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Agenda

Pauline Haass Public Library Board of Trustees
Wednesday, March 18, 2026, 6:00 p.m.
Library's Quad/Graphics Meeting Room, off lobby

- 1) Roll call
- 2) Consideration of, and possible action on minutes of February 18, 2026, board meeting
- 3) Comments from citizens present
- 4) Communications received by Board members or Director
- 5) Financial report
- 6) Action on bills
- 7) Director's report on library services, legislative issues, staffing, funding, system services, continuing education, building issues, library users, technology, planning, Friends of the Library and Foundation activities, legal issues, and budget.
- 8) New Business:
 - a) Revision of annual report to the state, reflecting year-end numbers: discussion and action
 - b) Designation of operating fund reserves: discussion and action
 - c) Website redesign vendors: discussion and action
 - d) Internet and Computer Use Policy: discussion and action
 - e) Trustee Essentials review: discussion
- 9) Items for future agendas: discussion
- 10) Adjournment

Lisa Bougie, President

A handwritten signature in cursive script that reads "Adele M. Loria".

Adele Loria, Library Director

Attendees: Please note that, upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service, contact Adele Loria at 262-246-5180.

**Minutes of February 18, 2026 Board meeting
Pauline Haass Public Library**

Called to order: 6:02 p.m.

Roll call: Bougie, DeLonge, Hacker, Jilling, Roubik, Schultz, Vande Hei, Zoellick present; Kojis, Wegner absent. Also present: Library Director Loria.

Approval of minutes from previous meeting(s):

Bougie/DeLonge motion to approve minutes of January 21, 2026 Board meeting; motion carried.

Comments from citizens present: none.

Communications received by Board members or Director: none.

Financial report: no Revenue and Expenditure Guidelines for January 2026 reported this month.

Action on Bills: Prepaid bills in the amount of \$0, P-card bills in the amount of \$4,717.04, Bills in the amount of \$13,408.07, January 2026 Expenses in the amount of \$131,899.54; approved as presented by Vande Hei/Jilling motion; motion carried.

Director's report: Loria reviewed items in her written report and other items as followed by the agenda.

New Business:

Following a review of the 2025 annual report to the state, including statement on system effectiveness; Bougie/Schultz motion to approve as presented; motion carried.

Reviewed proposed library standards included in the draft Waukesha County Library Services Plan 2027-2031; following discussion, Vande Hei/Schultz motion to endorse proposed standards; motion carried.

Following a discussion of the Library Expansion Readiness Committee: Pres. Bougie appointed the following trustees to serve on the committee: Zoellick, Schultz, Bougie, and Hacker.

Meeting adjourned at 6:35 p.m. by Roubik/Hacker motion.

Respectfully submitted,
Adele Loria
Director

Minutes prepared by Lisa Ponto, Administrative Services Manager

March 18, 2026

Director's Report to Library Board

Agenda Items

Revision of annual report to the state, reflecting year-end numbers: The Village finance department is still in the process of closing the books for 2025. Finance Director Taylor Walls and I will be meeting on Tuesday, 3/17 to review the closing period report for the library, including any number that must be revised in the Annual Report. I will send out separately those pages with the changes handwritten so that you can see exactly which items were revised before the meeting, and I will bring the full revised report on Wednesday for the Library Board to approve and sign.

Designation of operating fund reserves: At that same meeting, Taylor and I will discuss options for designating the surplus revenue received in the operating fund for 2025. I am including in your packet the reserves designation reflecting last year's allocation for your review (2025 surplus not yet reflected).

Website redesign vendors: As laid out in our Year 1 Action Plan, Lisa Ponto and I have been gathering information on potential website redesign vendors. We requested proposals from three companies – Civic Plus, Library Market, and Revize – and the information we received is included in your packets. It's a lot to read, so I've created a summary chart highlighting the important factors for us. During our discussion, I will pull up example websites and demonstrate some of the features, but I encourage you to visit the links in the table and explore on your own before then; it's important to know what the experience is on a variety of devices.

Internet and Computer Use Policy: Included in your packets is a draft **Internet and Computer Use Policy** that combines the our existing **Public Internet Access Policy (2021)** and **Library Computer Use Policy (2021)** into one updated document. The goal is to simplify and clarify expectations for patrons and staff by bringing all guidance related to computers, internet access, and Wi-Fi into a single policy. The revision also updates terminology to reflect current library technology and services, and removes some detailed procedures (staff instructions) from the previous policies so that these can be updated internally as technology and services evolve.

Village Attorney John Macy reviewed the draft policy and his recommendations have been incorporated into the version in your packets. Overall, the policy maintains the same legal protections and acceptable-use standards currently in place while improving organization, readability, and long-term flexibility.

Trustee Essentials review and discussion: Included in your packets is **Trustee Essential #13: Library Advocacy**, which focuses on the important role trustees play in communicating the value and impact of public library services. Trustees are uniquely positioned to share the library's story with community members and local decision-makers and to help ensure that accurate information is available when important decisions affecting the library are made.

I chose this one for inclusion because another director recently recommended a webinar on Library Trustees and Advocacy and I wanted to pass that along as well. You can find that resource [here](#) – you will need to make an account (free) with Niche Academy to access it. The presenter is from the Massachusetts Board of Library Commissioners, so it's not specific to Wisconsin and is helpful to pair with the Trustee Essentials (which are created and maintained by DPI for Wisconsin library trustees). It's considerably longer but for anyone interested in going deeper, it's a great resource.

Non-agenda Items

Act 150 Committee & County Library Plan Updates: The proposed 2027-2031 Waukesha County Standards did not pass at the threshold needed to satisfy state statute. Eight library boards voted yes and eight voted no, and the populations represented by the library boards that voted yes did not equal the 80% threshold needed. On Friday, March 13, the Waukesha County directors met (at PHPL) following the monthly APL meeting to discuss the feedback from the library boards. The Act 150 Committee was supposed to meet Monday, 3/16 to discuss the boards' feedback and resulting recommendations from the library directors, but that meeting was postponed due to the weather. I'll send out details once the meeting is rescheduled and can provide additional updates on Wednesday.

Friends of the Library Updates: At their March 2 meeting, the Friends of the Library **elected two new officers**, filling positions the group had been working to fill for the past year. Jen Christianson, who chaired the most recent Book & Bake Sale, was elected Vice President, and new member Julie Adams stepped forward to serve as Secretary.

This is an important step forward for two reasons. First, it allows responsibilities to be distributed more evenly among officers rather than requiring some members to serve in multiple roles. Second, the organization now has the required number of officers to pursue 501(c)(3) nonprofit status.

Last week I met with Jen and Julie to provide an orientation to the library and explain the different roles of the Friends, Foundation, Library Board, and staff. I then met with the full group of officers to review the steps involved in applying for 501(c)(3) status and discuss next steps in the process.

Library of Things Updates: Nick Schmudlach attended the virtual **Bridges Library System Catalogers meeting** in February, where one of the key discussion topics was ensuring Tonies and Yoto players are assigned the correct statistical codes for 2026. This update is important for accurately tracking circulation data for the State Annual Report. The addition of dedicated stat codes for these formats will allow libraries to better monitor usage of these increasingly popular items.

The first Library of Things purchases of the year were made recently, and items are now being cataloged and processed. Highlights include a **Nintendo Switch console**—though staff are still working through the logistics of circulating such a popular and high-value item—along with a projector with a built-in DVD player, STEM building kits, a luggage scale, and board games for young children.

Staff Updates: Annie Larson, our part-time Adult Services Librarian, announced in late February that she had accepted a full-time position with the Winnefox Library System. Her last day at PHPL was Thursday, March 5. Annie has been an incredible addition to our team. We will miss her, but we're wishing her all the best as she starts in her new position!

We've posted the PT Adult Services Librarian job opening and will begin reviewing applications this week.

Professional Development and Continuing Education: Several staff members, including the Adult Services team and Circulation Manager Jennifer Steffes, attended **CPR training sessions** in February provided by the Sussex Fire Department. These sessions served as certification or recertification and move us closer to our goal of ensuring that all staff members who may assume "Person-in-Charge" responsibilities maintain current CPR certification.

Village Board presentation: In February, I attended the Village Board meeting to present a brief "**Year in Review**" highlighting the library's work over the past year, including service levels, community impact, and key accomplishments. It was a valuable opportunity to share the scope of what the library provides and to reinforce the many ways it serves Sussex residents. The Village trustees were an attentive and appreciative audience, and it was encouraging to hear their positive response to the library's work.

Jennie Bahnaman, Assistant Director, reports on recent Adult and Teen Services activities:

The **All-Ages IditaRead Winter Reading Program** wrapped up on Friday, February 20. Adult readers showed amazing enthusiasm this year, with 195 participants signing up and 101 completing the program. Together, they logged a remarkable 4,800 hours of reading. Our teen readers (grades 7–12) also rose to the challenge. Twenty-eight teens registered, and nine completed the program, collectively reading 381 hours.

Adult Programs & Services

Adult Services staff organized our special 21+ **after-hours Book Mixer** on Friday, February 27. First introduced last year, the event continues to grow as a fun and engaging way for book lovers to connect. Jennie Bahnaman, Maura Flanagan, Nick Schmudlach, and Annie Larson coordinated the evening's book-themed activities and games, creating a balance of interactive fun and time to socialize with fellow bibliophiles.

Several elements helped make the evening festive and welcoming. The photo booth returned, and this year we added a "book arch" borrowed from Oconomowoc Public Library. The atmosphere was further enhanced with live music from local guitarist Andy Berkhout, who generously volunteered his time and created a relaxed ambiance for the evening.

Thank you to the Library Foundation for co-sponsoring the event. The Foundation secured the wine license and sponsored the wine, and members Lori and Jennie Fidler volunteered during the program. Additional support came from Amy Seay, Monica Weis, and Melissa Dehne, as well as the Sussex Parks & Recreation Department, which co-sponsored the event by providing staffing, supplies, tables, and sound equipment.

The evening was once again a great success, and we look forward to continuing to grow this event in the years ahead.



Nick attended the **Bridges Library System Adult Services Meetup**, hosted virtually this month. Adult Services staff from libraries across the system shared updates about ordering collection materials through Amazon and discussed ongoing experiences with the Amazon-provided MARC records used for cataloging. Feedback on these records continues to be largely negative, with libraries reporting that the quality has not yet made the process worthwhile. Participants also shared general service and programming updates.

Crochet Basics: Dish Scrubbies, held on Saturday, February 21, was a great success. Annie Larson shared her fiber arts expertise by leading this hands-on program. She prepared clear visual instructions for beginners and thoughtfully modified a dish scrubby pattern so participants could follow along with confidence.

The program was supported by Sandra Wnuk, Library Page and fellow crocheter, along with two dedicated adult volunteers, Ellie Engelbrecht and Patty Riek. All registered participants attended, and we have already received several requests to offer it again. The strong response shows there is plenty of enthusiasm for fiber arts programming in our community.



Teen Programs & Services

It was a quieter month for active teen programming, but engaging passive activities kept the teen space lively. The **Make It Teen** craft featured a puzzle-piece heart wreath, and all 25 kits were quickly claimed. To celebrate **Inventors Day**, teens responded to the whiteboard prompt, “What would you invent?” with 37 creative submissions throughout the month. We also offered a **Guess the Book by the Cover Art** challenge, and all four participants correctly identified the mystery title.

Maura attended the quarterly **Teen Think Tank**, hosted by Bridges Library System, which brings together staff who work with teen patrons across the system. Librarians shared strategies for managing teen behavior in library spaces, discussed ways to better engage teens while they are in the building, and exchanged program and craft ideas. The group also began sharing early plans for this year’s Summer Reading Program. These meetings provide a valuable opportunity to gather fresh ideas and learn from colleagues across the system.

Teresa Douglas, Youth Services Manager, reports on recent activities:

Programs

February began with one of our biggest programs of the year: **Harry Potter Book Night**. Stations were offered throughout the library for witches, wizards, and muggles of all ages, and this year, we added a couple of outdoor stations! Representatives from the Milwaukee Astronomical Society set up telescopes outside, giving visitors a chance to see Jupiter and some of the many stars from which Harry Potter characters get their names. Nearby, our own “Goblet of Fire” (tended by two volunteers) allowed guests to toss in their names and watch magically colorful flames appear.



Inside, activities included potion-making, a Sorcerer's Stone obstacle course, wand-making, and much more. The Library Foundation once again supplied cauldron cakes (cookies), butterbeer (cream soda), and Bertie Botts Every Flavor Beans (jelly beans), to the delight of all. There were 369 attendees and a great time was had by all! Please enjoy a few more pictures, below:



The **IditaRead Winter Reading Challenge** wrapped up on Friday, February 20 with another strong year of participation. A total of 210 children in grades 1–6 registered for the challenge, with 83 readers completing the full 27-hour goal. Together, participants logged an impressive 3,604 hours of reading. As in past years, finishers were encouraged to keep logging their reading to compete for the “top reader” title; this year’s winner read 156 hours during the challenge.

The IditaRead Puppies program, designed for younger readers (birth–5K), also saw excellent participation. 169 children registered, with 74 completing the 13-hour reading goal. In total, Puppy participants logged 1,466 hours of reading during the program.

Regular YS Programs

- **Family Storytime** drew strong attendance throughout February, with a dozen sessions bringing over 500 participants together for songs, stories, and early literacy activities.
- **Baby Storytime** met weekly for our youngest patrons and their caregivers, providing a welcoming space for early literacy and social connection.
- **Nightlight Storytime**, held in the evening on February 2, offered families an opportunity to enjoy a cozy bedtime-themed program together.
- **Toddler Time** remained a favorite weekly program, giving toddlers space to play, explore, and interact while caregivers connect with one another.
- **LEGO Club** once again drew a strong crowd of young builders eager to design and share their creations.
- **Advanced Adventurers** met on February 16, where participants experimented with simple chemistry by making their own bouncy balls.
- **Early Explorers** met on February 23 to create bubble dough, combining sensory play with hands-on creativity.
- **Sew XO** held two sessions this month, where participants learned basic sewing skills while making small “worry pets.”

