- **Security:** Security is an important part of our reputation; it is critical to earning our customer's trust, vital to how we do business, and essential in delivering our product. Innovative's proprietary Information Security Management System (ISMS) supporting its cloud and hosted infrastructure is based on NIST and is ISO 27001:2013 certified. For more details on Innovative's ISMS please visit the www.iii.com/security web page.
- **Firewalls:** Innovative ensures tight controls by implementing port-based restrictions on system-based firewalls in addition to leveraging security instruments like Security Groups and Network Access Controls. Innovative ensures source level IP lock down is configured on hosted perimeter firewalls to limit port scanning and hacking attempts. Firewall services and the corresponding Flow Control logs provide visibility into network threats. The underlying network infrastructure is inherently designed to protect against DDOS (Dynamic Denial of Service) attacks, MITM (man in the middle) attacks, IP Spoofing, port scanning and packet sniffing.
- **Data Security:** The Library's catalog and patron data will be accessible by authorized Innovative Staff for the purposes of maintenance, support and backup management. Library staff may access catalog and patron data at the sole discretion and enforcement of the Library. In the event that patron or catalog data is requested by a legal authority, such inquiries will be directed to the Library as the sole owner of the catalog/patron data.
- **User Access Control:** Innovative imposes strict access controls for its own staff in administrative support of the application, limiting access to library data. Your library controls access by individual users of the application under terms of the library's choosing.
- **Access and Transaction Logging:** Application and operating system records are maintained to identify users of the system. These records are used by Innovative for intrusion detection, troubleshooting, and other monitoring as appropriate.
- **Threat Monitoring:** Innovative's network operations center monitors systems 24x7x365 for unusual activity and other indications of intrusion or unauthorized access. If there is any indication of potential unauthorized access or disclosure of confidential data, we immediately notify our designated contacts at the affected institution by any and all means (email, telephone) and to work directly with that institution on the details of our investigation and remediation efforts. Annual penetration testing is performed as a part of our ISO 27001 security process certification.
- **Anti-Virus:** All of Innovative's data center equipment is protected by McAfee anti-virus software.
- **Performance Monitoring:** Innovative's automated monitoring service ensures that hosted services are operational and meeting performance commitments. Innovative leverages enterprise monitoring solutions like Datadog and AppDynamics in addition to Cloud Watch and flow logs. With a 24x7 Network Operation Centre, Innovative leverages

these monitoring tools to ensure a proactive approach to identifying issues and addressing them before customer sees an impact. This helps Innovative to collect, analyse, and monitor application and infrastructure performance data. IT and customer support staff are able to proactively and quickly identify, isolate and mitigate application and system level issues.

- **Standard Service Backup:** Innovative performs daily backups using snapshot-based technology as part of the standard hosting package. The snapshots are stored in geographically diverse locations that are replicated to other geographically separate data centers to meet the offsite storage requirements for all customers. Random backups are periodically tested and restored to ensure compliance. For backup data, nightly backups are retained for 30 days after which they are destroyed/wiped.

Service Terms for Innovative SaaS Services

- **Recovery Services:** Innovative's Disaster Recovery (DR) plan was developed from the NIST SP800-34 framework. Standard hosting terms include disaster recovery on a best effort basis. In the unlikely event of a disaster at the primary location, the latest backup is restored to a different availability zone on a best effort basis. The standard Recovery Point Objective (RPO) is 24 hours from last backup. We maintain 30 days of backups, allowing for recovery up to one month.

  Innovative also offers enhanced disaster recovery services to meet specific Recovery Point Objective (RPO) and Recovery Time Objective (RTO). The enhanced DR service also comes with a customer specific DR plan and annual testing of that plan. Enhanced Disaster Recovery is provided by replicating the bits to a different region within the country or continent. If there is no separate region available, then the replication is done to a different data center in the same region. The Recovery Point Objective (RPO) is 24 hours from last backup.

Service Level	Measure or Feature	Value
Tier 1	Recovery Point Objective (RPO)	4 hours
	Recovery Time Objective (RTO)	8 hours
	Customer specific DR plan and DR test	Included
	DR location	Alternate Availability Zone/Region
Tier 2	Recovery Point Objective (RPO)	24 hours
	Recovery Time Objective (RTO)	24 hours
	Customer specific DR plan and DR test	Included
	DR location	Alternate Availability Zone/Region

- **Ownership:** Under the SaaS model, the customer will be using the software but Innovative (or the third-party component provider where applicable) retains all software ownership rights. All data stored in the system remains the property of the customer. This is stated explicitly in all Innovative contracts. Innovative makes no claims to ownership of customer data and will not share or transfer the customer's data without explicit consent.

- **Quality of Service:** Innovative commits to uptimes of at least 99.9% backed up by service credits if Innovative does not meet that level of service. Innovative has consistently met or exceeded the committed availability of 99.9% over the past 3 years. Over the past year less than 1% of global Innovative hosted customers have ever requested credits for service availability below the target levels within any given month. Innovative has DR procedures in place for replication of the production environment at another facility in the event of a disaster affecting the physical hosting location.

14. Describe the security in place that would protect the Library's patron database from unauthorized access. A question arises as to what the minimum required patron data is for a patron record in the bidding ILS? For example, requiring a Drivers' license number.

INNOVATIVE

Innovative invests heavily to keep Polaris audited and certified with the highest international standards so you do not have to worry. Do not take our word for it – listen to the experts who certify best-in-class software. Innovative holds many certifications including ISO 27001, ISO 27017, ISO 27701, SOC2.

Innovative network operations center monitors systems 24x7x365 for unusual activity and other indications of intrusion or unauthorized access. If there is any indication of potential unauthorized access or disclosure of confidential data, we immediately notify our designated contacts at the affected institution by any and all means (email, telephone) and to work directly with that institution on the details of our investigation and remediation efforts. Annual penetration testing is performed as a part of our ISO 27001 security process certification.

Patron data typically includes patron name, address, phone number and library card number at a minimum; e-mail address and date of birth may also be included. While it is possible for the library to enter any type of data, sensitive or otherwise, Innovative advises all customers NOT to include any financial or other sensitive private information in the patron record as this information is not used or processed in any way by the application.

15. Have you experienced a data breach in the last ten (10) years? If yes, please describe the breach in detail, including its nature, your disclosure timeline, and all post-breach risk mitigation measures you took.

INNOVATIVE

No incidents that led to a data breach were recorded for both Polaris and Vega LX.

16. Provide detailed information on planned and unplanned service interruptions to your ILS product(s) that occurred in the last year, including dates, times, and duration of interruption(s).

INNOVATIVE

There were no unplanned service interruptions in the last year.

17. Please describe the scope and length of your training for library staff and system administrator(s), including number of days and hours of training.

INNOVATIVE

At Innovative, we understand the importance of training – when you join the Innovative family, when you upgrade to the latest versions of our software, and when you experience change in your library. Because we are proposing Polaris, the solution your staff are already using, it will not be necessary to fully retrain your staff. Our offer includes training services for each of the optional products that you select. In addition, we are providing you with 10 virtual hours of training services to cover topics like: circulation, cataloging, and/or acquisitions. We can provide customized on-site training for your library staff to address any topics you would like to cover at an additional fee.

18. Please describe any off-site support and training you offer, including online ticket-based support. Is support provided 24/7, 365 days/year?

INNOVATIVE

Around-the-clock help can be reached online through Innovative's Support Center (web-based support portal), e-mail, or toll-free telephone number. Live telephone coverage is provided at all hours. We provide emergency technical support 24x7. Applications issues and any non-emergency technical support issues will be answered between 8am-5pm local hours M-F.

Support Team

Our customer care management team manages multiple regional support teams to bring a cohesive focus to our services.

We have over 150 staff members in Implementation and Support. There is safety in numbers – specifically when it comes to implementing your system, keeping it up and running, and creating new and exciting changes for staff and patrons. There is no worry we do not have the appropriate number of staff to provide the best support available.

Education and Experience

Our Customer Care Department is predominantly staffed by professionals with a Master's in Library and Information Science and up to 10 years of experience working in libraries. Additionally, we have staff members specializing in hardware, programming, operating systems, and computer networking. Innovative's Help Support management team has held numerous positions within the company and take part in regular trainings to encourage an on-going learning process.

Agile Case Response and Escalation

Our goal is to provide extraordinary customer service to our customers. We follow a clearly documented escalation process to ensure your support case is placed in an expert queue and addressed by cross-functional teams, product experts, and subject matter experts. Our team works consistently to build deeper product expertise and consortia support within the Customer Care Department.

All cases are submitted and viewed in the Support Center, an online portal that provides exclusive access for your team, as well as inside product knowledge and resources. The case page features all the information pertaining to the case including a description of the issue, pertinent attachments, and comments from Innovative and the Library. This allows libraries to review support activities at any time without having to wait for periodic service reports.

For service requests requiring immediate assistance, we recommend that libraries contact support via telephone or log a detailed case with the urgency of Site Down in the Support Center. An automated response acknowledges the request, and a support team member will then contact you based on the priority of your service request. Library coordinators are encouraged to give specific examples of problems to expedite resolutions.