February 2026 Program Statistics

Adult and Youth Reference	Totals		
Youth Reference Ques.	277		
<i>Youth Information Ques.</i>	72		
Adult Reference Ques.	335		
<i>Adult Information Ques.</i>	70		
One-on-One Tech Help	27		
Study Rooms use	138		
Faxes	25		
YS Book Bundles (bundles assembled)	51		
YS Book Bundles (items checked out)	299		
1000 Books Before Kindergarten total books read:	2,479		
YS Coloring pages	920		
Teen volunteer hours:	51.5		
Children's Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
1,000 books before Kindergarten new registrations			10
Firsties Visits			53
Firsties video views (February)			60
Firsties other video views (past + parent videos)			43
Storytime	12	538	
Storytime craft (4 crafts)			400
Toddler Time	4	224	
Baby Storytime	4	75	
Baby Playtime	2	2	
Nightlight Storytime	1	24	
LEGO Club	1	26	
IditaRead sign up			19
IditaRead Map dogs decorated			20
IditaRead Puppy Sign up			13
IditaRead map puppies decorated			23
Early Explorers	1	6	
Advanced Adventurers	1	21	
Sew XO	2	10	
Harry Potter Book Night*	1	369	
Outreach	3	77	
	32	1372	641
Adult Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Tuesday Afternoon Book Club	1	4	

February 2026 Program Statistics

Mystery Book Club	1	8	
Books To The Future	1	4	
Reading between the spines	1	7	
Reading Between the Spines	1	7	
Crochet Basics: Dish Scrubbies	1	20	
Book Mixer	1	32	
Adult Winter Reading			195
Library Lovers Month Hearts*			74
Library Lovers Month Tote Bag GiveAway*			82
Total	7	82	351
Teen Programs	# of events (in-person)	In-person Attendance	Self-Led (Passive)
*all-ages events			
Make It Teen			25
Whiteboard Prompt			37
Guess The Book			4
HP Book Night: Light Up Wand DIY	1	41	
Teen Winter Reading			28
Total	0	0	94
Total number of in-person programs	39		
Total number of in-person attendees		1454	
Total number of self-led attendees			1086
Tech Services			
Items Processed	590		
Volunteer hours (inc. Home Delivery)	48		

STATISTICS FOR MONTH OF FEBRUARY 2026

	Feb. 2026	Feb. 2025	YTD	YTD 2025	% change
ALL CIRCULATION	30986	32014	65300	<i>65344</i>	-0.1%
PHYSICAL MATERIAL CIRCULATION	26136	27292	54856	<i>55436</i>	-1.0%
E-MATERIAL DOWNLOADS	4850	4722	10444	<i>9908</i>	5.4%
HOURS OPEN	236	232	486	<i>486</i>	0.0%

		<i>YTD</i>
HOLDS FILLED FOR PHPL BY OTHER CAFÉ LIBRARIES: -	3425	<i>6866</i>
HOLDS FILLED FOR OTHER CAFÉ LIBRARIES BY PHPL : +	2040	<i>4513</i>
Crossovers to PHPL from other library communities: +	5833	<i>12149</i>
Crossovers from Sussex to other CAFE libraries: -	1091	<i>2514</i>
NET LENDING:	3357	<i>7282</i>

		Sussex	Other	TOTAL	2025
PHYSICAL CIRC:		9694	16442	26136	<i>27292</i>

Cards issued: 108

Reference questions answered: 612

Informational questions answered: 142

Library visits this month: 10,558

Materials purchased: 670
(year to date total:) 1126

Study Room usage: 138

One-on-one technology lessons: 27

Fax Service: 25

In-person programs: 39

In-person attendees: 1454

Meeting Room Use:

Quad Room: 26

Small meeting room: 13

INTERNET USE*: 305 sessions

TOTAL HOURS:** 168.43

AVG. SESSION:** 33.13 minutes

WEBSITE VISITS: 5648 sessions

Designation of General Fund (Fund 000) reserves

General Fund (Fund 000) reserves available as of 12/31/2024, per Village Finance Director	\$894,560	Comments
WORKING CAPITAL at 22.93% of 2026 operating budget	\$351,173	VOS keeps 3 months operating costs on hand, but this includes their depreciation fund. Similarly, what we have here could be supplemented by fund 410.
VACATION PAYOUTS upon separation (beyond capacity of regular budget)	\$15,000	When FT or salaried staff leave, they are due current year's unused vacation plus what has been earned during the year (ordinarily used in following year). Usually, sub hours for public desk coverage mean minimal savings while position is vacant.
UNEMPLOYMENT INSURANCE	\$15,000	Re-build to \$15,000. This covers a potential obligation if an employee were to leave the organization. In addition, if part-time staff lose their other job, PHPL must pay a proportionate amount of their unemployment compensation.
INSURANCE DEDUCTIBLE to cover the deductible if we have a claim	\$10,000	Re-build to \$10,000
CAFÉ & Bridges overages, because PHPL annual budget is submitted well before CAFÉ & Bridges budgets are set.	\$10,000	Re-build to \$10,000.
COVERAGE FOR EXTENDED STAFF SICK LEAVE	\$40,000	Re-build to \$40,000. If a staff member with significant accumulated leave were to take a long-term leave, we would be paying wages for both the employee and a substitute. Earned sick leave can accumulate to 960 hours.
LEGAL FEES	\$60,000	Re-build as necessary to keep at \$50,000.
FUTURE NON-CAPITAL EQUIPMENT & FURNISHING REPLACEMENT OR REPAIR (budget line 80610)	\$25,000	Re-build to \$25000.This covers automatic door openers, media cleaners, refrigerator, drinking fountains, etc. To smooth budget bumps for these expenditures & enable replacement when failure of item was not anticipated at budget time.
SELF-INSURANCE FOR REPAIRS TO SECURITY SYSTEM, SELF CHECK MACHINE, AND OTHER EQUIPMENT, beyond regular budget	\$40,000	Re-build to \$20,000.
BUILDING MAINTENANCE and BUILDING SYSTEMS MAINTENANCE overages, to supplement E000-61700 and E000-62150 when there are significant unanticipated costs.	\$90,000	Re-build to \$50,000 or higher.
INTERIOR PAINTING, as needed	\$6,000	Re-build to \$5,000 or higher.
CONSULTING/OUTSOURCED PROJECTS, with Board approval	\$110,000	Anticipating schematic design, feasibility, other studies in upcoming years. Possible need for next round of strategic planning.
GAS or ELECTRIC OVERAGES to supplement E000-61300 and 61400 as needed.	\$16,000	Re-build to \$15,000.
COMPUTER REPLACEMENT & NEW TECHNOLOGY FUND	\$64,387	Moved to lease environment in 2020; this line is intended to cover a possible switch back to outright purchasing next replacement cycle (2024).
DIGITAL SIGNAGE REPLACEMENT and additions	\$10,000	Re-build to \$10,000.
SHELVING & EQUIPMENT CHANGES and additions for materials collections	\$32,000	Re-build to \$32,000.
UNDESIGNATED	\$0	
	\$0	

Website Redesign 2026 – Vendor Comparison

Factor	CivicPlus	Library Market	Revize
Cost for Design, Development, & Implementation	\$850–\$1,700 base price but add-on menu is extensive (see p.4 of proposal)	\$24,900	\$8,800
Annual Cost	\$4,664–\$5,772 quoted. However, customization and add-ons are extensive: Example site (Grand Forks) paid \$13,773 in 2025.	\$2,000	\$2,000
Design Approach	Template-based design	Custom library-focused design	Custom design
Accessibility	WCAG 2.1 AA built into design but paid upgrades recommended for ongoing compliance.	WCAG 2.2 AA included in initial design, training and free tools included to ensure ongoing compliance.	WCAG 2.1 AA included, accessibility widget included in package.
Events/calendar	Included but we’re using Library Calendar already (funded by Bridges) so would redirect to that.	Uses Library Calendar (from the same parent company), allowing seamless integration with the system we already use.	Included but we’re using Library Calendar already (funded by Bridges) so would redirect to that.
Library-specific features	Partial – catalog/site search toggle. Search performed well in our testing.	Extensive – book rivers, database views, catalog/site search toggle. Search performed well in our testing.	Partial – catalog/site search toggle. However, search performed poorly in our testing.
Timeline	8–12 weeks	~4–5 months	4–6 months
Example Library Websites	Grand Forks Public Library (ND) Nashua Public Library (NH)	New Berlin Public Library Mukwonago Community Library Morton Grove Public Library (IL)	Muskego Public Library Huntington Woods Library (MI) Troy Public Library (MI)
Peer Feedback / Endorsements	Widely used by municipal governments; fewer library-specific examples.	Library colleagues report strong satisfaction with design quality, library-specific features, and responsive support. One library just completed the design process and launched last month; the other completed their design a couple of years ago and reports high levels of continued satisfaction.	Library colleagues rated final result as “functional” and “fine” but reported the process was less smooth, with the implementation team somewhat difficult to reach.

Web Central Starter: Summary

Proposal valid for 60 days from date of receipt



Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to create a website solution that allowed municipal staff to maintain their websites daily without needing a technical webmaster. As technology advanced, we saw our customers' need to bring more services online. We expanded our vision to make local government work better as a whole.

Today, CivicPlus provides public sector technology that automates processes, digitizes services, and enhances civic experiences. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a frictionless experience for residents and staff. Our portfolio includes solutions for:



- Process Automation and Digital Services
- Planning, Permitting, Licensing, and Code Enforcement
- Fire and Life Safety Inspections
- Asset Management
- Utility Billing
- Social Media Archiving
- FOIA Management
- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Codification
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management

EXPERIENCE & RECOGNITION

25+ Years

10,000+ Customers

950+ Employees



CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

CONTACT INFORMATION

Primary Office

302 S. 4th Street, Suite 500, Manhattan, KS 66502

Phone: 888.228.2233 | Fax: 785.587.8951

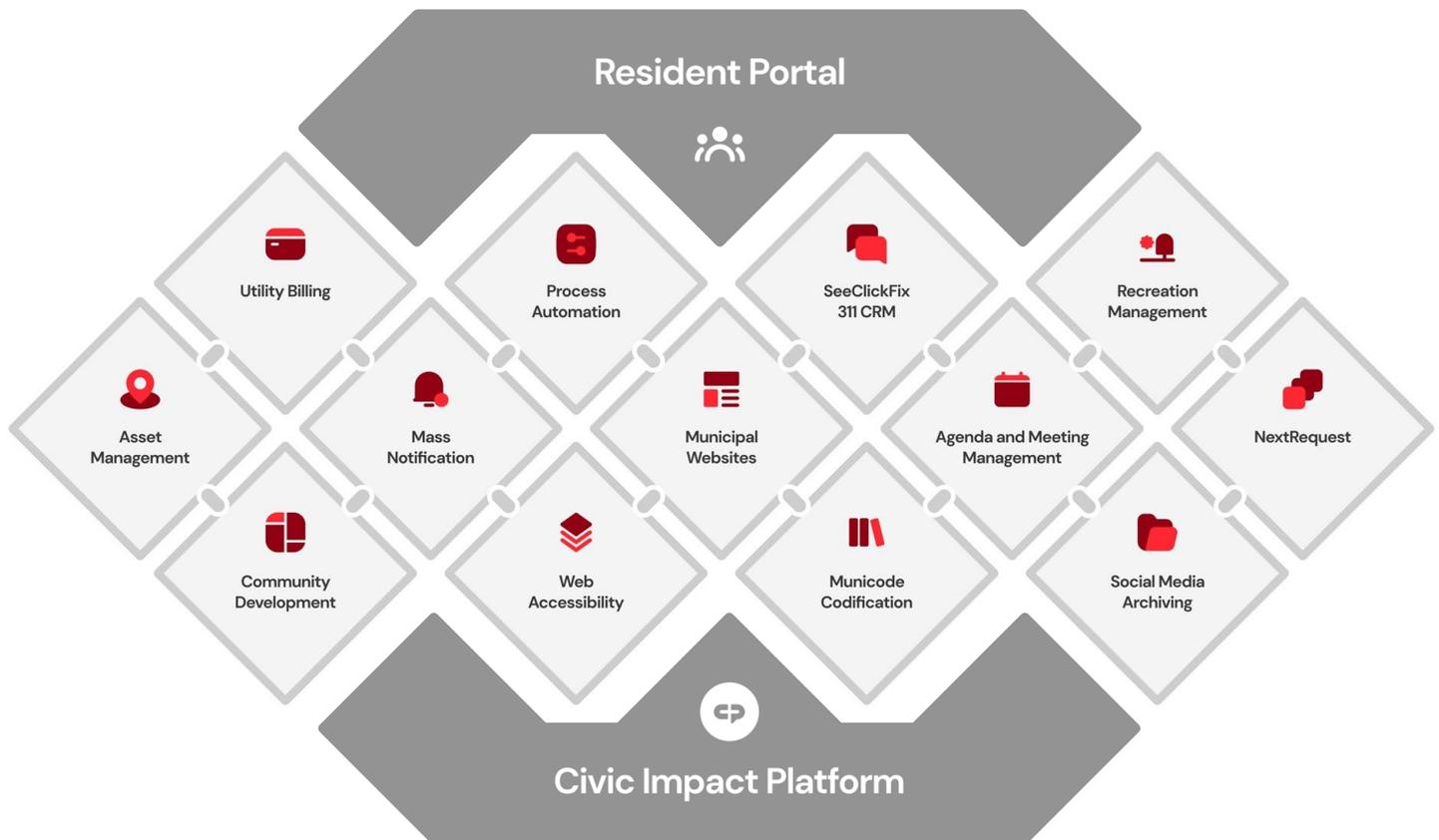
Civicplus.com

Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.