Response Time Targets

Our support services include response time targets which are defined in our standard agreements as follows:

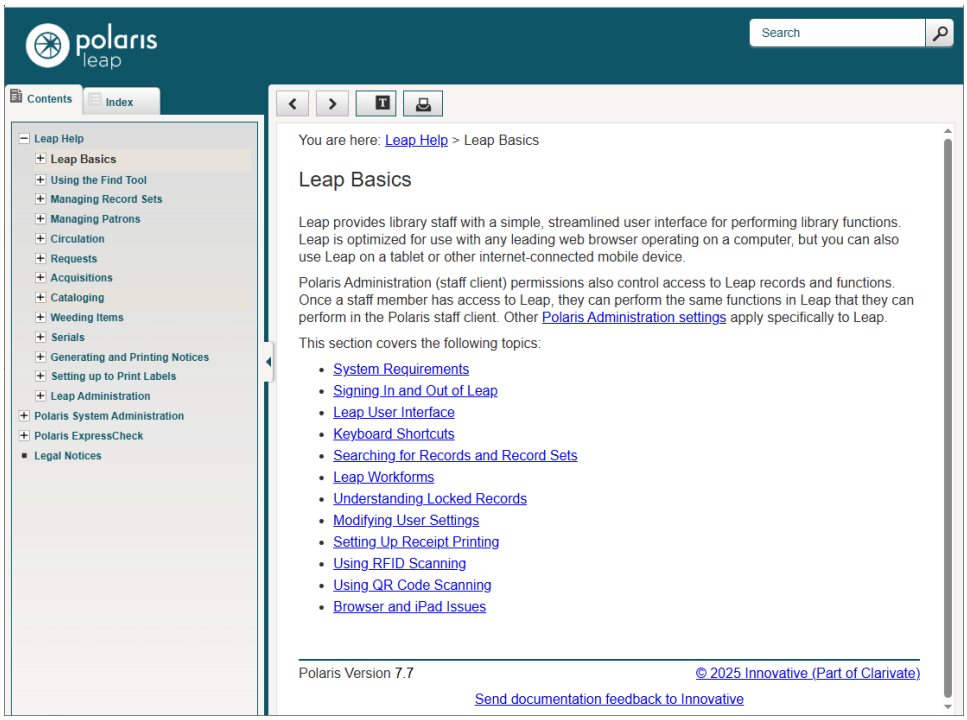
Priority	Response	Criteria
Severity 1	1 Business hour	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down
Severity 2	4 Business hours	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data
Severity 3	2 Business Days	An issue (other than a Severity 1 or 2) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time-critical business processes.

Severity 4	as promptly as is reasonably practical	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests. These will be logged but no immediate action will be taken. We will generally monitor the situation but will not be obliged to provide any solution.

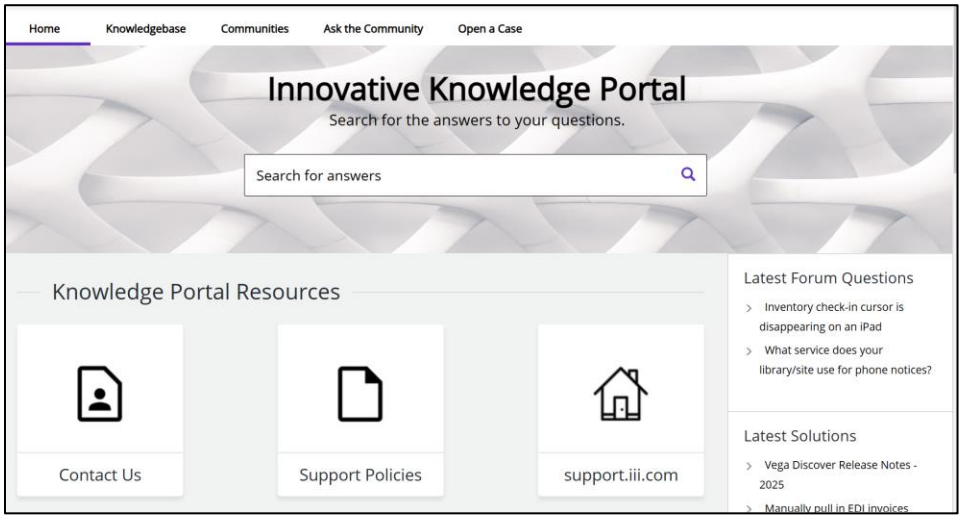
Additional Support Resources

In addition to traditional help desk services, we offer a variety of online support resources accessed from https://support.iii.com. These resources include:

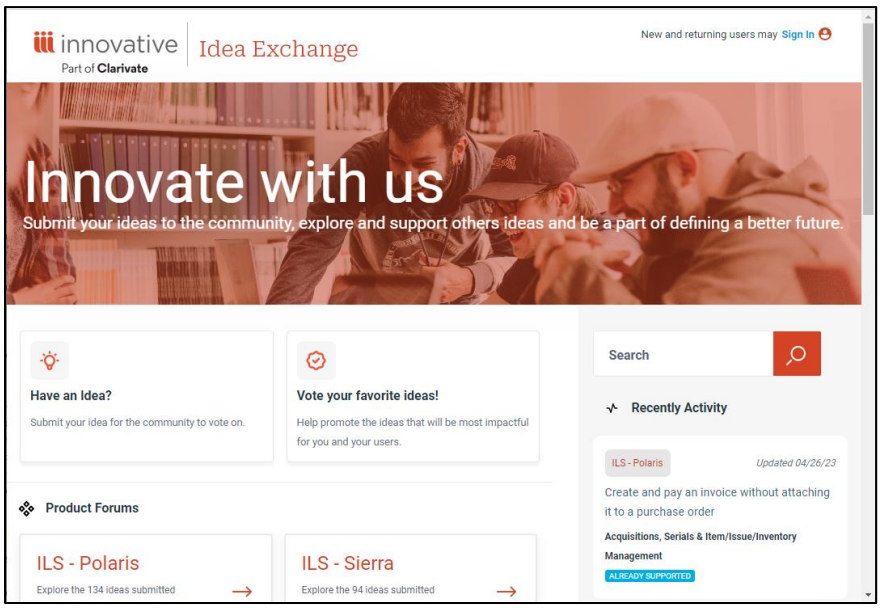
- **Polaris and Vega Documentation** – online, fully-navigable documentation with no login required.



- **A growing knowledgebase of Customer Support solutions** – this knowledgebase repository provides solutions to frequently asked questions, how-to instructions, and answers to common support cases.



- We have partnered with the **Innovative Users Group (IUG)** on a process for customer-driven innovation managed through our **Idea Exchange**. This collaborative online forum facilitates the submission of ideas and allows voting and commenting on them with an annual process to prioritize top ideas for development.



- Peer Support through our **User Community** – In addition to formal help, the Polaris community is amazingly responsive to library questions and needs. The Polaris user community participates in the Polaris Forum, accessed through the Support Center, and offers tips and tricks, supplies SQL queries to help, and shares uses of the Polaris API to create new and innovative product integrations.

19. Do you have any training, support, or help material behind a paywall—for example pre-recorded webinars, conferences, and online tutorials? If so, what are the costs for accessing such material?

INNOVATIVE

Innovative provides a Training and Learning Center. Our Training and Learning Center is built on LibGuides and provides a single point of access for a wealth of system knowledge and resources. From this dashboard, you can access webinars, documentation, training videos, product roadmaps, release notes, Idea Exchange (enhancement requests), the Customer Support Center, and more. The public areas of this resource are accessible to anyone and can be viewed here: https://support.iii.com

20. Does your product support or will it support the BIBFRAME standard?

INNOVATIVE

Yes. BIBFRAME is used as the metadata standard in Vega Discover to enable linked data relationships in discovery. All MARC21 metadata in Polaris is automatically transformed to BIBFRAME for management in the Vega LX Context Engine that powers Vega Discover indexes.

21. What are the minimum system requirements for a computer to run your staff client?

INNOVATIVE

Polaris is a fully web-based solution, providing staff access through the Polaris staff web interface and through Vega Discover for patrons. In general, workstation requirements will be the same as required by the browser platform for general web surfing activities.

Workstation requirements for the Polaris staff web interface are:

Workstation type:

- Desktop computers
- Laptops

- Notebooks
- Tablets, including Surface tablets
- iPads

You can run the Polaris staff web interface on the following operating systems:

- Windows 11
- Windows 10
- macOS 10.12 Sierra or higher
- iOS (the two most current versions)

The following browsers are fully supported:

- Chrome (Windows, macOS, or iOS)
- Edge (Windows)
- Firefox (Windows)
- Safari (macOS or iOS)

Vega Discover is compatible with any modern Web browser capable of supporting current Web standards and is designed to provide a responsive discovery experience across multiple devices, including smartphones, tablets, and other mobile device types. Innovative performs full testing of browsers with each Vega Discover release and is committed to full support on the two (2) most recent publicly released, generally available desktop versions of Chrome, Firefox, Edge, and Safari browsers, across all current Innovative software and cloud services. Note that earlier versions can be used, but Innovative does not guarantee that all functionality in the current release will work under older browser versions.

22. Will your product support multi-factor authentication for all administrative logins?

INNOVATIVE

Multi-factor authentication is supported through SSO if this is set up in your institutional IDMS.