Website	Standard	Premium
One-Time Standard Implementation	\$850	\$1,700
Annual Subscription Fees	\$4,664	\$5,772
<p>Bundling Discounts Available</p>		

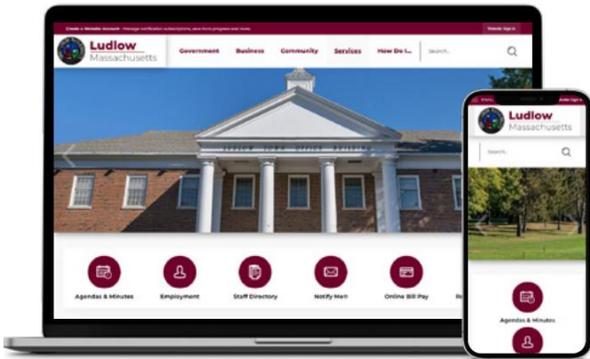
Base Inclusions			Price
Agenda Center	Graphic Links	Cloudflare Tier 1 Security for	Included
Calendar	Quick Links	PCI Compliance and Visitor	
Alert Center	Info Advanced	Surges.	
Document Center	News Flash	DNS Domain Management	
Notify Me	Staff Directory	SSL Management	
Form Center	FAQs	Hosting and Security	
Website Optional Add-On			Price
Live Training Per Module			\$375 one-time
Meetings and Agenda Migration per 100 Meetings			\$850 one-time
Standard Department Header Page			\$2,933 one-time \$813 annual fee
Premium Department Header Page			\$4,515 one-time \$938 annual fee
Accessibility with AudioEye			\$2,500 annual fee
CommonLook – PDF Remediation – One License			\$1,443 annual fee
48 Month Redesign Annual Fee			Standard \$250 Premium \$425
Facilities and Reservations Module			\$350 annual fee
Resource - Business Directory Module			\$350 annual fee
Activities Module			\$350 annual fee
Bids Posting Module			\$350 annual fee
Jobs Module			\$350 annual fee
Opinion Polls Module			\$350 annual fee
Real Estate Locator Module			\$350 annual fee
CivicSend – E News Letter Builder Added to Notify Me			\$750 one-time \$2,374 annual fee
CivicPlus Pay with Forte			\$500 one-time \$250 annual fee
Additional Block of 500 Notify Me SMS Subscribers (Comes with a block of 500)			\$945 annual fee
Chatbot			\$2,750 annual fee
Other Popular Integrated Solutions			Price
Mass Notification			Ask Me – Scoping Necessary
Meetings and Agenda Management			Ask Me – Scoping Necessary
Social Media Archiving			Ask Me – Scoping Necessary
Next Request (Public Records Request)			Ask Me – Scoping Necessary
Municode Codification (Code of Ordinance)			Ask Me – Scoping Necessary
SeeClickFix 311 CRM			Ask Me – Scoping Necessary
Web Accessibility			Ask Me – Scoping Necessary
Community Development (Permitting, Licensing, Code Enforcement)			Ask Me – Scoping Necessary
Asset Management			Ask Me – Scoping Necessary
Process Automation (Advanced fillable forms with automated workflow)			Ask Me – Scoping Necessary
Recreation Management			Ask Me – Scoping Necessary

Standard Package Designs

You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your unique community, but—combined with the functionality of the Web Central Starter CMS – will help you provide an attractive and convenient online resource for your community.

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



Ludlow, MA



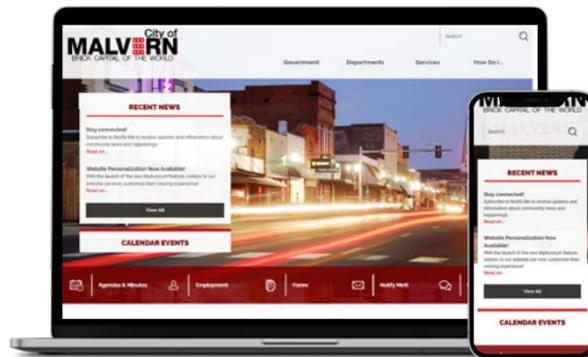
Rocky Hill, CT



Clark County, KY



Geneva, NY



Malvern, AR

Standard Package Timeline | 8-10 Weeks

PHASE 1: INITIATE & ANALYZE	2 Weeks	<ul style="list-style-type: none"> • Project Kickoff Meeting • Planning & Scheduling • Customer Deliverable Submission
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> • Site Map Creation • Content Implementation • Design Creation • Google Analytics Account Creation • Quality Control.
PHASE 3: EDUCATE	1 Week	<ul style="list-style-type: none"> • Group Training
PHASE 4: LAUNCH	1 Week	<ul style="list-style-type: none"> • Project Scope Completion • Website Launch

Premium Package Timeline | 10-12 Weeks

PHASE 1: INITIATE & ANALYZE	3 Weeks	<ul style="list-style-type: none"> • Project Kickoff Meeting • Planning & Scheduling • Customer Deliverable Submission • Design Discovery Meeting
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> • Site Map Creation • Content Implementation • Design Creation • Google Analytics Account Creation • Quality Control.
PHASE 3: EDUCATE	1 Weeks	<ul style="list-style-type: none"> • Training Engagement
PHASE 4: LAUNCH	2 Weeks	<ul style="list-style-type: none"> • Project Scope Completion • Website Launch

Approaching Your Project Implementation

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.

- Centralized project communication and task management tools are located in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work

The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Standard	Premium
<p>PHASE 1: INITIATE & ANALYZE</p> <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p>	<p>PHASE 1: INITIATE & ANALYZE</p> <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p> <p>Design Discovery Meeting – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.</p>
<p>PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION</p> <p>Site Map Creation – Our content development team will generate a site map of your existing website in preparation for the content implementation.</p> <p>Content Implementation – Our Content Development team will migrate up to 150 pages of content (including their text, documents, and images) from your current website to your new, Central Starter website. Additional pages of content can be added for an additional fee. Content will be enhanced for accessibility, and we will organize your website pages to make them easy to navigate. They will also migrate the current year and the previous two years of simple meeting agendas and minutes to the Agenda Center module. Additional years can be added for an additional fee.</p>	

Design Creation – You'll have the chance to review the responsive design prototype and provide feedback and/or approval.

Google Analytics Account Creation – Your website will be set up with a Google Analytics account.

Quality Control – Our Content Development team will complete a quality control check to ensure proper content migration.

PHASE 3: EDUCATE

Group Training – Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend group training sessions in the weeks prior to going live.

PHASE 3: EDUCATE

Training Engagement – Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your trainer will deliver training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will use your production website so that users are familiar with your specific configuration, and you can obtain hands-on experience.

PHASE 4: LAUNCH

Project Scope Completion – Your Central Starter project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

Website Launch – After final confirmation, your website will be made live and available to the public.

Your Role During Implementation

- To help create the strongest possible website, we will need you to:
- Choose your desired layout – *Standard Package Only*
- Complete the Content form – *Standard Package Only*
- Gather photos and logos that will be used in the overall branding and design
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (*if available*)
- Complete the Design Form to communicate design preferences
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)

CMS Features & Functionality

CivicPlus' Municipal Websites Central Standard (Web Central Starter) content management system (CMS) is robust and flexible with all the features and functionality you need today and in the future. Developed for municipalities that need to update their website frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows non-technical employees to efficiently update any portion of your website.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

Modules & Widgets

RESIDENT ENGAGEMENT

Web Central Starter offers many effective and easy-to-use resident engagement features. These tools easily integrate with other key features.

Calendar – Create multiple calendars and events for upcoming activities that are viewable by list, week, or month.

Notices and Alerts – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

Form Center – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

News – Post news items and keep your residents up to date on important information via News Flash.

Notifications – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me® (includes up to 500 SMS users).

Pop-up Module – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

ASSET MANAGEMENT

Web Central Starter is fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

Agenda Center – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Document Center – Organize and management documents in one central repository.

Public Images – Store all your images in one central location, to utilize individually or create slideshows on our site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

INFORMATION & NAVIGATION

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

Easy for Residents to Navigate – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

Frequently Asked Questions (FAQs) – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

Graphic Links – Create visually appealing buttons to direct users to important information.

Info Advanced – Use Info Advanced to create engaging displays of information for reuse throughout the website.

Quick Links – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

Staff Directory – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.

COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.

Custom HTML Widget – Embed videos or other HTML features in your page.

Editor Widget – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

Related Documents Widget – Create a dynamic list of documents referenced in the Document Center.

Slideshow Widget – Add a slideshow of images.

Tabbed Widget – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.

ADMINISTRATIVE FEATURES

The administration of your Web Central Starter website is browser based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control access to pages and manipulation of content as well as use automated features to streamline processes.

Administrative Dashboard – A home base for messages and quick access to your recent activities and time-sensitive action items such as pending approvals and expiring items.

Content Scheduling & Versioning – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

Dynamic Page Components – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

History Log – Track changes made to your website.

Intranet – Use permissions to set a secure location on your website that allows employees to login and access nonpublic resources and information.

Levels of Permissions – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

Pending Approval Items – Administrators have access to a queue of pending items to be published and reviewed.

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

Not only is Web Central Starter easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

Automatic Alt Tags – Built-in features assist with ongoing ADA compliance of your website.

Credit Card Processing – With the add-on feature CivicPlus Pay (Pay), you can integrate with an approved payment processor to accept payments on your website (separate agreement must be made directly between you and the chosen approved processor). Additional fees apply.

Preset Styling Standards and Ongoing Styling Flexibility – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

Link Redirects – Instead of sending your users to <http://civicplus.com/248/Awards-and-Recognition>, you can send them to <http://civicplus.com/awards>.

Live Edit – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget. **Mega Menu** – A main navigation menu makes it easy to get to any page on your website quickly.

Predictive Site Search – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

Site Search Log – All search words are kept in a log.

Real Simple Syndication (RSS) Feeds – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

Responsive Design – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

Social Media – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

Supported Browsers – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

Third-Party Access – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

Translation – Integration with Google Translate translates web pages into over 100 languages.

ACCESSIBILITY COMPLIANCE

With over 20% of adults in the United States having a disability, you need a website that conforms to all residents. CivicPlus wants to help our customers maximize accessibility for all users and surpass Section 508 ADA accessibility requirements while providing you the freedom to create a visually rich and appealing website. Our multi-faceted approach sets you up for success:

- We build websites using WCAG guidelines to be highly accessible at go live.
- Our trainers will teach your staff best-practices to keep your content and design elements accessible and up to date with the latest ADA/ WCAG standards.
- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.
- Any new regulations that require code changes are done automatically by our product team, at least quarterly, with no additional effort required from you.
- In addition, our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.

Due to the dynamic nature of website content updates, an ongoing accessibility solution can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges. Additional details and/or a quote can be provided upon request.

- **AudioEye Partnership** – CivicPlus partners with AudioEye to provide a suite of accessibility tools and services for WCAG 2.2 compliance at a discounted rate to our customers.
- **Acquia Optimize: Website Optimization & Compliance Tools** – Acquia Optimize is an easy-to-use web governance platform available to purchase and add to your project. Acquia Optimize’s tools help you identify, prioritize, and address content quality assurance and accessibility issues on your website so that you can achieve and maintain compliance according to WCAG 2.1 standards. Further, we can help you meet the latest data privacy and government policy standards.
- **CivicPlus CommonLook Accessibility Software** – Efficiently and accurately ensure PDFs are accessible to all members of your community. CommonLook provides an all-in-one environment for testing, remediating, and verifying PDF documents and provides a set of automated tools.

ADD-ON MODULES

In addition to our comprehensive CMS offering, we provide a range of additional modules designed to enhance functionality and meet specific organizational needs. Each module is tailored to deliver specialized capabilities, ensuring you have the flexibility to create a solution that aligns perfectly with your objectives. Please reach out if you are interested in including any of these options into your new CMS project.

Blog – Post opinions/information about various community topics and allow resident comments and subscriptions.

Get Community Input – Post initiatives and project ideas to receive feedback and interact with your residents via Community Voice.

Opinion Poll – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.

Photo Gallery – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

Archive Center – Manage and retain serial and older documents.

Real Estate Locator – Lets community members list and manage residential and commercial properties separately, with dedicated search functions. Users can post and manage listings 24/7 after setting up a profile and paying a subscription fee, while administrators can approve or auto-publish listings.

Resource Directory – Use the Resource Directory to showcase information on local businesses and/or community resources.

Activities – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

Facilities & Reservations – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

Job Postings – Post available jobs online and accept online applications.

Bids – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.

Continuing Services

Technical Support & Services

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

CIVICPLUS HELP CENTER - CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

AWARD-WINNING - CivicPlus has been honored with three Gold Stevie® Awards, six Silver Stevie® Awards, and nine Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CONTINUING PARTNERSHIP - We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager who will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and chat
- 4-hour initial response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center (civicplus.help)

ENGAGEXCHANGE

The ENGAGEXCHANGE is an online community and the central hub of ideas, guidance, tips, advice, and more for our Web Central Starter customers. It reflects our commitment to:

Connection – Customers can connect with their peers to ask questions, discover solutions, share ideas, and join focus groups and beta opportunities.

Direction – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements. MAINTENANCE CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are, we have an option that will fit your community.

Data Center	<ul style="list-style-type: none"> • Highly Reliable data center & secure facility • Managed network infrastructure • On-site power backup & generators • Multiple telecom/network providers • Fully redundant network • System monitoring – 24/7/365
Bandwidth	<ul style="list-style-type: none"> • Multiple network providers in place • Burst bandwidth – 22 Gb/s • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)
Hosting	<ul style="list-style-type: none"> • Web Central Starter software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches • Antivirus management & updates • Server-class hardware from nationally recognized provider • Redundant firewall solutions • High performance SAN with N+2 reliability
Disaster Recovery	<ul style="list-style-type: none"> • Emergency after-hours support, live agent (24/7) • On-line status monitor by Data Center • 8-hour guaranteed recovery TIME objective (RTO) • 24-hour guaranteed recovery POINT objective (RPO) • Pre-Emptive monitoring for disaster situations • Multiple, geographically diverse data centers
DDoS Migration	<ul style="list-style-type: none"> • Defined DDoS Attach Process • Identify attack source and type • Monitor attack for threshold* engagement
DDoS Advanced Security Coverage	<ul style="list-style-type: none"> • Not Included – additional coverage available at time of event (fees will apply)

*Thresholds: Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during an attack.

Optional Website Enhancements

RECURRING REDESIGN

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites—making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.

AUDIOEYE MANAGED

AudioEye offers a range of products and services from self-service to turnkey managed solutions. At the core of AudioEye, is the Digital Accessibility Platform (DAP), this powerful tool empowers auditors, designers, and developers to understand issues of accessibility and improve website infrastructure thorough the use of an innovative and easy to-use interface. The AudioEye Toolbar offers web personalization tools. Conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

Acquia Optimize empowers government organizations to maintain accessible, high-quality websites that comply with WCAG 2.1 standards and other international accessibility regulations, such as ADA, Section 508, and EN 301 549. Its accessibility tools identify and address web issues, providing actionable recommendations to enhance user experiences for all. Acquia Optimize's content policies module ensures consistency and accuracy by scanning for content errors or violations of brand, regulatory, or industry standards. The quality assurance tools detect and fix broken links, images, misspellings, and other issues that could hinder navigation or usability. Additionally, the data privacy module scans for sensitive information, prioritizes high-risk violations, and helps organizations reduce privacy risks. Together, these features enable government organizations to deliver inclusive, reliable, and secure digital services.

CIVICPLUS CHATBOT POWERED BY FRASE

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI) to deliver exceptional customer experiences to residents using your website. Our Chatbot crawls your website and other linked databases to create a continually, automatically updated, AI-powered knowledgebase that you don't have to maintain separately.

PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

CivicPlus offers IdP integration capabilities, which means you'll benefit from easier integration between your Web Central Starter website and your favorite third-party solutions. Provide single sign-on (SSO) functionality to streamline managing and supporting user credentials and identify management solutions. CivicPlus IdP partners include Microsoft's Entra ID, Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

STANDARD DEPARTMENT HEADER PACKAGE

A department or division within your organization may need a personalized digital presence. A Department Header Package is a cost-effective way for these groups to differentiate themselves informatively and graphically from the look of the main website while still benefiting from the functionality, service, and support of your Web Central Starter system. Unique customizations include:

- Department-specific URL
- Separate SSL Certificate / DNS & Hosting
- Department Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Content

BANNERS

A cost-effective way to bring a different look to specific pages or departments is by placing a unique banner image on those pages. Each banner can rotate through as a slide show.

CIVICPLUS MARKETPLACE APP

The CivicPlus Marketplace App is a fully configurable mobile application that serves as a centralized digital hub for community engagement across all CivicPlus solutions. Offering residents convenient access to your agency's information and services, as well as native SeeClickFix 311 CRM starter functionality, the app enhances transparency, service accessibility, and community satisfaction by serving as a mobile gateway to essential services and civic resources.

Our app offers extensive customization options, allowing agencies to configure branding, buttons, and links in real time to maintain brand consistency and enhance the user experience with over 300 configurable icons. It integrates seamlessly with CivicPlus solutions, including SeeClickFix 311 CRM, municipal websites, and mass notifications, providing a unified platform for streamlined engagement. The app improves service visibility and trust by enabling quicker responses to resident concerns and supports diverse community needs, from reporting issues to registering for classes. Additionally, its multi-jurisdictional capabilities allow residents to engage across neighboring areas while offering agencies control over displayed branding and information.

UPGRADE TO GUARDIAN SECURITY

Our Guardian Security Package provides a comprehensive, cost-effective solution tailored for local governments seeking robust security without breaking the bank. Powered by enterprise Cloudflare, this package includes:

- Web Application Firewall (WAF) fully customized for our application
- OWASP ModSecurity Core Rule Set for protection against the Top 10 vulnerabilities identified by the Open
- Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User Agent Blocking rules to block specific browser or web application User-Agent request headers
- Visitor blocking or challenging by IP address, autonomous system number (ASN), or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

UPGRADE TO PLATINUM SECURITY

CivicPlus' Platinum Hosting and Security package comes with enterprise-level Cloudflare software and:

- Fully customized Web Application Firewall (WAF), customized for our application
- OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User agent blocking
- Block or challenge visitors by IP address, autonomous system number (ASN) or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

CONSULTING ENGAGEMENT

Implementing a new software solution is a huge undertaking. Not only does it touch every department in your organization, it has the potential to positively impact the end-users in your community. Sometimes getting to that positive end point is tough with incongruent agendas from stakeholders such as elected officials and department heads. CivicPlus consulting helps your organization do the heavy-lifting, starting with data-driven research and ending with service-level process optimization. We'll help you facilitate the tough conversations and guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

CREDIT CARD PROCESSING WITH CIVICPLUS PAY

CivicPlus Pay (Pay) is our integrated, secure, PCI-compliant, utility application. Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. CivicPlus has partnered with several integrated gateways which we can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, in a more limited fashion, to assist you in developing a successful system. To utilize any of the approved gateways, an agreement will need to be executed directly between you and the vendor, that will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to procure any required devices directly from your selected gateway provider for either purchase or rent.

Invoicing Details

- 100% of Year 1 cost upon contracting.
- Annual recurring services shall be invoiced on the start date of each renewal term.
- Annual recurring services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

Disclaimer

PROPOSAL AS NON-BINDING DOCUMENT

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.



Prepared by:

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Project Proposal

LibraryWebsite

Prepared for:

Pauline Haass Public Library
N64W23820 Main Street
Sussex, WI 53089

Created:

February 3, 2026
Estimate valid for 90 days.

WHO WE ARE

*Library**Market** is a small strategic design agency exclusively committed to providing creative and cost-effective branding, marketing, and technology solutions for libraries and their communities.*

Meet Hootie.

Hootie's been with us since the very beginning. He's here to let you know that we give a hoot!



Our Mission

Our team's combination of library, marketing, and technology experience allows us a unique perspective when developing strategies for libraries. We can propose and deliver solutions with a distinct advantage over outside firms because we focus exclusively on libraries.

Our mission is to help libraries connect to their communities by offering superior marketing and technology products.

Our Beliefs

We believe that libraries are more successful when they can engage their users through quality technology and branding. Our goal is to provide innovative and elegant solutions to expand the reach of libraries. We are committed to products streamlined for use by patrons and libraries alike.

Our Values

Library Market proudly reflects values that public libraries put into practice every day. We remain rooted in our library origins and understand the importance of diversity and inclusion in ensuring all community members are heard and supported, regardless of their race, ethnicity, gender or gender identity, sexual orientation, religion, (dis)ability, or place of origin.

We believe patron privacy, intellectual freedom, and free access to information are fundamental rights and work to make sure we help our clients achieve their goals within this framework.

What We Do

- Web development
- Marketing and branding services
- Integrated calendar for events, registrations, and room reservations

OUR STORY



The story of Library Market began at the Craighead County Jonesboro Public Library, where co-founders Ben Bizzle and Joe Box formed a creative team that revolutionized the library's approach to digital services and marketing and resulted in a 2012 John Cotton Dana Award. Recognizing that libraries across the nation faced similar challenges in effectively reaching their patrons, Ben and Joe looked to create a company that would provide exceptional website and marketing services for the library industry.

The founding vision of Library Market was helping these libraries engage their

communities with innovative, affordable products that reflected the day-to-day operations and budgets of libraries.

To turn this vision into reality, Joe and Ben approached designer Steven Trotter and project specialist Valerie Carroll, who were instrumental in transforming CCJPL's website. With this partnership in place, Library Market began assembling a talented team of software developers, project managers, and support staff to guarantee the company could deliver creative branding and software solutions for the library industry.

Library Market has grown rapidly since its inception, developing award-winning solutions and setting a new industry standard for quality and flexibility in the areas of website, calendar, and branding for libraries of all sizes.

OUR TEAM

Library**Market** is a small firm with a close-knit staff, each of whom plays a vital role in managing, developing, and designing all of our products. Our staff includes:



BEN BIZZLE
chief executive officer
& owner

As founder and CEO, Ben develops the vision for our projects and coordinates with clients to ensure we provide the best possible product.

12 Years Library Experience
24 Years IT Experience



STEVEN TROTTER
chief creative officer
& owner

Steven is responsible for all creative aspects of our business, including information architecture, site design, and marketing & branding.

25 Years Design & Branding Experience
15 Years User Interface Design Experience



VALERIE CARROLL
chief operating officer
& owner

Valerie works directly with clients to help translate their goals into deliverables. She manages web and branding projects and day-to-day operations.

5 Years Library Experience
5 Years Project Management Experience
Master of Arts, English
Bachelor of Arts, English



JOE BOX
chief information officer
& owner

Joe is responsible for leading our team in QA and testing procedures for our projects, ensuring all features work as intended.

13 Years Library Experience
16 Years IT Experience

OUR TEAM

DUSTIN HOOD

project manager

Dustin is responsible for managing Library**Calendar** projects, making sure we identify client needs, and deliver a successful transition to the new platform.

6 Years Project Management Experience

LINDSAY SARIN

project manager

Lindsay manages website projects and supports customers from project kickoff through training to ensure that their website meets their current and future needs.

9 Years Library Experience
8 Years Project Management Experience
Master of Library Science
Bachelor of Science, English & History

HAYLEY WEBB

lead content manager

Hayley is responsible for reviewing and translating the content package during the development process, ensuring that it fits the client's goals.

5 Years Content Management Experience

Master of Arts, English
Bachelor of Arts, English

CLAY FREEMAN

chief technology officer

Clay's attention to detail makes him a keen director of all technical aspects of our projects, including managing development staff and site architecture and deployment.

8 Years Web Development Experience

Master of Science, Computer Science
Bachelor of Science, Computer Science

JEREMY JACKSON

lead frontend developer

Jeremy manages display tools including theme configuration, development of CSS, and JavaScript.

4 Years Web Development Experience

CLAY LIDDELL

lead backend developer

Clay leads research and development for new calendar features, validation, and data structures.

5 Years Web Development Experience

Bachelor of Science, Computer Science

Section One

Library**Website**
design & development



OUR WORK



Madison County Public Library

Designed bright, colorful logo and matching website theme to reflect the library and its community.

Richmond, KY

www.madisonlibrary.org

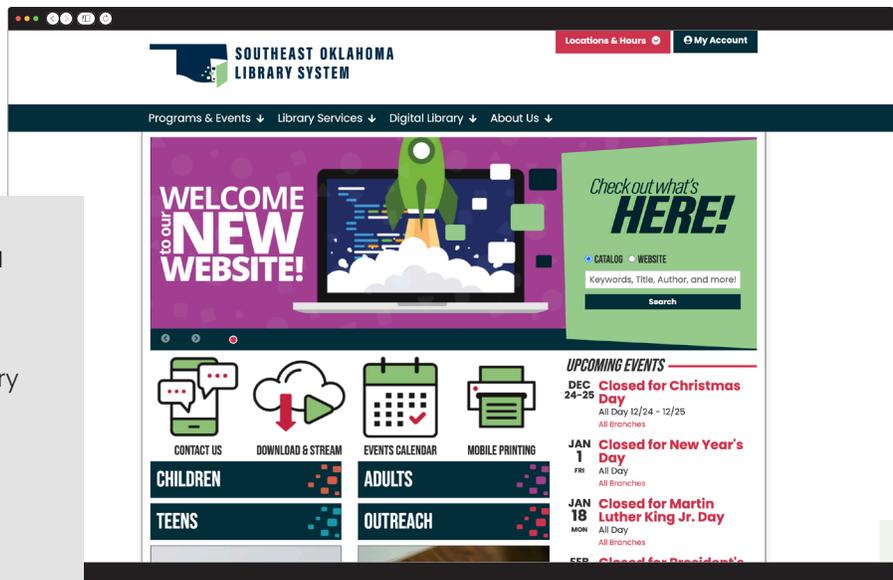


Southeast Oklahoma Library System

Website design and development for a 15-library system covering seven counties in Oklahoma.

McAlester, OK

www.seolibraries.com



Check out our website for even more examples of our work & product details! www.librarymarket.com

OUR WORK

CONTINUED



Ames Public Library

Website designed with green tones, pops of color, and geometric elements to match existing brand and building.

Ames, IA

www.amespubliclibrary.org

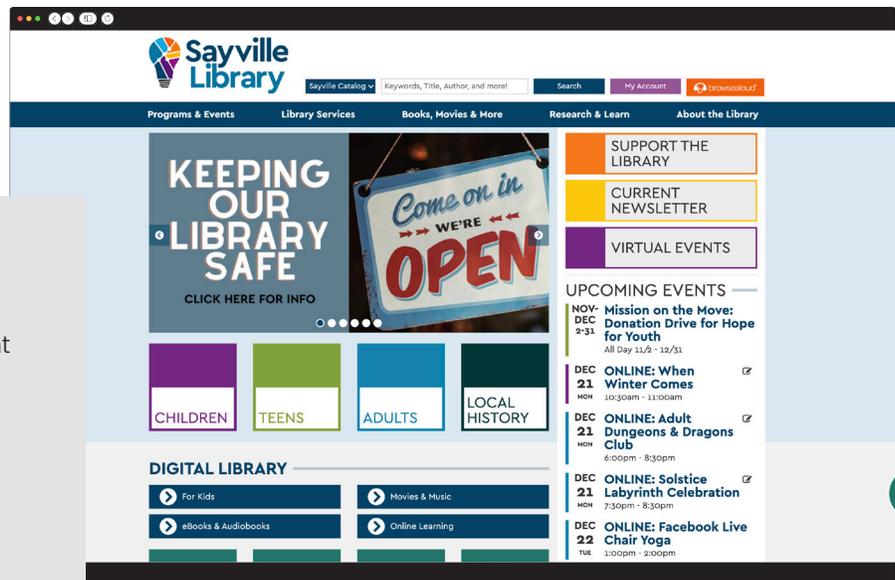


Sayville Library

New logo combining a light bulb and local street map in saturated brights with matching website theme.

Sayville, NY

www.sayvillelibrary.org



Check out our website for even more examples of our work & product details! www.librarymarket.com

EXECUTIVE SUMMARY

Benefits of a LibraryMarket Website

With our library, design, and development backgrounds, Library Market knows that having a beautiful, functional website increases your capacity to serve your community. An effective website allows you to meet your patrons' and staff's changing needs, promotes the excellent work you do, and serves as a portal for library users to access your resources. We prioritize ease-of-use for our clients, empowering your staff at all levels to efficiently manage the website and focus on content, not web development. We include multiple layers of live training, training videos, a complete website manual, and ongoing customer support.

Our standard practice is to include Library**Calendar**—a fully-integrated event, registration, and room reservation system—with the websites we build.

If selected for this project, Library Market will develop a website for your library with these goals in mind.

Design

- Developed to be clean, modern, and user-friendly
- Designed to reflect the values and personality of the library
- Themed around the library's branding

Public Website

- Helps users find information quickly and easily with intuitive navigation tools
- Highlights upcoming library events
- Includes tools for marketing collections, like book rivers and database views
- Is fully responsive on desktop and mobile environments
- Integrates with the library's third-party services

Content Management

- Allows staff to quickly and easily edit and add information with custom content types and integrated forms
- Uses intuitive blocks and layouts that make creating and customizing pages simple
- Provides granular access roles to allow multiple staff members various levels of editing permissions
- Founded on a robust database that allows an administrator to quickly search, sort, and filter site content

We know that libraries prioritize the needs of their communities. A Library**Website** from Library Market will allow you to highlight and promote your digital services to patrons, and our robust calendar system will facilitate your programming. Our mission is to work with library clients to build a website that is attractive, functional, reflects the community's needs, and allows the website to grow with the library.

FEATURES

LibraryWebsite

LibraryWebsite is an extremely adaptable platform for your library to promote its services and connect patrons with the resources you provide, all within an elegant design and intuitive navigation framework. Through a thorough information-gathering and discovery process, we pinpoint the best way to implement our features for your library. Our team will work with you to craft all of the content for launch, then provide staff training so the website can continue to grow with the library. If you have any questions about the features below, please do not hesitate to contact us!