23. Will your product support detailed user permission structures?

INNOVATIVE

Polaris supports a permissions model that allows libraries to establish security based on the following criteria: who is performing the action, the action to be taken (create, access, modify, delete), the type of record upon which the action is taken (patron, fund, item, etc.), and the organization that 'owns' the record (branch, library or system). Workstations can also be

restricted to specific functions. This model allows a tremendous degree of flexibility and granularity in assigning permissions and includes options such as group permissions to expedite initial setup.

You can set up permissions based on the needs of the organizations in your system, and the tasks that staff members are expected to do. To allow administrators to control all records and functions in Polaris, you can set up certain staff members as "Superusers" or add these staff members to the Administrator permission group.

Using the granular level of control available in Polaris permissions, your library can effectively manage the specific tasks your staff members can perform in Polaris. The flexibility of Polaris permissions provides libraries options to accommodate various staff responsibilities, such as:

- Check-out clerks cannot override circulation blocks, but the supervisor does have permission to override these blocks.
- Staff members at a large library system rotate among different branches. The staff members have a set of permissions that are the same for all but one branch. The one branch is more restrictive with the permissions granted to rotating staff.
- Senior catalogers have permissions to maintain authority records used by the entire library system. All other catalogers have permission to access the headings used in bibliographic records, but they cannot add any headings or change existing ones.
- The library system has a central acquisitions department, but individual branches maintain their own selection lists. The central acquisitions department can access each branch's selection lists, but only specific staff members at the branch can modify the lists.
- Each member library in a shared environment prefers to keep its fund structure private. Libraries cannot view (access) each other's fund records.

When a staff member does not have the appropriate permission to do a patron services or circulation task, a permission block message appears. You can allow specific staff members (typically supervisors) to override certain permission blocks so the blocked staff member can continue the task.

24. Will your product have audit logs or anomaly detection in place?

INNOVATIVE

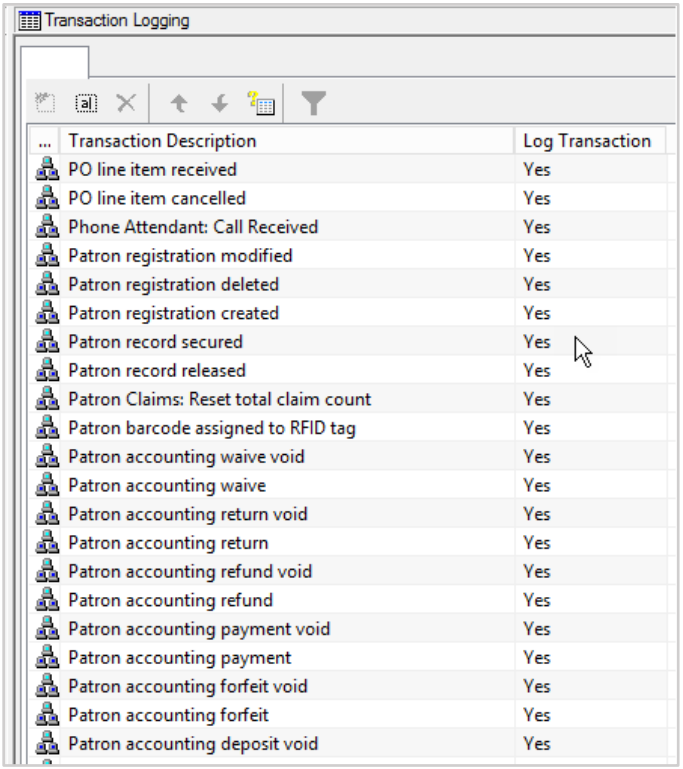
All primary transactions are logged to a transaction log in the SQL database. Create, updates, and deletes are detailed for all records. It is from this transaction log that all primary statistical and audit reports are generated. The Polaris transaction log records when an action occurs, the identification number of the user who did the action, and the records that the action affected. You can use the log to track operational statistics, troubleshoot problems, and generate reports. You determine what kinds of actions are logged, out of the thousands of Polaris transactions that can occur every day.

The example below shows the logging for Patron records.

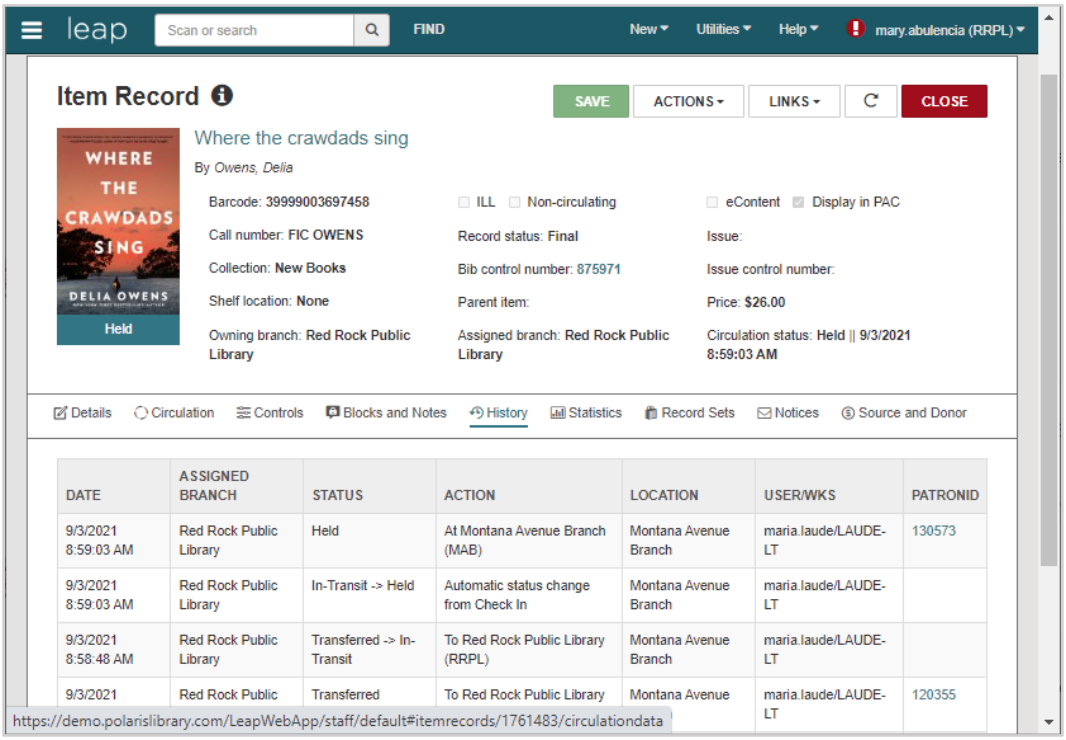
Patron Record Modifications Log
adds, deletes and changes since 1/1/2022 12:00:00 AM

Transaction Date	Action Performed	Staff Member	Workstation	Patron ID	Patron Name
6/15/2022 4:15:52 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 3:28:41 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 3:28:36 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 3:28:20 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 3:22:29 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 2:23:06 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 2:22:59 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 2:22:40 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	283096	McCrae, Patrick
6/15/2022 2:21:50 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	283096	McCrae, Patrick
6/15/2022 2:21:10 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 2:20:20 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/15/2022 2:18:45 PM	Patron registration modified	patrick.mccrae	Patrick McCrae	4515	MCCRAE, FINN
6/13/2022 12:17:01 PM	Patron registration modified	carey.miller	Carey Miller's Laptop	283241	Zych, Betsey
6/13/2022 12:15:56 PM	Patron registration modified	carey.miller	Carey Miller's Laptop	283201	Miller, Carey
6/13/2022 12:10:41 PM	Patron registration created	carey.miller	Carey Miller's Laptop	283241	Zych, Betsey
6/7/2022 1:41:51 PM	Patron registration modified	terry.morris	Terry Morris's Workstation	283214	Klock, Frank Tenney
6/6/2022 10:49:59 PM	Patron registration modified	mmonroy	Michael Monroy iPad	282795	Monroy, Carmel
6/1/2022 9:13:27 AM	Patron registration created	ConversionAdministrator	demo-sql	283240	Morris, Lindsay
5/31/2022 6:22:46 PM	Patron registration created	OPACDefaultUser	demo-sql	283239	Testing, Thomas
5/31/2022 3:41:54 PM	Patron registration modified	terry.morris	Terry Morris's Workstation	283214	Klock, Frank Tenney

Entries in the Transaction Logging database table determine which transactions are logged. The Transaction Logging table is available from the Administration Explorer and lets you enable or disable logging for each transaction type:



Many primary data objects also contain a separate historical record (i.e., every historical status change to the Item Record as shown below).



The raw transaction logging that goes into the transactions database never gets automatically purged. The library can request an SQL script to truncate all the data that's older than x years (or months) old, if desired.

Logging that is visible through the patron account display shows current, unresolved fines, fees, etc. You can change the account view and review the Transaction Summary. The library determines how many months or years to retain this data.

25. What type of encryption is used for patron and staff data? How is patron financial data stored, if at all?

INNOVATIVE

Passwords and data in transit are encrypted via TLS/SSL. Encryption of data at rest is via AES-256.

Patron financial data is not stored.

INFORMATION ONLY

Upcoming Events of Interest

Notes in the Atrium: Matthew Ball aka The Boogie Woogie Kid
Tuesday, July 22, 2025, 3:00pm - 4:00pm
Join us for an open air concert series in the new library atrium and plaza. Concerts will be held on July 22, August 5, and September 9 at 3:00 p.m. in the library's atrium. Matthew Ball presents LIVE MUSIC fun with a fresh boogie-woogie piano twist to Classic American Songs we all know & love from yesteryear, movies, and pop culture! Matthew Ball, aka The Boogie Woogie Kid, performs favorites like In the Mood, Georgia, All My Lovin, Can't Help Fallin in Love with You, It Had to be You, Dream a Little Dream of Me, I Walk the Line, Don't Get Around Much Anymore, When the Saints Go Marchin' In, Amazing Grace, Moonglow, What a Wonderful World, On the Sunny Side of the Street, Bumble Boogie, and many more!

Junior Gamers: Super Mario 3D World: Grades 2 to 3
Tuesday, July 22, 2025, 4:30pm - 5:30pm
Meet up with other gamers to try a video game together. Registration required. Registration opens one month before the program. For students going into Grades 2 to 3 in the fall.

Comic Drawing Workshop: Grades 4 to 6
Wednesday, July 23, 2025, 3:00pm - 4:15pm
Join artist Adele Hawkins as she walks you through designing a cover of your own hypothetical super hero comic book. Registration required.

Comic and Zine Drawing Workshop for Teens: Grades 7-12
Wednesday, July 23, 2025, 5:00pm – 6:15pm
Learn to draw comics with artist Adele Hawkins and create your own mini magazine, aka zine. Registration is required for this program.

Canva for Teens: Grades 6-12
Thursday, July 24, 2025, 3:00pm - 4:00pm
Learn the fundamentals of Canva, a free-to-use online graphic design tool. This class will meet in person upstairs in the Board Room. Laptops will be provided.

Family Book Club: Grades 3 to 6
Tuesday, August 5, 2025, 7:00pm - 8:00pm
For students going into Grades 3 to 6 in the fall and their grown up(s). Read the book before the book club and come on book club day for a fun discussion and other activities.
August 5: *Remarkable Rescue at Milkweed Meadow* by Elaine Dimopoulos

Adult Battle of the Books
Thursday, August 7, 2025, 7:00pm – 8:30pm
Wrap up Summer Reading by battling other readers in a literary contest to the death! Or just come have fun with friends who like to read. Your team, of up to five adults (18+), will read five books we've chosen covering a variety of genres and styles. Then join us on Thursday, August 7th at 7:00 p.m. to compete with other teams by answering trivia questions based on the books.

After-Hours Laser Tag for Teens: Grades 7-12
Friday, August 8, 2025, 6:00am - 8:00pm
Celebrate the end of Summer Reading with laser tag in the library after we close. Grab your friends and get your game face on! Pizza and ice cream will be provided. Registration is required for this program.

Life-Sized Board Games: All Ages
Saturday, August 9, 2025, 11:00am - 12:00pm
Families are invited to play a variety of life-sized board games together. Registration required.

Birmingham-Bloomfield EAGLE
Also Serving Beverly Hills, Bingham Farms and Franklin

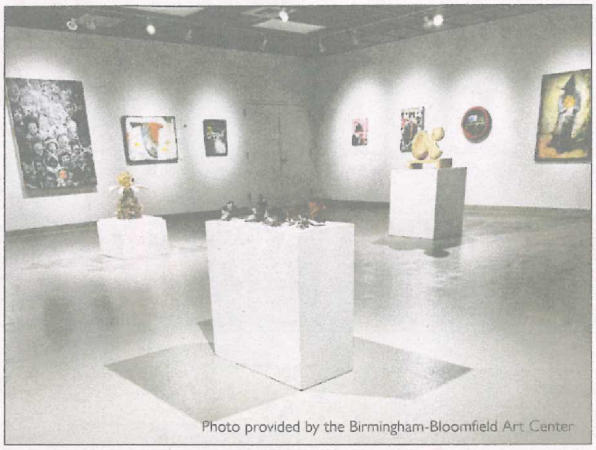


Photo provided by the Birmingham-Bloomfield Art Center

BBAC holds annual competition

BIRMINGHAM — The 44th annual Michigan Fine Arts Competition will be taking place at the Birmingham-Bloomfield Art Center through Aug. 14. The competition is juried by Laurie Ann Farrell — a Dallas-based curator, art historian and writer. She selected 84 pieces out of the over 600 works of art submitted.

This is an annual event that awards talented artists in a range of mediums. See the full list of artists at bbartcenter.org/2025-mfac-exhibiting-artists.

Adults compete in annual literary battle

BIRMINGHAM — The Baldwin Public Library will hold its Adult Battle of the Books 7-8:30 p.m. Aug. 7. Adults ages 18 and up can compete in teams of up to five in a literary contest.

Teams will read five books varying in genres and styles chosen by the library staff. Participants are encouraged to come in book-themed spirit wear or costumes, but it's not a requirement. Registration is open as long as spots are available.

This year's books include: "They Called Us Enemy," by George Takei; "The House on Mango Street," by Sandra Cisneros; "The First State of Being," by Erin Entrada; "Kelly Fuzz," by Mary Roach; and "Killers of a Certain Age," by Deanna Raybourne.

For more information, visit baldwinlib.org.

Birmingham earns award for commitment to urban forestry

BIRMINGHAM — The city of Birmingham recently earned its 47th annual Tree City USA certification. This was the city's first-ever Tree City Growth Award — an award 26 Michigan municipalities have earned.

Birmingham's care and dedication to its 22,000 public trees earned it these national recognitions by the Arbor Day Foundation.

— Mary Genson

13650 E. Eleven Mile Rd.
Warren, MI 48089

Detroit Free Press

Here's how much Wayne County libraries are getting after accounting errors cost millions

By: Nushrat Rahman | July 10, 2025

In the coming weeks, several Wayne County libraries are slated to receive settlement funds to compensate for losing tens of thousands of dollars over the last decade.

Of 29 Wayne County libraries eligible for what are known as penal fines, 18 were underpaid as much as $1.9 million, while 11 saw an influx in cash, according to a report from the Library of Michigan the Free Press wrote about earlier this year.

Penal fines are typically generated from traffic tickets or criminal violations, and the funds are distributed to counties for library budgets. This funding is baked into state law and it can account for anywhere between 3% to 70% of public libraries' annual budgets.

The Library of Michigan, in its report prepared for public library directors and boards, found that the miscalculation occurred as a result of staff turnover at the county level and subsequent accounting mistakes. The Wayne County Treasurer's Office has taken responsibility for the error. Last month, county commissioners began approving settlements, and at least one library has agreed to repay the amount it was overpaid over the course of 10 years, while another has agreed to enter into a payment plan.

The Wayne County Commission has so far approved $1.5 million in settlements for 11 underpaid libraries. Commissioners at a committee meeting on July 8 recommended approvals regarding a $1.9 million settlement for the Detroit Public Library and $83,231 for Southgate Veterans Memorial Library. The matter is slated to go before the full commission for a vote on July 17.

“Every dollar does matter when it comes to being able to help out our own community," said Garrett Hungerford, director of the Redford Township District Library. His library was underpaid $97,542 between 2014 and 2023, and he expects a check in early August.

Wayne County lost the employee who calculated penal fines and the county did not fill that position, the report noted. Staff who took on the job did not have the proper training and already had other tasks, the report said, noting that they were "stretched thin." As a result of miscalculations, libraries were underpaid anywhere from about $18,000, in the case of Wayne Public Library, to more than $1.9 million for the Detroit Public Library.

Romulus Public Library received about $1.4 million more than it should have, while Ecorse Public Library got an additional $26,700 or so. In all, it appears libraries were underpaid about $3.6 million, according to a spreadsheet prepared by the Library of Michigan.

"We are working diligently with affected libraries to ensure a fair and equitable resolution to this issue. We hope to have agreements in place with all affected libraries related to payouts in the near future," Adam Abusalah, communications director for the Wayne County Treasurer's Office, said in an emailed statement to the Free Press.

What library officials have to say

The Free Press reached out to library officials at underpaid and overpaid libraries. Here's what they had to say:

- The Northville District Library approved a settlement offer of $88,368, according to director Laura Mancini, accounting for the amount the library was underpaid.
- Grosse Pointe Public Library director Jessica Keyser said in an email that she was pleased with the settlement of $139,627. Her library was underpaid. She said the funds "will bolster our ability to offer the level of services that our community expects and relies upon." Still, she expressed concerns about the accuracy of future payments and said it will be crucial for libraries in Wayne County to communicate with one another.
- James Lenze, library director of Garden City Public Library, said the library expects to receive the full $76,552 it was underpaid. The Garden City Library Board has not yet discussed how the money would be used, he said.
- Canton Public Library, also underpaid, expects $254,507 in the coming weeks. "As the busiest single-location library in the state, these funds will ensure that our community has the best customer service, collections, programming, and atmosphere … the Canton Public Library can provide," Library Director Eva Davis said in an email.
- The Detroit Library Commission has a pending settlement agreement with the Wayne County Commission, according to Atiim Funchess, assistant director of marketing and communications for the Detroit Public Library.
- Ecorse Public Library, which was overpaid over the course of a decade, paid the full amount of about $26,786. "While this situation has been distressing for many area libraries, the Ecorse Public Library board has governed library funds carefully and was in the position to immediately settle this bill, unexpected as it was," said director Suzy Shipman in an email.
- Belleville Area District Library owes $122,734, according to director Mary Jo Suchy. The library board has agreed to enter into a payment plan with the Wayne County Treasurer's Office. Future penal fine revenue will go toward reimbursing the overpayment, which she estimates will be paid within four years.