Modern, Clean Theme with Logo & Color Scheme

During the initial phase of your project, our designers develop a design strategy for your new website. Using your logo and brand, including the color palette, text hierarchy, and graphics, our staff creates a modern, accessible design for presenting your library's content. Our key focus is creating a UX that allows users to find what they are looking for and attractively reflects the library and its personality.



Efficient Navigation

Library Market's websites are optimized for ease-of-navigation. From uncluttered layouts to a fixed top menu bar with hover styling, pages are designed to help users find what they need. Our streamlined design and consistent UX helps minimize scrolling and clicking.

The header and footer include the library logo, top navigation menu, hours, contact information, search tool, social media links, and other vital information. The homepage serves as a portal for patrons to access highlighted services, in part through a prominent slideshow feature. An announcement region allows emergency information to be displayed. Custom, dynamic tools such as upcoming events feeds, quick links, newsletter sign-ups, and feedback forms can be added to pages, allowing the library to point users to promoted resources and services.



Speed & Reliability

Our websites offer your staff and patrons a seamless web experience with no lags in response time. Presently, we host on Pantheon, a premier containerized environment that offers in-built protection for database failures and server traffic fluctuations.

FEATURES

CONTINUED

LibraryWebsite



Mobile & Tablet Users

All Library Market websites are fully responsive, which means they are mobile and tablet-friendly. The content and layouts adapt to screen size, stacking vertical elements as needed for narrower displays. On mobile, some areas may be collapsed to best adapt to screen size and ensure an equitable experience for all users, regardless of their device.



Third Party Integrations

Library Market websites allow you to incorporate and highlight your third-party vendor resources like databases and streaming services. Using custom library content types, we enable your patrons to locate and access these resources easily. Many of these services offer JavaScript, iFrame, or GET widgets and functions, which can be included in strategic locations. Integrations need to be evaluated on a case-by-case basis for suitability. Some examples of possible integrations include EBSCO Discovery Service, live chat (via LibraryH3lp, Tidio, Bold360, and others), LibraryAware, Niche Academy, and fundraising platforms.



CRM & Email Marketing Integration

Our websites allow for easy integration of your contact management system with the ability to add third-party forms to allow for email and newsletter sign-ups. Library**Calendar** also includes customized reporting that can be incorporated into marketing strategies.



Events & Reservations Calendar

Library Market's integrated Library**Calendar** system allows you to create and manage events with ease. Display options include a calendar view and upcoming events feed that can be placed on the homepage and throughout the site. Registration can be enabled on any event and incorporates email reminders and notifications. With Library**Calendar** room reservations, patrons can see which rooms are available and submit reservation requests. Staff notification emails are sent automatically. Downloadable reports are available for all calendar functions. For more information, see pages 17-27.

FEATURES

CONTINUED

LibraryWebsite



Content Types

Library Market's websites include several custom content types built exclusively for libraries. Adding content is as easy as filling out a form, and each content type includes a built-in display. Some of these content types include:

- **Book Rivers** - a sliding "river" tool or a grid layout. This content type allows staff to build lists to promote various parts of the collection; this can be used as a replacement for (or in conjunction with) third-party services like Select Reads, Bookletters, or LibraryAware.
- **Databases** - lists databases and other online resources, including in-house ones and ones provided by consortia or groups. Displays each as a block with an image, description, and link. These blocks have taxonomy terms associated with them that allow databases to be searched, filtered, and placed on multiple pages. An optional detail page can provide resource-specific help, guides, and tutorials. Streaming and downloading platforms like OverDrive, hoopla, Kanopy, and others can be included here or as a separate content type.
- **Gallery Items** - displays art, images, and other media items as a block, including basic information along with a link to a detailed item record. Like databases, these blocks have taxonomy terms associated with them that allow items to be searched and filtered.
- **Blogs/News** - allows staff members to create and manage blog posts and news updates. Taxonomies such as category or age group will allow blog posts to be filtered and placed on pages across the site.
- **Staff/Board** - manages a personnel directory that can include titles, contact information, profiles, and images for library staff members and board officials.



Page Designs & Templates

The website design mockup will include layout designs for the homepage, landing pages, content pages, calendar view pages, event detail pages, and any other high-level pages requested by the client. Appropriate templates for these pages are created for the site, in addition to any others that are needed. These templates are designed to be flexible and allow for layouts that are fully customizable to support the page's content needs.

FEATURES

CONTINUED



Integrated Forms

Library Market websites come equipped with robust integrated webforms allowing you to collect data on a secured platform. We will help you move existing forms during our content development and migration processes, optimize them, and help you identify new opportunities to collect necessary information and automate standard functions.



Social Media Integration

Library Market solutions include tools that allow you to integrate your social media platforms into the website. This includes placing links for Facebook, Twitter, Instagram, and others in consistent locations across the site and providing staff and patrons the tools to share library events on Facebook and Twitter. This process requires staff management and cannot be fully automated; however, a service such as an Add This bar may streamline it.



Integrated Catalog & Website Search

Users are able to search the catalog for library materials and the website for events and information from an integrated search box. This feature is placed in a high-frequency location (such as below or in the header) that is present on every user-facing page.



Administrative Interface

Library Market provides tools to allow you to manage your website easily. This includes an intuitive block layout to customize existing pages and create new ones with ease. Blocks can include text, photos, videos, and links; custom “view” blocks based on our content types allow you to display databases, events, job openings, staff info, board minutes, etc. The site will also include Drupal’s webforms module, allowing staff to create and collect responses from custom forms.



Staff Accounts

Library Market will create one top-level site administrator who has full access and can create new users. These user accounts have granular access, meaning multiple people can maintain the site with different editing ability levels. From the top-level administrator to general staff users, all staff members must log in with user names and passwords to secure staff functions and any patron information. Our sites include five default roles and the ability to add new roles (and permissions for those roles) to accommodate specific workflows required by the library.

FEATURES

CONTINUED



Discovery & Data Gathering

Library Market will meet with the library's website team to discuss the library's brand, the library's marketing and website goals, and the new website's desired look and feel, including what items need to be included on the homepage. We will provide multiple exercises to gather internal and external data to inform the library, such as:

- Staff and patron surveys
- "Likes & Dislike" of other Library Market sites
- A complete audit of the current site with recommendations for updated information architecture and content



Content Migration

Library Market will work with the library to build a content package that may include content to be exported from the existing website and new content developed by the library. We will make site map recommendations based on our experience with best practices in libraries. Library Market's content manager will place all content from the package on the new website with appropriate caps placed on archived content such as board minutes or blog posts; staff receives thorough training that allows them to place any new content after site launch. Library staff will export overall calendar content to the new Library**Calendar** system, including events, registrations, and room reservations (an optional, add-on migration service is available for a limited set of other calendar platforms—see Library**Calendar** section for more detail).



Usability Testing

The website will undergo a comprehensive system of testing to ensure that all features, styling, and content are functioning and responsive across a range of modern browsers (Chrome, Firefox, Edge, and Safari; limited support available for IE10/IE11) and devices. Library Market will test the site and provide the library access to the production site to perform testing. Library Market incorporates client feedback into site revisions.

FEATURES

CONTINUED

LibraryWebsite



Style Guide

As part of the design process, Library Market will provide the library with a website style guide that lists the design specs. This includes the color palette, text hierarchy (H1-H6), padding, button styles, image specifications, etc.



Training & Support

Library Market's customer service team is available via phone, email, and our help desk system. All of our clients receive periodic updates with new features and improvements as they become available. Additionally, extensive live staff training and user manuals are included with every website implementation.



Accessibility

Library Market designs and develops websites in compliance with WCAG 2.2 guidelines so that users can access the site using assistive technology and alternate navigation methods. We ensure that all styles and features pass Level AA Success Criteria and Conformance Requirements as outlined in the Americans with Disabilities Act and Section 508 of the Workforce Rehabilitation Act. We will provide resources to help the library maintain accessible content post-launch (using site hierarchy appropriately, maintaining passing color contrast, and writing appropriate alt text for images).



Site Security

Site security (HTTPS) is included through Pantheon and does not require the purchase of an SSL certificate. We protect the site from spam and abuse by using CAPTCHA and reCAPTCHA 2.0. Please note, the site can only be secured if all third-party integrations with embedded website functionality (the catalog, donation forms, other widgets) are also stored on HTTPS. This is required for any site using eCommerce functionality.



Hosting & Maintenance

Included with the annual hosting fee are updates of server software, CMS, and plugins that keep the website current, as well as ongoing support

FEATURES

CONTINUED

LibraryWebsite



Optional Services

Slide Package – our designers will create a set of 10 professionally designed slides for events or services determined by the library for use on the homepage.

Support Retainer – 36 hours of post-launch development or design work for any client requests for new features.



Technical Specifications

Content Management System	Drupal 10
Open Source Modules	✓
Database	MySQL-compatible
Language	PHP 8
Hosting	Linux using Nginx
Edge, Firefox, Chrome & Safari Supported	✓
Site Tracking	Google Analytics
Site Hosting	Pantheon

Section Two

LibraryMarket

*project process &
management*



PROJECT PROCESS



Discovery



Determine the purpose, goals, target audience, and content for the new website and begin drafting design principles for its overall look and feel. Direct library in compiling the content package of copy, images/graphics, documents, links, etc., to be placed on the site.



Design



Build a plan for the website that includes the development of information architecture, site design, and design proofs of any custom content types created for the library.



Development



Begin development, turning the design and wireframes into a functional website.

CONTENT PLACEMENT

As development continues, our team will migrate, place, and style content according to the approved site design and information architecture.

QA & TESTING

Our team will test forms, scripts, accessibility, navigation, user accounts, and other items across multiple web browsers and on desktop and mobile devices.



Delivery



Conduct training in advance of the website launch, continue QA & Testing procedures, and coordinate the technical side of launch with the library's systems administrator.

TRAINING

Library staff members will gain access to the back end of the production site and receive live training from our team on all functions of the new website. Any training sessions will be recorded, and user manual(s) for all site functions will be provided.

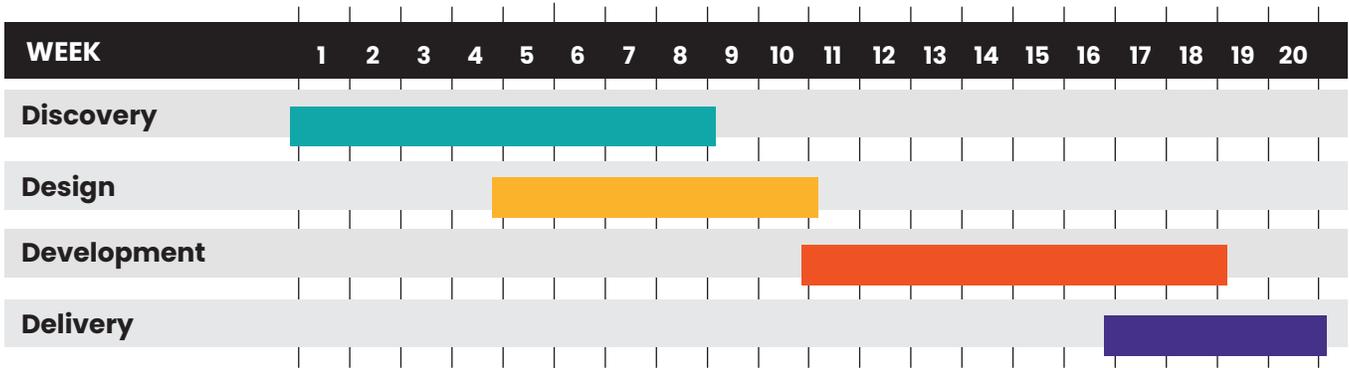
LAUNCH

On the launch date, Library Market will coordinate with the library's team to make sure everything goes smoothly and all functions and features are working as intended in the live environment.

HOSTING & MAINTENANCE

Included with the annual hosting fee are updates of server software, CMS, and plugins that keep the website current as well as ongoing support.

STANDARD TIMELINE



DISCOVERY *estimated hours: 24*

Discussions	Design Discovery Meeting, Content Review & Development
Decisions	Set project timeline, outline desired features of new website
Deliverables	Detailed project plan, Findings Report, Site Map, Content Templates

DESIGN *estimated hours: 27*

Discussions	Design Discovery, Design Review
Decisions	Approve site design
Deliverables	Page mockups

DEVELOPMENT *estimated hours: 54*

Discussions	Content Package Review, Administrator Training
Decisions	Finalize site launch plan
Deliverables	Production website, admin site access

DELIVERY *estimated hours: 21*

Discussions	Staff Training
Decisions	N/A
Deliverables	Live website and staff user manual

SCHEDULING

Upon acceptance of our offer, we will set dates for the project, starting with the launch date and working backward.

We work with our clients to pinpoint the best launch date for them that fits in our development calendar. Some condensing or expansion of the timeline is possible based on individual project considerations. Both Library Market staff and the library project team play a large role in determining the pace of content package delivery, decision making, and staff training.

Library Market will make all efforts to keep within the timeline, and we rely on our clients to help us do so by meeting deadlines for making decisions and providing critical information during the project process.

CLIENT SUPPORT



How We Manage Projects

Once a proposal is signed, you'll be assigned to a dedicated project manager, who will shepherd you through the process. Library Market uses a modified version of Agile project management to ensure a fully-functioning product at launch. We believe in transparency, and you can expect regular updates from your project manager.

Our developers use git for version control. All of our sites are tested in a development environment multiple times to ensure technical and theme conformance and user functionality before code is pushed to the production site.



Training

We work with clients closely to identify the right training schedule and process for their staff using a blend of live and static training resources. Training begins as the Development phase draws to a close. At that time, the client is equipped with a staff administrator login for the production site and attends live training sessions. We have administrators begin their training process early on to ensure they can familiarize themselves with site functions. Additional training sessions are scheduled based on staff roles and needs. Live training sessions are held via Zoom and are recorded for future use. Most clients receive 4-6 hours of live training in total. A full manual, including step-by-step instructions, is included for all products.



Support

Ongoing support for the website includes bug fixes, upgrades, and support for existing features. Regular support hours are Monday-Friday, 8 a.m.-5 p.m. CST. Additional support needs, such as new feature requests, additional staff training sessions, design work, or marketing consultation, can be purchased at Library Market's hourly rate of \$200 or a 36-hour minimum retainer contract available for \$3,600.