'A system that basically just fell apart'

Wayne County Commissioner Jonathan Kinloch commended the involved parties in addressing and investigating the matter. Going forward, the county commission, in its oversight role, expects reports from the treasurer's office on penal fines going to libraries. The commission had not previously been receiving these reports from the Wayne County Treasurer's Office, he said.

"It seemed like a few alarms should have gone off in regards to this matter. ... It was a system that basically just fell apart," Kinloch told the Free Press. It's an issue the commissioners will keep their eyes on, he said.

Abusalah, of the Wayne County Treasurer's Office, said the office expects repayments to "largely offset" payouts over time. Meanwhile, immediate payouts are expected to come from funds set aside for settlements and litigation, he said.

"The cause of this error was a subtle change in law redefining motor vehicle fines as 'penal fines' that escalated with changes in personnel. Although we take full responsibility for the calculation error, this problem began nearly 20 years ago and prior to the current Treasurer's tenure," Abusalah said.

The timeline the Library of Michigan cites in its report is roughly 2014 to 2023. Wayne County Treasurer Eric Sabree has been in his role since 2016.

The treasurer's office has submitted "timely reports of payments to the Library of Michigan," Abusalah said, but noted that the state library did not notify the treasurer's office of missing information or support documents, nor did it require any recalculations.

Bob Wheaton, director of the office of public and governmental affairs for the Michigan Department of Education, responded: "The Library of Michigan disagrees with the statement attributed to the county treasurer. The Library of Michigan is pleased to see that the Wayne County Commission is taking action to make libraries whole."

Abusalah said this error should not happen in the future.

"We commend the Garden City Public Library for its diligence in discovering the error and pursuing a remedy," he said.

Contact Nushrat Rahman: nrahman@freepress.com. Follow her on X: @NushratR.

Baldwin receives an annual payment of $1883 for e-rate funding due to the filters we have placed on our public computers.

Supreme Court OKs fee that subsidizes phone, internet services in schools, libraries and rural areas

By: Mark Sherman | June 27, 2025

Supreme Court is seen on Capitol Hill in Washington, April 25, 2024 (AP Photo/J. Scott Applewhite, File)

WASHINGTON (AP) — The Supreme Court on Friday upheld the fee that is added to phone bills to provide billions of dollars a year in subsidized phone and internet services in schools, libraries and rural areas.

The justices, by a 6-3 vote, reversed an appeals court ruling that had struck down as unconstitutional the Universal Service Fund, the charge that has been added to phone bills for nearly 30 years.

At arguments in March, liberal and conservative justices alike expressed concerns about the potentially devastating consequences of eliminating the fund, which has benefited tens of millions of Americans.

The Federal Communications Commission collects the money from telecommunications providers, which pass the cost on to their customers.

A Virginia-based conservative advocacy group, Consumers' Research, had challenged the practice. The justices had previously denied two appeals from Consumers' Research after federal appeals courts upheld the program. But the full 5th U.S. Circuit Court of Appeals, among the nation's most conservative, ruled 9-7 that the method of funding is unconstitutional.

The 5th Circuit held that Congress had given too much authority to the FCC and the agency in turn had ceded too much power to a private entity, or administrator.

The last time the Supreme Court invoked what is known as the nondelegation doctrine to strike down a federal law was in 1935. But several conservative justices have suggested they are open to breathing new life into the legal doctrine.

The conservative-led court also has reined in federal agencies in high-profile rulings in recent years. Last year, the court reversed a 40-year-old case that had been used thousands of times to uphold federal regulations. In 2022, the court ruled Congress has to act with specificity before agencies can address "major questions," in a ruling that limited the Environmental Protection Agency's ability to combat climate change.

But the phone fee case turned out not to be the right one for finding yet another way to restrict federal regulators.

President Donald Trump's Republican administration, which has moved aggressively to curtail administrative agencies in other areas, defended the FCC program. The appeal was initially filed by President Joe Biden's Democratic administration.

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Follow the AP's coverage of the U.S. Supreme Court at https://apnews.com/hub/us-supreme-court.

ALA 2025: Librarians Chart a Course for the Future Amid 'Existential Threat'

By: Nathalie op de Beeck | June 30, 2025

In an annual tradition, ALA president Cindy Hohl (c.) is joined by ALA board members as she wields the big scissors, cutting the official ribbon and inaugurating the 2025 conference.

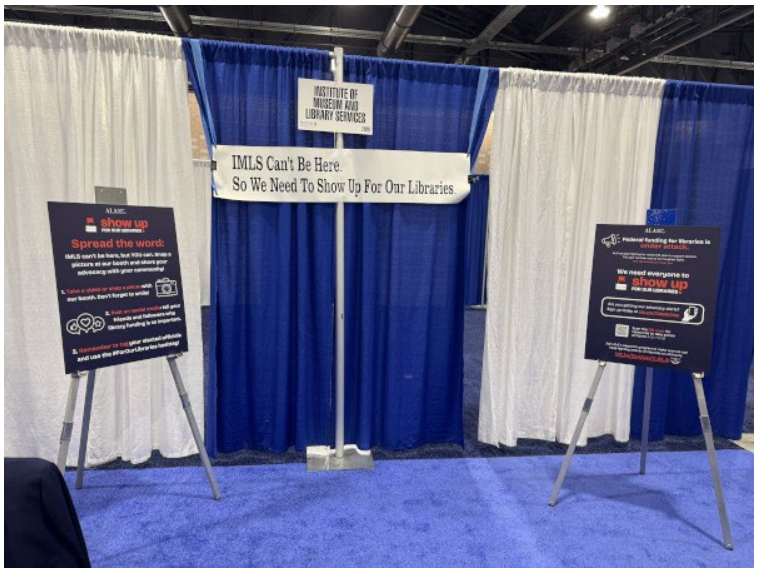
The American Library Association's 2025 Annual Conference, held in Philadelphia from June 26–30, found attendees simultaneously anxious about the future and in a fighting mood, with multiple presenters describing librarians as the "frontlines" and the "lifelines" of American democracy. Energizing keynotes, notably an appearance by former Librarian of Congress Carla Hayden in conversation with author Kwame Alexander, inspired standing ovations.

Estimated attendance stood at a robust 14,134 members. This preliminary figure included around 2,000 first-timers, upward of 450 student members, and 160 international members from 44 countries.

As the show began, ALA released an announcement that Daniel J. Montgomery, currently serving his third three-year term as president of the Illinois Federation of Teachers, will become the association's executive director as of November 10, when his IFT presidency concludes. He takes over for interim ALA executive director Leslie Burger. A labor activist and former high school English teacher, Montgomery appeared onstage during the June 27 opening general session to tell the crowd, "I can't wait to get to work for you."

Dr. Carla Hayden (l.) and Kwame Alexander.

ALA president Cindy Hohl, a member of the Santee Sioux Nation, delivered a formal welcome at the opening session as well. She spoke of completing signature projects during her presidential term, notably an All Nations LibGuide focused on Indigenous librarianship, and she acknowledged the grave challenges to the profession in 2025. "The most pressing issue facing our library community today is the administration's order to dismantle the IMLS," Hohl said to the crowd of thousands—and then stood silent, letting a long pause reinforce her words. "When the word came that the federal funding was being targeted, ALA jumped into action," she said.



The Institute of Museum and Library Services skipped the conference, so ALA communicated an important message in its empty booth.

Looking to the year ahead, and ALA's 150th anniversary conference in Chicago in 2026, Hohl touted a new strategic plan that would ensure "an association that's more agile and financially sustainable." She announced that OverDrive CEO Steve Potash and his spouse will match up to $500,000 in donations ahead of the 2026 show, the "Steve and Loree Potash 150th Challenge." Hohl also welcomed to the stage James W. Lewis, a Merrill Lynch executive whose bequest of $25,000,000 to ALA will educate coming generations of library workers.

Lewis told the audience that he "wanted to provide financial aid through need-based scholarships for professional librarians."

Eastern Pennsylvania warmly greeted everybody too. The opening general session included Philadelphia Mayor Cherelle Parker; Folasade Olanipekun-Lewis, chair of the board of trustees at the Free Library of Philadelphia; FLP president and director Kelly Richards; and Pennsylvania Library Association president Carla Trout.

Mayor Parker expressed delight at "15,000 attendees in 35 hotels—you all know the economic impact was on my mind." She powerfully endorsed the "access to equality in public education" that librarians represent. FLP president Richards, mindful of the political moment, assured the thousands in the room, "We are winners, and we're going to win." He added, "Stay on task—it's our time."

Big Gretch

Emma McNamara (l.) interviews Michigan Gov. Gretchen Whitmer (r.).

At the opening session, keynote speaker and Michigan governor Gretchen Whitmer participated in a Q&A with ALA's Emma McNamara, who chairs the Coretta Scott King–Virginia Hamilton Award for Lifetime Achievement. Whitmer's 2024 memoir for general audiences now is available in a YA adaptation, *True Gretch: Lessons for Anyone Who Wants to Make a Difference* (Atheneum), with back matter that includes interviews with her two daughters, now ages 23 and 21.