CLIENT REFERENCES



Morgan Mullins
Marketing and Public Relations Librarian, Rowan County Public Library
mmullins@rowancountylibrary.org
(606) 784-7137 etc. 417
<https://www.rowancountylibrary.org/>



Todd Schlitt
Director, Amityville Public Library
tschlitt@amityvillepubliclibrary.org
(631) 264-0567
<https://www.amityvillepubliclibrary.org/>



Erica Richardson
Library Director, Benbrook Public Library
erica@benbrooklibrary.org
(817) 249-6632
<https://www.benbrooklibrary.org>



Louise Alcorn
Library Technology Coordinator, West Des Moines Library
louise.alcorn@wdm.iowa.gov
(515) 222-3573
<https://www.wdmlibrary.org/>



Tara Kohles
Library Director, Central Islip Public Library
tkohles@cilibrary.org
(631) 234-9333 ext. 110
<https://www.cilibrary.org/>

Section Three

LibraryMarket

project terms & pricing



OUR OFFER

\$ 24,900

Library**Website**

Content Management

Library Market will develop a new website that incorporates the library's brand and includes:

- Robust Content Management System
- Fully Responsive Design
- Website & Card Catalog Search
- Custom content types built for libraries
- WCAG 2.2 AA Accessibility Compliance

Everything outlined in this proposal is included at the quoted price. Anything outside this proposal's scope, including actual work to be performed and costs, must be approved by both Library Market and our clients before any work begins. Examples of these additional costs include change orders for additional website features, marketing work, or a support-hour contract for further development past the launch date. These are optional and available at the request of the client.

PROJECT FEES

Website - Initial Development Fees

Description	Week #	Budget
• Website Discovery	1-8	\$4,650
• Website Design	5-10	\$5,375
• Website Development	11-18	\$10,800
• Website Delivery	17-20	\$4,075
Total Cost		\$24,900

Ongoing Costs

Description	Rate	Budget
• Hosting & Maintenance	Annual	\$2,000
Total Cost		\$2,000

First-year total

\$26,900

TERMS & CONDITIONS

Project & Service Agreement for use of Library**Calendar** & Library**Website**.

This Agreement is effective as of date of signing ("Effective Date") by and between:

Provider:
Library Solutions, LLC (doing business as Library Market)
P.O. Box 17332
Jonesboro, AR 72403

and

Client:
Pauline Haass Public Library
N64W23820 Main Street
Sussex, WI 53089

Whereas,

1) the Client wishes to obtain and the Provider wishes to grant a nonexclusive, nontransferable license to use Library**Calendar** and Library**Website** (hereinafter referred to as "Product") for the term and specific purpose set forth in this Agreement, and

2) each Party represents and warrants that it has the right and authority to enter into this agreement and that doing so will not violate, conflict with, or cause a material default under any other contract, agreement, indenture, decree, judgment, undertaking, conveyance, lien, or encumbrance to which it is a party or by which any of its property is or may become subject or bound, the Parties agree as follows:

SECTION 1. RELATIONSHIP OF THE PARTIES

Library Solutions, LLC is an independent

contractor. Library Solutions, LLC shall determine, in its sole discretion, the manner and means by which the Services are accomplished. No agency, partnership, joint venture, or employee-employer relationship is intended or created by this Agreement. Neither Party is authorized to act as agent or bind the other Party except as expressly stated in this Agreement. Library Solutions, LLC and the Product or Services prepared by Library Solutions, LLC shall not be deemed a work for hire as defined under Copyright Law. All rights granted to Client are contractual in nature and are expressly defined by this Agreement.

SECTION 2. CONTRACT PERIOD

This Agreement will begin on the Effective Date and continue for an initial term of one year. The Agreement will automatically renew for additional terms of one year each unless either Party gives notice of cancellation at least 30 days prior to the expiration of the original term or any renewal thereof.

SECTION 3. BILLING AND PAYMENT

3.1. Compensation

Client agrees to pay Library Solutions, LLC (dba Library Market) the fees listed in the Project Proposal, including all applicable taxes. In the event that a project requires Library Solutions, LLC representatives to travel to a physical site, Client will pay Library Solutions, LLC expenses, including, but not limited to: (a) incidental and out-of-pocket expenses at cost plus Library Solutions, LLC's standard markup of 20%; (b) mileage reimbursement, other than normal commuting, at \$.55 per mile; (c) travel expenses, other than normal commuting, including airfare and rental vehicles, with client approval. Pricing in the Project

TERMS & CONDITIONS

CONTINUED

Proposal includes only Library Solutions, LLC fees. Any other costs, such as domain name registration, art/font licensing, or media rights shall be purchased and maintained by the Client. Invoices shall list any expenses and additional costs as separate items.

3.2. Payment Schedule

Payment is due according to the project timeline. Half of the Design & Development Fee for installing and customizing the Product for the Client will be due immediately upon signing contract. The other half of this Fee, as well as the Hosting & Maintenance Fee and Library **Calendar** Annual Subscription Fee will be due at date of project completion.

After contract is signed, both Parties shall agree to a project timeline, beginning with a project start date and ending with a project completion date.

Should the Client elect to postpone product launch date for any reason, the Annual Subscription Fee shall still be assessed immediately after Library Solutions, LLC has completed the project. All invoices are payable within 30 days of receipt.

3.3. Late Payment

A monthly service fee of 1.5 percent, or the maximum allowed by law, is payable on all overdue balances. All grants of any license to use or transfer ownership of any intellectual property rights under this Agreement are conditioned on full payment, including all outstanding additional costs, expenses, fees, or any other charges.

SECTION 4. CHANGES TO PROJECT SCOPE

If Client wants to change the scope of work after acceptance of this Agreement, Client shall send Library Solutions, LLC a written

Change Order describing the requested changes in detail. Within 7 days of receiving a Change Order, Library Solutions, LLC will respond with a statement proposing designers' availability, additional fees, changes to delivery dates, and any modification to the Agreement. Library Solutions, LLC will evaluate each Change Order at its standard rate and charges. Client will be billed on a time and materials basis at Library Solutions, LLC's hourly rate of \$200 per hour. Such charges shall be in addition to all other amount payable under this Agreement, despite any maximum budget, contract price, or final price identified. Library Solutions, LLC may extend or modify any delivery schedule or deadlines in the Agreement as may be required by such changes. Client will have 7 days to respond in writing accepting or rejecting the new proposal. If Client rejects the proposal, Library Solutions, LLC will not be obligated to perform any services beyond those in the original Agreement.

SECTION 5. LICENSES

The Provider hereby grants to the Client a personal, nonexclusive, nontransferable license during the term of this Agreement to use, in object code form, all software and related documentation provided by the Provider furnished to the Client under this Agreement. The Client agrees to use commercially reasonable efforts to ensure that its employees and users of the Product hereunder comply with the terms and conditions set out in this Agreement. The Client agrees to refrain from any attempts to derive a source code equivalent, such as reverse assembly or reverse compilation, of the Product. All material furnished to the Client under this Agreement shall be used for the Client's internal business purposes

TERMS & CONDITIONS

CONTINUED

only, shall not be reproduced or copied in whole or in part.

SECTION 6. LEGAL COMPLIANCE

Each Party shall, at its own expense, comply with all laws, regulations, or other legal requirements that apply to it and this Agreement, including copyright, privacy, and communications decency laws. The Client represents and warrants it shall undertake any responsibilities and expenses incurred should any consent, approval, or authorization via designation, declaration, or filing with any government authority be required in connection with the valid execution, delivery, and performance of this Agreement.

SECTION 7. REPRESENTATIONS AND WARRANTIES

Client represents and warrants to Library Solutions, LLC that, to the best of Client's knowledge, use of the Client Content does not infringe the rights of any third party. Library Solutions, LLC represents and warrants to Client that, to the best of Library Solutions, LLC's knowledge, the Product will not violate the rights of any third parties.

Library Solutions, LLC will retain the right to use, modify, and reproduce any content and images created for the Client, unless where prohibited by law. These uses can include self-promotion, client portfolios, and future client projects.

The Client is solely responsible for the content of any postings, data, or other transmissions or uses of the Product by any person or entity the Client permits to access the Product. The Client represents and warrants that it will:

Not use the Product in a manner which:

is prohibited by any law or regulation, facilitates the violation of any law or regulation, or disrupts any third parties' similar use of the Product, and not violate or tamper with the security of any of the Provider's computer equipment or programs.

If the Provider has reasonable grounds to believe that the Client is utilizing the Product for any such illegal or disruptive purpose, the Provider retains the right to suspend the Product immediately with or without notice to the Client. The Provider may terminate the Agreement as outlined in Section 12 if the Client fails to adhere to these acceptable use standards.

THE WARRANTIES SET FORTH IN THIS SECTION ARE THE ONLY WARRANTIES MADE BY THE PROVIDER. THE PROVIDER MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCT AND ANY RELATED SERVICES OR SOFTWARE. THE PROVIDER HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH LAWS OR GOVERNMENT RULES OR REGULATIONS APPLICABLE TO THE PRODUCT, OR IMPLIED WARRANTIES ARISING FROM A COURSE OF DEALING OR COURSE OF PERFORMANCE. NO ORAL OR WRITTEN INFORMATION GIVEN BY THE PROVIDER, ITS EMPLOYEES, OR THE LIKE WILL CREATE A WARRANTY.

SECTION 8. LIMITATION OF LIABILITY

Client shall indemnify Library Solutions, LLC from any and all damages, liabilities, costs, losses, expenses, or attorney fees arising out of any claim, demand, or action by a third party due to materials included in Product at the request of the Client.

TERMS & CONDITIONS

CONTINUED

8.1. Damages

EXCLUDING THE LIABILITY UNDER THE SECTION ENTITLED "NO INFRINGEMENT" BELOW, UNDER NO CIRCUMSTANCES WILL THE PROVIDER OR ANYONE ELSE INVOLVED IN ADMINISTERING, DISTRIBUTING, OR PROVIDING THE SERVICES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING, BUT NOT LIMITED TO: LOSS OF REVENUE, LOSS OF PROFITS, OR DAMAGES THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES OR EMAIL, ERRORS, DEFECTS, VIRUSES, DELAYS IN OPERATION OR TRANSMISSION, FAILURE OF PERFORMANCE, THEFT, DESTRUCTION, OR UNAUTHORIZED ACCESS TO THE PROVIDER'S RECORDS, PROGRAMS, OR SERVICES, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN THE EVENT OF ANY BREACH BY THE PROVIDER OF THIS AGREEMENT, THE PROVIDER'S LIABILITY TO THE CLIENT WILL NOT EXCEED THE AMOUNT PAID TO THE PROVIDER BY THE CLIENT DURING THE PREVIOUS THREE MONTHS.

8.2. No Infringement

The Provider warrants that the Product will not infringe any patents, trademarks, copyrights, or any other proprietary rights of a third party or constitute a misuse or misappropriation of a trade secret ("Infringement"). The Client shall notify the Provider promptly in writing of any known action brought against the Client based on an allegation that the Client's use of the Product constitutes Infringement. The Provider will defend, indemnify, and hold the Client harmless from any such action at the Provider's sole expense, provided that the Provider shall have sole control of the defense of any such action and all negotiations and/or settlements and that the Client reasonably cooperates with the Provider in such defense. In the event that a final injunction is obtained against the Client's use of the Product by reason of an Infringement or the Client is otherwise prohibited from using the same,

the Provider shall, to the extent possible and at its expense, either (a) procure for the Client the right to continue to use the services that are infringing, or (b) replace or modify the services to make their use non-infringing while being capable of performing the same function within 60 days. If neither option is available to the Provider, then the Client may terminate this Agreement without penalty or further payment other than payment of fees for use of the Product prior to termination.

SECTION 9. CONFIDENTIAL INFORMATION

9.1. Definition

For purposes of this Agreement, "Confidential Information" shall mean information including, without limitation, all data, computer programs, code, algorithms, names and expertise of employees and consultants, know-how, formulas, processes, ideas, inventions (whether patentable or not), schematics and other technical, business, financial and product development plans, forecasts, strategies and information marked "Confidential," or, if disclosed verbally, is identified as confidential at the time of disclosure. In addition to the foregoing, Confidential Information shall include third party software, if any, that may be provided to Customer under this Agreement, including any related source or object codes, technical data, data output of such software, documentation, or correspondence owned by the applicable Provider.

Confidential Information excludes information that:

a. Was or becomes publicly known through

TERMS & CONDITIONS

CONTINUED

no fault of the receiving Party;

b. Was rightfully known or becomes rightfully known to the receiving Party without confidential or proprietary restriction from a source other than the disclosing Party;

c. Is independently developed by the receiving Party without the participation of individuals who have had access to the Confidential Information;

d. Is approved by the disclosing Party for disclosure without restriction in a written document which is signed by a duly authorized officer of such disclosing Party; and

e. The receiving Party is legally compelled to disclose; provided, however, that prior to any such compelled disclosure, the receiving Party will: (i) assert the privileged and confidential nature of the Confidential Information against the third party seeking disclosure and (ii) cooperate fully with the disclosing Party in protecting against any such disclosure and/or obtaining a protective order narrowing the scope of such disclosure and/or use of the Confidential Information. In the event that such protection against disclosure is not obtained, the receiving Party will be entitled to disclose the Confidential Information, but only to the extent necessary to legally comply with such compelled disclosure.

9.2. Nondisclosure

During this the term of this Agreement and for a period of 2 years thereafter, each Party agrees to use Confidential Information only as permitted under this Agreement; Each Party agrees to only disclose the other Party's Confidential Information to its employees: (a) on a need-to-know basis in order to further permitted uses of such information; and (b) who are informed of the nondisclosure/non-use obligations imposed by this Agreement. Both parties shall take steps each determines appropriate to implement and enforce such

non-disclosure/non-use obligations.

9.3. Agreement

Each of the Parties agrees not to disclose to any third party the terms of this Agreement, including pricing, without the prior written consent of the other Party except to advisors, investors, and others on a need-to-know basis under circumstances that reasonably ensure the confidentiality thereof, or to the extent required by law.

9.4. Injunctive Relief

In the event of an actual or threatened breach of the above confidentiality provisions, the non-breaching Party will have no adequate legal remedy and will be entitled to immediate injunctive and other equitable relief without bond and without the necessity of showing actual money damages.

SECTION 10. CLIENT RESPONSIBILITY

Under the terms of this Agreement, the Client guarantees that it will:

- 1) Accept sole responsibility for the content of any communications the Client transmits using the Product and shall defend, indemnify, and hold harmless the Provider from and against all liabilities and costs (including reasonable attorney's fees) arising from any and all third-party claims based on the content of such communications.
- 2) Make no attempts to resell the Product.
- 3) Use the Product only for lawful purposes.
- 4) Implement and maintain security procedures necessary to limit access to the Product to the Client's authorized users.
- 5) Implement and maintain external

TERMS & CONDITIONS

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procedures for reconstruction of lost or altered files, data, or programs.

6) Establish designated points of contact for interfacing with the Provider.

7) Provide Library Solutions, LLC with any Client data necessary to implement the Product, including, but not limited to, the requested content package. Client failure to assemble and submit the content package in advance of the development phase start date may delay project timeline.

SECTION 11. CLIENT DATA

All data is owned by the Client and is to be held in strict confidentiality. The Provider will delete and destroy all copies of data once the Agreement is terminated with or without default as outlined in this Agreement. The Client has the option to receive backup data prior to deletion. All rights, titles, and interests in and to the Product and all copyrights, patents, trademarks, service marks, or other intellectual property or proprietary rights relating thereto belong exclusively to the Provider. Any modification to the Product performed by the Client that directly or indirectly extends the current capabilities shall be the property of the Provider, and all copyrights and other rights are hereby assigned to the Provider.

SECTION 12. SERVICE PERFORMANCE GUARANTEES

12.1. Hosting and Service Outages

The Provider guarantees 99.9% availability of the hosting services required to use the Product. In the event of a service outage, the duration will be determined by totaling the amount of time trouble tickets are open with Provider Customer Support for service. The time begins when Provider Customer Support opens a trouble ticket and ends when

Provider Customer Support notifies the Client of service restoration. All service outage claims are subject to review and verification by the Provider, who reserves the right to change or modify the foregoing rules or discontinue this limited guarantee program with 30 days' prior written notification to the Client.

12.2. Customer Service

Customer service requests are handled through a support ticket system. Hours for customer service are Monday-Friday, 8 a.m. to 5 p.m. CST.

SECTION 13. BACKUP DATA

The Provider will deliver a full backup of customer data in .TAR format on a flash drive via U.S. Priority Mail provided the Client agrees to pay a charge of \$50.00 per backup copy.

SECTION 14. TERMINATION

14.1. Termination Procedures

If any Party fails to perform or observe any material term or condition of this Agreement and such failure continues without remedy for 30 days after receipt of written notice: 1) the other Party may terminate this Agreement, or 2) where the failure is nonpayment by Client of any charge when due, the Provider may, at its option, terminate or suspend services if the Client does not cure said breach within 7 days following a notice of delinquency.

14.2. Insolvency

This Agreement may be terminated immediately upon written notice by either Party if the other Party becomes insolvent or involved in a liquidation or termination of business, files a bankruptcy petition,

TERMS & CONDITIONS

CONTINUED

has an involuntary bankruptcy petition filed against it (if not dismissed within 30 days of filing), becomes adjudicated bankrupt, or becomes involved in an assignment for the benefit of its creditors.

14.3. Charges

The Client shall be responsible for payment of all charges under a terminated Agreement incurred as of the effective date of termination. If the Client terminates this Agreement or elects to reduce the number of authorized end users, then, in addition to amounts due for use of the Product and Support Services actually rendered prior to the termination of this Agreement or reduction of users, there shall be immediately due and payable by the Client an amount equal to 50% of the fees that would have been paid for the remainder of the term.

SECTION 15. DISPUTE RESOLUTION

Parties agree to attempt to resolve any dispute by negotiation between the Parties. If Parties are unable to resolve the dispute by negotiation, either Party may start mediation and/or binding arbitration in a forum mutually agreed to by the Parties.

The prevailing Party shall be entitled to recover its attorneys' fees and costs in any dispute resolved by binding arbitration or litigation.

SECTION 16. GENERAL PROVISIONS

16.1.

This Agreement, including any amendments and attachments that are incorporated herein, constitute the entire agreement between the Parties and shall be binding when accepted by the Client. No modification, termination, or waiver of any provisions of this Agreement shall be binding unless in

writing and signed by authorized officers of the Parties. No provision of any purchase order or other document issued by the Client shall be binding or effective for any purpose unless accepted by the Provider in writing. It is further expressly understood and agreed that, there being no expectations to the contrary between the Parties, no regular practice or method of dealing between Parties or their respective industries shall be used to modify, interpret, supplement, or alter in any manner the express terms of this Agreement or any part thereof.

16.2.

Nothing contained in this Agreement shall be construed as creating a joint venture, partnership, or employment relationship between the Parties, nor shall either Party have the right, power, or authority to create any obligation or duty, express or implied, on behalf of the other.

16.3.

The Product or any associated materials shall not be exported or re-exported in violation of any export control provisions of the United States or any other applicable jurisdiction.

16.4.

This Agreement may not be assigned, sublicensed, or transferred in whole or in part by the Client without the prior written consent of the Provider. Any attempted assignment, subletting, or transfer shall be void.

16.5.

If any provision(s) of this Agreement shall be held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions

TERMS & CONDITIONS

CONTINUED

shall not be in any way affected or impaired thereby.

16.6.

No delay or failure of either Party in exercising any right(s) herein and no partial or single exercise thereof shall be deemed in itself to constitute a waiver of such right(s) or any other rights herein. Any waiver by either Party of any breach of the provisions of this Agreement shall not operate or be construed as a waiver of any subsequent or other breach.

16.7.

In the event that either Party is unable to perform any of its obligations under this Agreement or to enjoy any of its benefits because of natural disaster, terrorism, fire, explosion, power blackout, earthquake, flood, the elements, strike, embargo, labor disputes, acts of civil or military authority, war, acts of god, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, actions or decrees of governmental bodies or communication line failure not the fault of the affected Party or other causes beyond such Party's reasonable control (a "Force Majeure Event"), the Party has been so affected shall immediately give notice to the other Party and shall do everything possible to resume performance. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended. If the period of nonperformance exceeds 7 days from the receipt of notice of a Force Majeure Event, the Party whose ability to perform has not been so affected may, by giving written notice, immediately terminate this Agreement as provided in Section 14.

16.8.

The Client shall furnish, at the Provider's request but no more frequently than annually,

a signed certification:

- 1) verifying that the Product is being used pursuant to the terms of this Agreement and
- 2) listing the locations where the Product is being used.

16.9.

This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original, and each of which together shall constitute a single instrument.

16.10.

This Agreement shall be governed by and construed under the laws of the State of Arkansas applicable to contracts made in and wholly to be performed in the State of Arkansas without regard to conflicts of law.

ACCEPTANCE

Checks payable to:

LibraryMarket

Proposal Date:

February 3, 2026

Address:

PO Box 17332
Jonesboro, AR 72403

Job Descriptions	Total
• LibraryWebsite Design & Development	\$24,900.00
• LibraryWebsite Maintenance & Hosting (Annual)	\$2,000.00
Total Cost	\$26,900.00

Payment Terms

- Services: 50% upon signing & 50% at launch
- Annual Fees: 100% at launch

Client Name

Position

Signature of Approval

Date



February 3, 2026

Ben Bizzle | CEO

Date

revize.

The Government Website Experts

WEBSITE PROPOSAL FOR Pauline Haass Public Library, Wisconsin

Revize is a Minority Business Enterprise (MBE)

Prepared by Brian Rohen
brian@revize.com
150 Kirts Blvd. Troy, MI 48084
Ph: 248-928-8072 Fax: 866-346-8880
www.revize.com March 4th, 2026
Pricing good for 60 Days



Website Project Experience Examples

The Huntington Woods Public Library, Michigan



<https://huntingtonwoodslib.org/>

Details:

Revize created a modern, aesthetically pleasing website for Huntington Woods Public Library that truly captured the essence of the community. The website introduced a responsive design which now allows for an adaptive experience across all devices including smartphones and tablets, but also integrated a user-friendly content editing management system. Their unique design, streamlined integration of web applications, and a high traffic featured news and headlines area top off this website!

Details:

The Troy Public Library wanted a website to increase ease of communication to residents and visitors alike: The city has been experiencing an economic resurgence particularly in the technology sector. In fact, Revize headquarters are in the City of Troy! This project included custom designs for The City, Library, and Recreation Department. Integration with the City's existing 3rd party software was a major linchpin of this project. Revize also included a live-searchable "How Do I" section that narrows down results as the user is typing, allowing any user to easily find what they are looking for regardless of which department it exists under.

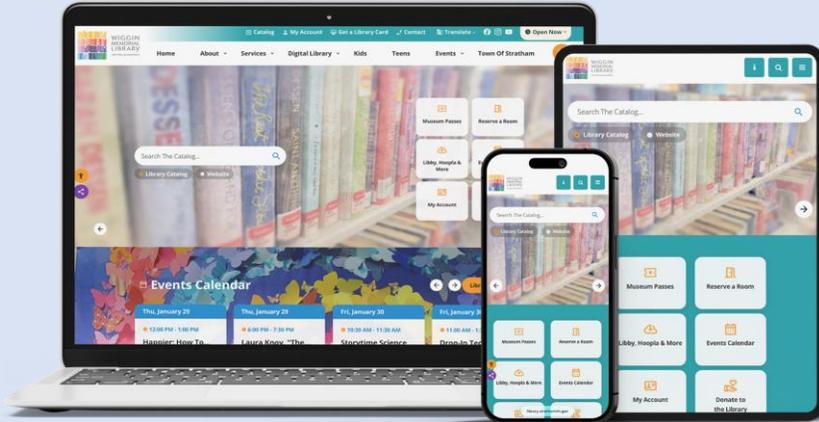
The Troy Public Library, Michigan



<https://troypil.org/>

AWARD WINNING WEBSITE DESIGN

Wiggin Memorial Library, New Hampshire



<https://www.library.strathamnh.gov/>

Details:

The Wiggin Memorial Library has an inviting website with an updated, professional feel. This informational website brings together an amazing design with a full suite of web apps to engage the residents they serve. With a robust Document center and smooth transitions from the home page to interior pages of the website, users can find exactly what they are looking for easily. Not only does it serve as an informational website, it has the look and feel of a website that will welcome you home!

Details:

The Largo Public Library came to Revize for a website that was completely different. Coming from an internally developed site, they wanted to work with a vendor that could lead them to a new way of interacting with their users. Page layouts were created to allow unique interaction with the library. This included e-notify, Q&As, catalog integration, plain language, and a resident focused navigation. We also incorporated some of their internal databases and features that had been built internally. This site improves the online experience for residents!

Largo Public Library, Florida



<https://www.largopubliclibrary.org/>

Website Account References

Client: Huntington Woods Public Library, MI

Deb Hemmye, Library Director

Office: (248) 543-9720

Email: dhemmye@hwoodslib.org

Website: <https://huntingtonwoodslib.org/>

Client: Crawford Library, MI

Karyn Ruley, Technology Coordinator

Office: 989-348-9214

E-mail: kruley@crawfordcolibrary.org

Website: www.crawfordcolibrary.org

Client: Delta Township District Library, MI

Erica Gupton, Network Administrator

Office: 517 816-8227

Email: egupton@deltami.gov

Website: <https://www.dtdl.org/>

Client: Rio Grande City Public Library, TX

Norma Fultz, Library Director

Office: (956) 487-4389

Email: nfultz@cityofrgc.com

Website: www.rgclibrary.org

Niagara Falls Public Library NY

Sarah Potwin, Executive Library Director

Office: 716-286-4914

Email: spotwin@nioga.org

Website: www.niagarafallspublib.org

Client: Aurora Public Library, MN

Paula Chapman, Library Director

Office: 218-229-2021

Email: paula.chapman@alslib.info

Website: <https://www.aurorapubliclibrarymn.com/>

Client: Temple Public Library, TX

Natalie McAdams, Library Director

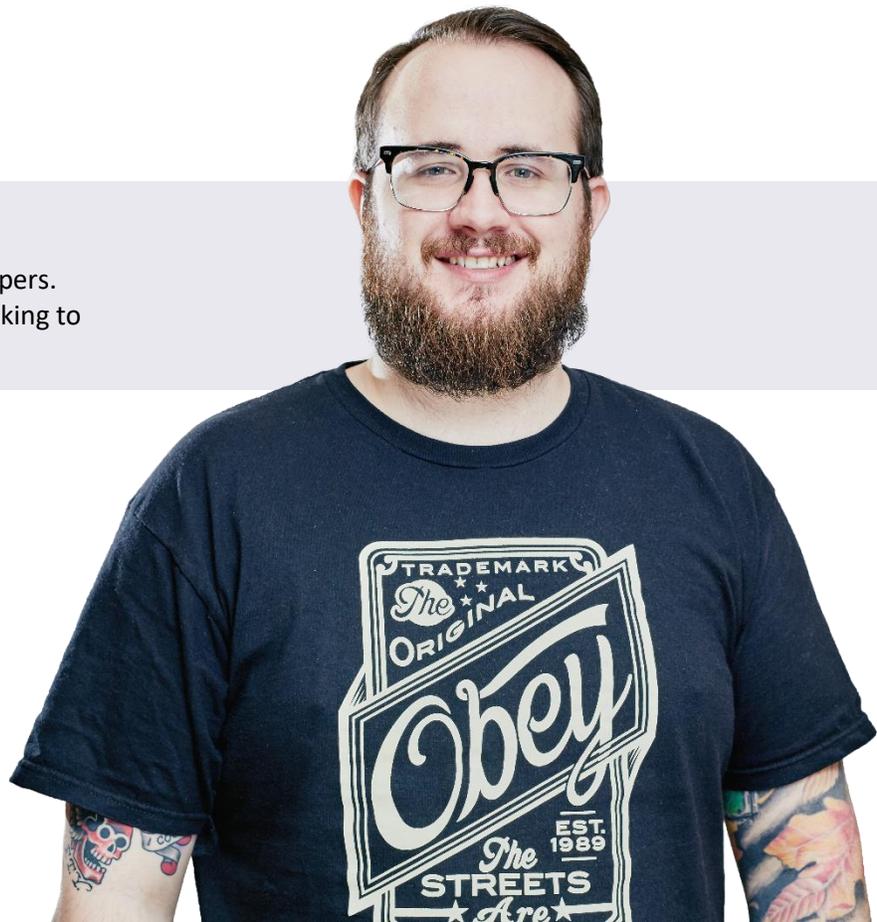
Office: (254) 298-5559

Email: nmcadams@templetx.gov

Website: www.templelibrary.us

Did you know?

Our technical support staff are trained developers.
When you call for tech support, you'll be speaking to
staff with direct knowledge of development!