"It took me over 25 years to find my voice," Whitmer said, and she views her book as "a tool of empowerment" for "a generation of young people who have lived through tough times." The book provides candid information on abuse, sexual violence, and gun violence, from the point of view of one who survived sexual assault and who was the target of a right-wing kidnap-and-murder plot.

Whitmer spoke about bipartisanship in Michigan, which she considers a purple state, and with legislators "across the aisle who don't share a lot of my values but who were also elected into office." She described the importance of having a sense of humor—even her family's "gallows humor"—in her line of work. Whitmer recalled a Republican colleague who was overheard calling her "batshit crazy" along with other choice words. When he didn't apologize, she stewed, but she makes it her policy not to respond in anger until 24 hours have gone by. "I found out his birthday was coming up, so I sent him a cake with a bat on it," she said; then the two "got back to the table" and negotiated on essential legislation, the incident somewhat defused.

"Humor is a good way to disarm a bully," Whitmer said. "Take their weapon, and make it your shield."

Dr. Hayden welcomed

DIY signs at the show trumpeted support of the former Librarian of Congress.

Hayden, initially scheduled only for a limited-seating fireside chat on June 27, was added to the main stage program shortly ahead of the show—a decision that broke down accessibility barriers in the spirit of librarianship. When she stepped onstage with Alexander, audience members leaped to their feet and cheered in an extraordinary display of support. The heartfelt reception persisted throughout the conversation, and Hayden and Alexander shook hands with and hugged friends in the crowd after the talk.

During her amiable conversation with Alexander, whose career she helped launch when she led the Enoch Pratt Free Library in Baltimore, Hayden spoke about her dismissal from her top position at the Library of Congress. The May 8 firing took place via a curt email from a White House personnel director.

Alexander asked her how she was doing, acknowledging "this very terrible thing that happened not only to the public but to you as a human being." Hayden said her first thoughts upon realizing she had lost her job were "to make sure the library was protected. You have to separate this position, which is executive controlled, from the institution" that is the LoC. She thanked the library community for sending their cards and messages of concern, and she asked for "a special hand for Robert Newlen," who stepped into the vacancy left by her removal and was seated among the audience members, along with other LoC staffers. She also called for Congress to reassert its command of the LoC and to include the librarianship under its protection.

Hayden and Alexander's amiable discussion ranged from political matters to the ongoing work of resistance to reminiscing about their mutual friend, the late poet Nikki Giovanni, who advocated for libraries in the picture book *A Library* (Versify), illustrated by Erin K. Robinson. Composed and firm in her convictions, Hayden signaled that she's undaunted in her library mission.

"There's so much we can do together, and I'm looking forward to being part of that," Hayden said. With a wink to the crowd, she would only say, "We're organizing."

Freedom fighters

The cast of The Librarians took audience questions after a screening of the documentary. Front row, from l.: Audrey Wilson-Youngblood, Martha Hickson, director Kim Snyder, Suzette Baker, Carolyn Foote, Becky Calzada. Back row, from l.: Amanda Jones, Laney Hawes, Michelle White, Brooky Parks, Julie Miller, Marie Masferrer.

Intellectual freedom has been central to the show, with sessions on current litigation in the U.S., strategies to combat book bans, and fostering diversity, equity, and inclusion in a hostile political climate. Attendees expressed concern that conservative state lawmakers and so-called parents' rights groups are proposing "18 and up" rooms in libraries, cordoning off the material they deem unfit for minors, while conservative school boards are attempting to rewrite library book selection policies to help superintendents control curation.

Sarah Lamden, deputy director of the ALA's Office for Intellectual Freedom, encouraged conference goers to attend a breakfast conversation on "Law for Librarians." Helen Christian of the Alameda County Library in Fremont, Calif., helped the Intellectual Freedom Committee promote the Merritt Fund, a humanitarian resource for librarians who face discrimination and need financial assistance. And Lisa Varga, the ALA's new associate executive director of Public Policy and Advocacy, thanked the pro bono attorneys who help the organization defend the right to read and protect library funding.

Helen Christian attracted attention to the Merritt Fund, a humanitarian resource for librarians facing discrimination.

Deborah Caldwell-Stone, executive director of the Freedom to Read Foundation, said that the undermining of library workers' expertise and the ultra-conservative efforts to deprive Americans of the freedom to read are "an existential threat to the very basis of public librarianship in the United States…. This is an authoritarian movement we're being swept up in."

Expressions of resistance were manifold and loud, rejecting a rightward political shift. ALA screened the anti-censorship documentary *The Librarians* to an exuberant crowd on June 26, with most of the film's participants sitting in the theater's front row and emotionally greeting friends. FTRF president Sophia Sottileo introduced the event, saying ALA attendees would experience the film "as it was meant to be seen: in community, in conversation, and in celebration of us."

During the 90-minute screening, the audience responded with applause for bons mots and acts of bravery, with occasional hisses or displeased muttering during footage from tense school board meetings. Following the screening, Snyder and her stars took seats onstage to talk about the making of the film and answer audience questions.

Film director Kim Snyder told the crowd that *The Librarians* depicts brave individuals "standing up to bullies." She said it's "about integrity, about doing the right thing," and that the goal of the film is "to create a human chain, [to] grow a movement." Cast member Becky Calzada, who in November 2021 cofounded Texas FReadom Fighters with a viral Twitter takeover, added, "It isn't lost on me [that the film] showcases how grassroots efforts can make a difference" and that storytelling is "a force for action and resistance."

BALDWIN PUBLIC LIBRARY TRUST

Trust Agenda

Trust Minutes

Trust Financial Reports

Gifts to Trust: Receipts

Check Register: Claims

Baldwin Public Library Trust Meeting

Rotary Donor Room
Monday, July 21, 2025
Immediately following regular Board meeting

Agenda

Call to order and establishment of a quorum

I. General Public Comment Period

The Library Board values public meetings and welcomes your comments on Library issues. The Board respectfully asks that comments be made as concisely as possible. We welcome your comments but will not debate items not on the agenda. The maximum time for individual speakers should not exceed three minutes.

II. Consent Agenda

All items on the consent agenda are considered routine and will be enacted by one motion and approved by a roll call vote. There will be no discussion of these items unless a board member or a citizen so requests, in which case the item will be removed from the general order of business and considered as the last item under new business.

A. Approval of the June 16, 2025 minutes p. 175
B. Acceptance of the June 2025 receipts of $30,323.70 p. 182
C. Approval of the June 2025 disbursements of $9,032.67 p. 183

III. New and Miscellaneous Business

IV. Adjournment

The next Trust meeting will be held immediately following the next regular meeting of the Baldwin Public Library Board of Directors on Monday, August 18, 2025

Motion: To adjourn the July 21, 2025 Trust Meeting.

Persons with disabilities that may require assistance for effective participation in this public meeting should contact the Library at the number (248) 647-1700 or (248) 644-3405 (for the hearing impaired) at least one day before the meeting to request help in mobility, visual, hearing, or other assistance.

Las personas con incapacidad que requieren algún tipo de ayuda para la participación en esta sesión pública deben ponerse en contacto con la oficina del escribano de la biblioteca en el número (248) 647-1700 o al (248) 644-3405 (para las personas con incapacidad auditiva) por lo menos un día antes de la reunión para solicitar ayuda a la movilidad, visual, auditiva, o de otras asistencias. (Title VI of the Civil Rights Act of 1964).

BALDWIN LIBRARY BOARD MINUTES,
TRUST MEETING
June 16, 2025

1. Call to Order

The meeting was called to order by President Danielle Rumple at 8:58 p.m.

Library Board present: Wendy Friedman, Melissa Mark, Frank Pisano, Karen Rock, and Danielle Rumple.

Absent and excused: Jennifer Wheeler.

Library Staff present: Rebekah Craft, Director and Jaclyn Miller, Associate Director.

Friends of the Library Liaison present: None.

Contract community representatives present: None.

Members of the public present: One.

1. General Public Comment Period: One resident provided public comment. Resident asked when the other windows can be covered with bird-strike deterrent. Craft confirmed this is in the budget for 2026. Resident commented on the utility of cost transparency for staff benefits like parking. Regarding Library/City talks, resident recommends getting more information before making any concessions.

2. Consent Agenda

Motion to approve the consent agenda, which included the Trust minutes, as well as receipts and disbursements.

A. Approval of the May 19, 2025 minutes

B. Acceptance of the May 2025 receipts of $1,875.03

C. Approval of the May 2025 disbursements of $9,946.68

1st Rock
2nd Pisano
A roll call vote was taken.
Yeas: Friedman, Mark, Pisano, Rock, Rumple.
Nays: None.
Absent and excused: Wheeler.
The motion was approved unanimously.

3. New and Miscellaneous Business: None.

4. Adjournment:

Motion: To adjourn the meeting.
1st Rock
2nd Pisano
A voice vote was taken.
Yeas: Friedman, Mark, Pisano, Rock, Rumple.
Nays: None.
Absent and excused: Wheeler.

DRAFT

The motion was approved unanimously.

The meeting was adjourned at 9:03 p.m. The next Trust Meeting will be held on Monday, July 21, 2025, following the regular meeting in the Rotary Tribute & Donor Room.

Jennifer Wheeler, Secretary Date

DRAFT

Baldwin Public Library Trust: June 2025

June receipts totaled $30,323.70. June disbursements totaled $9,032.67.

The current value of the Trust is $2,165,680.14, divided up in the following way:

	June 2024 - EOY	**June 2025**
Total endowment investments*	*$ 1,130,701.05*	$ 1,175,624.57
Endowment funds distributed for use	*$ 218,537.84*	$ 206,593.83
Total endowment funds	*$ 1,349,238.89*	$ 1,382,218.40
General spendable funds	*$ 514,855.26*	$ 586,790.38
Van Dragt fund	*$ 16,663.66*	$ -
Building fund	*$ 118,787.20*	$ 132,466.59
Restricted funds**	*$ 37,762.23*	$ 40,987.12
Naming rights for Rotary Tribute Room	*$ 9,337.89*	$ 7,832.00
Naming rights for Burnett Reference Desk	*$ 9,385.65*	$ 9,385.65
Naming rights for Thal Reference Desk	*$ 6,000.00*	$ 6,000.00
Total non-endowment funds	*$ 712,791.89*	$ 783,461.74
Total endowment funds	*$ 1,349,238.89*	$ 1,382,218.40
Total non-endowment funds	*712.791.89*	$ 783,461.74
Total of all Trust funds	*$ 2,062,030.78*	$ 2,165,680.14

* The principal of the endowment funds is $888,797.04.
**Includes memorials and donations from the Friends of the Baldwin Public Library

As of June 30, the amount of money in the Trust that is undesignated stands at $775,370.51

Baldwin Public Library Trust
Endowment Funds Portfolio Performance Benchmarks
As of June 30, 2025

Index	2025: YTD	2024: Entire Year
S&P 500-Equity Benchmark	5.5%	23.31%
U.S. Aggregate-Bond Benchmark	3.56%	-0.13%
Blended Return of Both Benchmarks* *(S&P 500: 75% and U.S. Aggregate: 25%)*	5.02%	17.45%
Baldwin Endowment Funds' Portfolio	2.97%	10.81%
Endowment Funds' Performance Compared to Blended Return of Benchmarks	**-2.05%**	**-6.64%**

*Since November 2017, the blended return has been calculated according to the Baldwin Endowment Funds' allocation of 75% equities and 25% fixed income, cash, and cash alternatives.

As of April 2020, this report was renamed "Endowment Funds Portfolio Performance Benchmarks," instead of "Portfolio Performance Benchmarks." The new title is more accurate, for it states clearly that the comparison between benchmarks and the Baldwin Trust's performance pertains only to the BPL Trust Endowment Funds Account at Raymond James. It does not take into account the BPL Trust General Funds Account at Raymond James or the Trust's Huntington Bank checking and money market accounts. The breakdown of the Trust's various accounts is shown on the "Balances by Financial Institutions Report," which follows this report in the Board packet. As of June 30, 2025, the breakdown was as follows:

Raymond James Endowment Funds Account	$1,189,456.56
Raymond James Building Mutual Funds Account	$549,455.54
Huntington Bank Checking Account	$4,427.58
Huntington Bank Money Market Account	$422,340.46
Total	**$ 2,165,680.14**

Our Huntington Bank checking account and money market account have no stock or bond investments at all, and are non-volatile.

BALDWIN PUBLIC LIBRARY TRUST
BALANCES BY FINANCIAL INSTITUTIONS
JUNE 30, 2025

Investment and Cash Report									
12_c									
	Prior Month	**Current**		**Current**				**Change in**	**Ending**
	Balance	**Month**	**Year to Date**	**Month**	**Year to Date**	**Transfer**	**Transfer**	**Investment**	**Balance**
	05/31/25	**Revenue**	**Revenue**	**Expenses**	**Expenses**	**In**	**Out**	**Value**	**06/30/25**
Huntington Bank Checking:									
Endowment Money	$0.00	$0.00	$0.00	$3,231.83	$72,772.55	$3,231.83			$0.00
Van Dragt Fund	$0.00	$0.00	$0.00	$0.00	$16,663.66	$0.00			$0.00
Restricted Funds - Memorials and Friends	$4,427.37	$0.21	$2.52	$5,790.84	$48,236.66	$5,790.84			$4,427.58
Restricted Funds - Building	$0.00	$0.00	$0.00	$0.00	$1,999.07	$0.00			$0.00
Restricted Funds - Covid and MAF Idea Lab	$0.00	$0.00	$0.00	$0.00	($34.02)	$0.00			$0.00
Subtotal - Restricted Funds	$4,427.37								$4,427.58
General Spendable Funds	$0.00	$0.00	$0.00	$0.00	$5,790.26	$0.00			$0.00
TOTAL	$4,427.37	$0.21	$2.52	$9,022.67	$145,428.18	$9,022.67	$0.00		$4,427.58
Huntington Bank Money Market:									
Endowment Budgeted Funds	$209,825.67	$0.00	$2.43	$0.00	$0.00	$0.00	($3,231.83)		$206,593.84
Endowment Investment Funds	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
Building Fund	$999.75	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$999.75
Van Dragt Fund	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
Restricted Funds	$26,719.59	$24,500.00	$51,425.00	$0.00	$0.00	$0.00	($5,790.84)		$45,428.75
Restricted Fund - Covid	$516.43	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$516.43
Restricted Fund - Idea Lab MAF	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
General Spendable Funds	$162,988.20	$5,823.49	$28,196.90	$10.00	$120.00	$0.00	$0.00		$168,801.69
TOTAL	$401,049.64	$30,323.49	$79,624.33	$10.00	$120.00	$0.00	($9,022.67)		$422,340.46
Raymond James & Associates:									
Endowment Fund Investments	$1,141,289.48	$0.00	$0.00			$0.00	$0.00	$40,096.18	$1,181,385.66
Endowment Cash	$7,453.56	$0.00	$10,600.00			$0.00	$0.00	$617.34	$8,070.90
Sub-total Endowment Funds	*$1,148,743.04*	*$0.00*	*$10,600.00*			*$0.00*	*$0.00*	*$40,713.52*	*$1,189,456.56*
General Spendable Funds Cash	$1,191.87	$0.00	$0.00			$0.00	$0.00	$0.14	$1,192.01
General Spendable Mutual Funds	$400,549.26	$0.00	$0.00			$0.00	$0.00	$16,082.34	$416,631.59
General Spendable Building Mutual Funds	$126,553.31	$0.00	$0.00			$0.00	$0.00	$5,078.63	$131,631.94
Sub-total General Spendable Funds	*$528,294.43*	*$0.00*	*$0.00*			*$0.00*	*$0.00*	*$21,161.11*	*$549,455.54*
TOTAL	$1,677,037.47	$0.00	$10,600.00			$0.00	$0.00	$61,874.63	$1,738,912.10
Total All Funds	$2,082,514.48	$30,323.70	$90,226.85	$9,032.67	$145,548.18	$9,022.67	($9,022.67)	$61,874.63	$2,165,680.14

BALDWIN PUBLIC LIBRARY TRUST
ENDOWMENT BY INDIVIDUAL FUND
JUNE 30, 2025

12d_							CHANGE IN	
							VALUE	CURRENT
		PRINCIPAL		VALUE AS OF	2024/25	EARNINGS	JULY 1, 2024 to	VALUE OF
		AMOUNT		JULY 1, 2024	DONATIONS	INCOME OUT	JUNE 30, 2025	ENDOWMENT
FUND	NAME	OF FUND	PURPOSE				34,323.51	INVESTMENTS
401	Frances Balfour	$10,000.00	Adult Reading	$13,252.14			$386.18	$13,638.32
402	Gladys E. Brooks	$41,437.86	Large Print Books/Senior Citizens	$54,913.32			$1,600.24	$56,513.57
403	Jane Cameron	$68,770.00	Programs	$86,978.61			$2,655.76	$89,634.36
404	Jane Martin Clark	$5,000.00	Baldwin Public Library	$6,626.07			$193.09	$6,819.16
405	Jan Coil	$10,500.00	Baldwin Public Library	$13,791.80			$405.49	$14,197.29
406	Aubrey & Grace Flood	$5,000.00	Youth Services	$6,626.07			$193.09	$6,819.16
407	Paul R. Francis	$10,000.00	Staff Appreciation	$12,450.66			$386.18	$12,836.84
408	Friends of the Library	$32,000.00	Library Collections	$42,407.14			$1,235.77	$43,642.91
409	Priscilla Goodell	$113,718.00	Baldwin Public Library	$150,701.28			$4,391.55	$155,092.84
410	Emmelene Hornac	$50,000.00	Youth Services & Adult Reading	$66,260.76			$1,930.90	$68,191.66
411	H. G. Johnston	$6,350.00	Reference Collection	$8,363.90			$245.22	$8,609.12
412	Bob & Jean Kelly	$10,508.00	Youth Services Programs	$13,322.77			$405.80	$13,728.57
413	William Kernan, Jr.	$25,000.00	Library Collections	$33,130.40			$965.45	$34,095.85
414	Merle L. Roninger	$250,890.00	Reference Collection	$332,403.09			$9,688.85	$342,091.94
415	Rosso Family Foundation	$10,000.00	Baldwin Public Library	$13,252.16			$386.18	$13,638.34
416	Marion G. Sweeney	$11,400.00	Youth Services	$14,462.93			$440.24	$14,903.18
417	Stephen Vartanian	$10,000.00	Audio Visual Material	$13,252.16			$386.18	$13,638.34
419	Clarice G. Taylor	$59,852.76	Professional Development	$81,514.09			$2,311.39	$83,825.48
421	Eric & Julie Gheen	$10,000.00	Adult Reading Print Books	$12,429.08			$386.18	$12,815.26
422	Ileane Thal	$49,998.98	Baldwin Public Library	$47,571.48	$10,000.00		$1,930.86	$59,502.34
423	Judith Nix	$15,207.48	Adult & Youth Programs	$18,370.39			$587.28	$18,957.67
424	MAF-Rae Dumke	$10,000.00	Architecture Books	$12,474.55			$386.18	$12,860.73
425	Linne Underdown Hage Forester	$34,509.96	Professional Development	$35,987.60	$600.00		$1,332.70	$37,920.30
426	Richard & Mary Henne Book Fund	$10,000.00	Adult Reading Print Books	$10,166.46			$386.18	$10,552.64
427	Douglas R. Koschik	$18,554.00	Building Improvements	$18,830.97			$716.52	$19,547.49
428	Gerald "Jerry" Dreer	$10,100.00		$11,161.15			$390.04	$11,551.20
		$888,797.04		$1,130,701.05	$10,600.00	$0.00	$34,323.51	$1,175,624.56

BALDWIN PUBLIC LIBRARY TRUST
ENDOWMENT FUNDS BY DESIGNATION
JUNE 30, 2025

12e **Gift & Tribute Funds**	**Purpose**	**Prior Month Balance 05/31/25**	**Current Month Revenue**	**Year to Date Revenue**	**Current Month Expense**	**Year to Date Expense**	**Transfer In**	**Transfer Out**	**Change in Investment Value**	**Ending Balance 06/30/25**
General Spendable Funds		$564,894.45	$5,823.49	$28,196.90	$10.00	$5,910.26			$16,082.44	$586,790.38
Restricted Funds:										
Building Fund		$127,387.93	$0.00	$0.00	$0.00	$1,999.07			$5,078.67	$132,466.59
Van Dragt Fund		$0.00	$0.00	$0.00	$0.00	$16,663.66				$0.00
Memorials/Tributes		$10,751.83	$0.21	$3,427.52	$86.48	$2,291.71				$10,665.56
Covid Project		$516.43	$0.00	$0.00	$0.00	$0.00				$516.43
Restricted Fund - Idea Lab MAF		$0.00	$0.00	$0.00	$0.00	($34.02)				$0.00
Friends	Adult Services Programs	$4,131.70	$7,250.00	$12,450.00	$1,394.23	$14,480.81				$9,987.47
	Young Adult Programs	$2,222.45	$7,150.00	$13,250.00	$1,838.36	$8,957.34				$7,534.09
	Youth Services Programs	$4,170.20	$3,600.00	$11,300.00	$2,471.77	$9,349.09				$5,298.43
	Idea Lab Program Supplies	($904.84)	$2,500.00	$4,500.00	$0.00	$5,400.94				$1,595.16
	Outreach & Equipment	$1,389.97	$4,000.00	$6,500.00	$0.00	$7,756.77				$5,389.97
	Sub-total Restricted	$149,665.67	$24,500.21	$51,427.52	$5,790.84	$66,865.37	$0.00	$0.00	$5,078.67	$173,453.70
Rotary Room Fund	Naming Rights-Principal	$7,832.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,832.00
	Maintenance Funds	$0.00	$0.00	$0.00	$0.00	$1,505.89	$0.00	$0.00	$0.00	$0.00
Ileane Thal Reference Desk		$6,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00
Miranda Burnett Reference Desk		$9,385.65	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$9,385.65
Total Gift and Tribute Funds		$737,777.77	$30,323.70	$79,624.42	$5,800.84	$74,281.52	$0.00	$0.00	$21,161.11	$783,461.74
Endowment Funds										
Endowment Budgeted Funds	General Funds	$57,113.28	$0.00	$0.00		$24,782.34				$57,113.28
	Adult Large Print	$3,476.84	$0.00	$0.00	$80.60	$1,510.49				$3,396.24
	Adult Services Department	$33,581.72	$0.00	$0.00	$493.32	$6,675.60				$33,088.40
	Adult Audio Visual	$831.45	$0.00	$0.00	$87.60	$505.95				$743.85
	Adult Reference	$56,646.34	$0.00	$0.00		$10,226.95				$56,646.34
	Adult Programs	$21,080.28	$0.00	$0.00	$2,019.07	$9,507.40				$19,061.21
	Architecture	$1,412.55	$0.00	$0.00	$158.67	$3,846.38				$1,253.88
	Youth Services Department	$7,766.04	$0.00	$0.00	$79.52	$6,175.34				$7,686.52
	Youth Programs (Nix)	$692.20	$0.00	$0.00		$1,338.95				$692.20
	Professional Development	$23,019.17	$0.00	$2.43	$20.00	$5,177.26				$22,999.17
	Staff Appreciation	$2,505.97	$0.00	$0.00	$293.05	$1,252.08				$2,212.92
	Koschik Building Fund	$1,699.82	$0.00	$0.00		$267.92				$1,699.82
	Sub-total	$209,825.66	$0.00	$2.43	$3,231.83	$71,266.66	$0.00	$0.00	$0.00	$206,593.83
Total Endowment Investments	All Funds	$1,134,911.05	$0.00	$10,600.00	$0.00	$0.00	$0.00	$0.00	$40,713.52	$1,175,624.57
Total Endowment Funds		$1,344,736.71	$0.00	$10,602.43	$3,231.83	$71,266.66	$0.00	$0.00	$40,713.52	$1,382,218.40
Total All Trust Funds		$2,082,514.48	$30,323.70	$90,226.85	$9,032.67	$145,548.18	$0.00	$0.00	$61,874.63	$2,165,680.14

TRUST RECEIPTS
June-25

12f_

Trust Money Mkt General Funds:		
Susan and Laird Johnston Foundation	$ 200.00	
Anonymous	$ 4,500.00	
Money Market Interest Income	$ 1,123.49	$ 5,823.49
Friends of BPL:		
- Adult Programs	$ 7,250.00	
- Teen Programs	$ 7,150.00	
- Youth Programs	$ 3,600.00	
- Idea Lab Program Supplies	$ 2,500.00	
- Outreach and Equipment	$ 4,000.00	$ 24,500.00
Trust Money Mkt Restricted Funds:		
		$ -
Memorial Book Fund:		
Checking Account Interest	$ 0.21	$ 0.21
Trust Money Mkt Endowment Fund:		
		$ -
Total Receipts at Huntington Bank	$ 30,323.70	$ 30,323.70
Raymond James		
		$0.00
Total Trust Receipts (Before Bank Fees)	$30,323.70	$30,323.70
Monthly Banking Fee on Money Market Account	$ (10.00)	$ (10.00)
Total Trust Receipts (Net)	$30,313.70	$30,313.70

Check Date	Bank	Check	Vendor	Vendor Name	Amount	
Bank LIBRY BALDWIN PUBLIC LIBRARY TRUST						
06/30/2025	LIBRY	6342	MISC	ABSOLUTELY BAFFLING MAGIC	475.00	
06/30/2025	LIBRY	6343	MISC	ADELE HAWKINS	370.00	
06/30/2025	LIBRY	6344	MISC	ANTON ART CENTER	200.00	
06/30/2025	LIBRY	6345	000843	BAKER & TAYLOR BOOKS	168.15	
06/30/2025	LIBRY	6346	004867	BALDWIN PUBLIC LIBRARY TRUST	73.01	
06/30/2025	LIBRY	6347	003904	CAPITAL ONE BANK	151.74	
06/30/2025	LIBRY	6348	MISC	DANIEL FREDERICK HARRISON	250.00	
06/30/2025	LIBRY	6349	009315	FIRST NATIONAL BANK OF OMAHA	4,526.20	
06/30/2025	LIBRY	6350	009315	VOID	0.00	V
06/30/2025	LIBRY	6351	009315	VOID	0.00	V
06/30/2025	LIBRY	6352	004604	GORDON FOOD	220.61	
06/30/2025	LIBRY	6353	001090	INGRAM LIBRARY SERVICES	345.68	
06/30/2025	LIBRY	6354	MISC	MCMASTER-CARR	216.28	
06/30/2025	LIBRY	6355	MISC	MICHAEL MEIKE	1,000.00	
06/30/2025	LIBRY	6356	MISC	MICK HOWEY	40.25	
06/30/2025	LIBRY	6357	MISC	OPENSPOT THEATRE LLC	310.00	
06/30/2025	LIBRY	6358	000757	SCHOLASTIC INC	475.75	
06/30/2025	LIBRY	6359	MISC	TAMMY'S TASTINGS	200.00	

LIBRY TOTALS:

Total of 18 Checks:	9,022.67
Less 2 Void Checks:	0.00
Total of 16 Disbursements:	9,022.67