Timeline Summary

Phase	When	Duration
<p>Phase 1: Initial Meeting, Communication Strategy, SOW</p> <ul style="list-style-type: none"> Revize will conduct a staff interview and website design kickoff meeting with the client. After the meeting, Revize will provide a detailed project plan that assesses key findings and details. 	Weeks 1 through 3	3 Weeks
<p>Phase 2: Discovery & Design</p> <ul style="list-style-type: none"> Within (5) five weeks of the kick-off meeting Revize will provide (1) one custom homepage mockup, (1) one basic interior page mockup, and (1) one navigation mockup. Revize will provide revisions to each mockup based on the feedback received from the client, and will begin site-mapping process when client approves design 	Weeks 4 through 8	5 Weeks
<p>Phase 3 and 4: Template Development and CMS Integration</p> <ul style="list-style-type: none"> Mockups will be developed into HTML pages making them clickable and resizable. Following HTML Development, Revize will add in the Revize Content Management System which makes the website easily editable. Integration of any 3rd party software will begin during this phase 	<p>Phase 3: Weeks 9 through 12</p> <p>Phase 4: Weeks 12 through 16</p>	<p>4 Weeks</p> <p>5 Weeks</p>
<p>Phase 5 and 6: Quality Assurance, Accessibility and Custom Development</p> <ul style="list-style-type: none"> Revize will review all developed assets for functionality. The development team will review functionality, style sheet, and formatting checking for errors and verifying that site matches approved design mockups. Any custom needs identified earlier in the project will be executed during this phase and tested for quality assurance. ADA programming and beta site review with the client 	<p>Phase 5 Weeks 15 through 16</p> <p>Phase 6: Week 17</p>	<p>2 Weeks</p> <p>1 Week</p>
<p>Phase 7: Sitemap Development / Content Migration</p> <ul style="list-style-type: none"> Revize will deliver a suggested sitemap, in Excel format, for the website prior to this phase (Unless the client has chosen to create their sitemap). Client and Revize will review and provide updated versions for approval. Pages will be built out one-by-one according to this previously approved sitemap architecture. Pages that are not linked in the sitemap will be created as blank pages. Migration includes up to all webpages, documents, and new content up to the relevant amount on the current website. 	Weeks 18 through 24	7 Weeks
<p>Phase 8: Content Editor and Web Administrator Training and Go Live preparation</p> <ul style="list-style-type: none"> Revize will conduct a review of the beta site followed by a core team training (smaller group). After the beta site review, the client may request tweaks to the functionality of the website. Revize will conduct Website Usability testing and a separate full staff training for all CMS editors on-site in a classroom style setting. The training schedule will include editor training, and administrator training with a question-and-answer period. Results of the user experience testing will be provided to the client for review. Any change requests will be reviewed by Revize for feasibility and scope conformance before they are completed. Revize will conduct meeting with client IT department before go live to discuss the process and establish pre-go-live checklist (e.g. SSL certificates, redirects, subdomains, etc.) Retraining is available any time after Go Live. 	Weeks 25 through 27	3 Weeks
	Go-Live (Average)	21-27 Weeks

Did you know?
The project planning process is designed to fit your needs. We will adapt our timeline if your schedule requires!

Revize Support Includes

- 8 AM – 8 PM EST Phone Support (Monday thru Friday)
- 24/7/365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Cloud backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and web site trends

Maximum Response Times

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

As a Revize client, you will receive full access to all enhancements to the core components and modules in the Revize CMS at no additional charge



Revize Design Option 1: Shared Custom

Phase 1: Project Planning and Analysis, SOW	\$950
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page design, and inner page design, includes Responsive Web Programming for great viewing on mobile screens.	\$2,800
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications. You also receive all updates to all CMS modules for the life of your Revize relationship. You own the technology, design and content!	\$2,500
ADD-ON APPLICATIONS	
Curated Search (Website & Library Catalog Searchable)	\$0
Tile Template Organization (Icon Buttons)	\$0
See Page 11 for Options Add-ons	
Phase 5 & 6: Q/A Testing, Accessibility and Custom Applications	\$1,600
Phase 7: Site map development/content reorganization and migration from old website into new website including spell checking and style corrections – up to 300 webpages and	\$0

documents **(approximate amount on your website today)**. To help remove stale content, Revize will not be moving over old announcements, events or calendar items. Additional content migration, if requested, is available for \$3 per webpage and document.

Phase 8: Content editing and site administration training via web conference (one day session up to 8 hours)	\$950
Go live!	Included
Custom Website Design Subtotal	\$8,800
Revize Annual Maintenance Fee (1st Year pre-paid during site development)	\$2,000/yr
Includes Unlimited Tech Support, CMS software updates (for 5 users), security software updates, SSL security certificates, hosting and maintenance with website health checks. Website hosting Included free of charge (15 GB storage space, 100GB monthly bandwidth limit):	
ADD-ON APPLICATIONS	
None	
Grand Total (1st Year)	\$10,800
5-Year Agreement (Length Optional)	

Revize Custom Design Payment Plans

Payment Schedule & Interest-Free Payment Plans

Revize Five-Year Interest-Free Payment Plan

Instead of paying for the total project cost in year one, Revize would spread out the total first year cost over five years of service.

Payment Amount	Due Date	Payment Includes
\$3,760	Year 1	20% of Project Cost + Year 1 Annual Hosting & Maintenance
\$3,760	Year 2	20% of Project Cost + Year 2 Annual Hosting & Maintenance
\$3,760	Year 3	20% of Project Cost + Year 3 Annual Hosting & Maintenance
\$3,760	Year 4	20% of Project Cost + Year 4 Annual Hosting & Maintenance + Free Redesign
\$3,760	Year 5	20% of Project Cost + Year 5 Annual Hosting & Maintenance
\$2,000	Year 6 & beyond	Annual Hosting & Maintenance

Custom Design Website Features Included

VISITOR'S COMMUNICATION CENTER APPS

- Home Page Alert
- Document Center with keyword search
- FAQs with keyword search
- Staff/Listing Directory with keyword search
- Job Posting with keyword search
- RFP/RFQ Posting
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Photo Galleries
- Quick Link Buttons
- New Revize Web Calendars with monthly grid and listing view
- Sliding Feature Bar
- Language Translator – over 95 languages

VISITOR'S ENGAGEMENT CENTER APPS:

- Citizen Request Center with Captcha
- RSS Feed
- Online Bill Pay via Third Party Payment Provider

STAFF PRODUCTIVITY APPS

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- CMS Web Form Builder with drag & drop text fields
- Website Content Archiving
- Website Content Scheduling

SITE ADMIN & SECURITY APPS

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- SSL Security Certificate
- Unique Login/Password for each Content Editor
- Web Statistics and Analysis with Google Analytics

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ADA Compliant WCAG 2.1AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) – for great Mobile Device viewing i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

ADA Compliance Disclaimer:

Revize designs and develops all websites to be ADA Compliant according to the WC3 Consortium's Web Content Accessibility Guidelines according to the 2.1 AA Level



Resident Engagement Applications Available

<p>*New* Revize Online Chat with Artificial Intelligence Annual Hosting and Maintenance Fee: Example: https://www.cityofgolden.gov/</p>	<p>\$2,400/yr</p>
<p>Online Interactive Forms Application One Time Set-up Fee: Annual Hosting and Maintenance Fee Example: https://www.arcadiaca.gov/resource_center/index.php</p>	<p>\$1,950 \$900/yr</p>
<p>Add Room Reservation System to Forms Application One Time Set-up Fee: Annual Hosting and Maintenance Fee Example: https://revize.rja.revize.com/app/bookable-groups/conference</p>	<p>\$950 \$600/yr</p>
<p>Curated Search (Website & Library Catalog Searchable) One-Time Set-up Fee: (INCLUDED) Example: https://www.cityofsancarlos.org/ Try the main search bar!</p>	<p>\$1,750</p>
<p>Tile Template Organization (Icon Buttons) One Time Set-up Fee: (INCLUDED) Example: https://huntingtonwoodslib.org/programs_events/index.php</p>	<p>\$900</p>
<p>New E-Newsletter Center Application with opt-in list One Time Set-Up Fee: Annual Hosting and Maintenance Fee: Example: https://www.cityofsancarlos.org/e-notify/index.php</p>	<p>\$1,900 \$600</p>
<p>Logo Design (1 Concept, with up to 3 changes) One Time Set-Up Fee:</p>	<p>\$3,100</p>
<p>Logo Design (3 Concepts, pick 1, with up to 3 changes) One Time Set-Up Fee:</p>	<p>\$4,950</p>

Thank you

For Considering Revize

Prepared by Brian Rohen

150 Kirts Blvd., Suite B, Troy, MI 48084

Ph: 248-928-8072 Fax: 866-346-8880

www.revize.com

PAULINE HAASS PUBLIC LIBRARY

Policy: Internet and Computer Use

Approved by Library Board:

I. Purpose and Scope

The Pauline Haass Public Library (the “**Library**”) serves as a gateway to lifelong learning and community engagement. ~~The~~ **Its** mission is to connect people to information, ideas, and one another in a vibrant, welcoming, community-responsive environment.

~~The primary purpose of Internet access at the library is to further that mission. Although the Internet can be used for a variety of purposes, use of the Internet at the library is intended only for those functions which are appropriate to its mission.~~

Internet and computer access—including **desktop computers, Chromebooks, study room computers, and wireless internet (Wi-Fi)**—are provided to further that mission. Although the Internet may be used for a variety of purposes, use at the Library must be consistent with the Library’s mission and this policy.

The adoption of this policy repeals and serves to replace the previously adopted Library and Computer Use policy (approved February 17, 2021) and the Public Internet Access policy (approved November 17, 2021).

II. General Internet Information and Disclaimer

The Internet provides access to a ~~massive~~ **vast** body of information beyond the Library’s physical and electronic collections.

~~This expands the library’s information services beyond its physical collections and electronic resources.~~

Because it is a rapidly changing environment, the Library cannot monitor or control the content available online and is not responsible for the accuracy, reliability, or content of information accessed through the Internet (other than content on the Library’s own website).

Users are responsible for ~~determining that the information they access is acceptable, reliable, suitable to their needs~~ **evaluating the suitability and accuracy of the information they access.**

The Library does not use filtering software on its Internet workstations or wireless network.

Internet users may encounter material they find offensive, objectionable, or of questionable accuracy.

Just as the library does not endorse viewpoints expressed in books, films, or other materials in its collection, it does not endorse electronic information accessed via the Internet.

III. Confidentiality, Privacy, and Security

Library users have the right to confidentiality and privacy.

However, users should be aware that:

~~because security is technologically difficult to achieve, electronic transactions and files could become public~~

the Internet is not a secure medium and third parties may obtain information about users' activities. Electronic transactions and files may become public, and users access the Library's computers and wireless network at their own risk.

~~Please use caution before providing any personal information over the Internet.~~

Patrons are responsible for safeguarding their personal information and ensuring their personal devices have protection against viruses and malware.

In accordance with the Library's Privacy of Library Records and Library Use Policy, the USA Patriot Act, and Wisconsin Statutes §43.30, the Library will release records only as required by law.

The Library is not responsible for loss or damage to user hardware, software, data, or personal devices.

IV. Access to Computers and Equipment

~~Desktop computers are provided in the open spaces of the adult and children's services areas of the library. Laptops are available in the adult area, which also contains one desktop computer in an enclosed room.~~

Desktop computers are available in the open areas of Adult Services. One desktop computer is located in an enclosed study room.

~~Laptop computers~~

Chromebooks are available for in-building checkout in the adult area.

Wi-Fi access is available throughout the Library and in the parking lot.

Desktop computers and Chromebooks in the adult area are available to individuals age 12 and older.

Children under age 12 may not use Internet terminals in the adult area unless sharing a single terminal with a supervising adult.

Children age 7 and under must be accompanied by a supervising adult when using an Internet terminal.

~~Children under age 12 may use Internet terminals in the Youth Services area.~~

~~The Youth Services terminals open to a home page designed to guide children to child-friendly websites. Adults who are not accompanying children must use adult workstations rather than youth workstations.~~

Library staff will not assist minors in creating online accounts without parental or guardian involvement.

Responsibility for a minor's Internet use rests with the parent or legal guardian.

Parents are strongly encouraged to discuss appropriate Internet use with their children and supervise their use at the Library.

V. User Authentication and Guest Access

Users of Library workstations must sign in using their own library card number – or provide photo identification to use a guest pass – and must read and accept the Acceptable Use Rules.

Guest access may be provided to individuals who do not have their library card present, visitors to the community, or others at staff discretion.

Limits on frequency or duration of guest access may apply.

Users of the Library's wireless network are subject to this policy but are not required to sign in with a library card. Use of the wireless network constitutes acceptance of this policy.

VI. Acceptable Use

All users must observe all federal, state, and local laws and regulations.

Illegal use of the Internet or Library equipment is prohibited and may be subject to prosecution.

The Library's Internet and computer resources may not be used for:

- Illegal activities or accessing illegal materials, including child pornography
- Accessing obscene materials or materials "harmful to minors" as defined by Wisconsin Statutes §948.11
- Harassment, threats, or interference with other users
- Unauthorized access to files, passwords, or data belonging to others
- Damage to or alteration of hardware, software, or network systems
- Attempting to bypass security systems
- Unauthorized reproduction of copyrighted materials
- Misrepresentation of identity

- Disruptive behavior or refusal to follow staff instructions

Because minors may be present at any time, users may not display obscene materials or materials harmful to minors, or otherwise view content in a way that disrupts others' use of the library.

Beyond these restrictions, determining what is appropriate for a minor rests with the parent or legal guardian.

VII. Computer Use Guidelines

Computer use must end at library closing time.

The Library reserves the right to establish session limits or manage computer use to ensure equitable access.

Users are responsible for providing their own storage devices or cloud accounts for saving documents. Files and data stored on Library computers may be deleted upon logout or shutdown.

Security software installed on Library computers may limit certain functions.

Only securely lidded beverages are permitted near computers. Food is not permitted.

Users are financially responsible for damage caused by use, misuse, or abuse.

Accounts blocked due to referral to a collection agency or excessive late fees or damages may not access Library computers until the matter is resolved. Staff will assist such users in meeting their information needs.

Library staff may provide brief technical assistance as time permits but cannot provide extensive troubleshooting.

VIII. Study Room Computer Use

The study room computer may be reserved up to one week in advance by individuals age 12 and older. Reservations are made at the Adult Reference Desk for blocks of up to 90 minutes. The room may also be used on a first-come, first-served basis if not reserved.

If no one is waiting, users may continue until the room is needed. If another user is waiting, occupants must vacate within ten minutes of their scheduled end time.

No individual or group may reserve the room regularly if doing so limits access for others.

A maximum of two people may use the computer room at one time.

IX. Wireless Internet (Wi-Fi) Use

This entire section consolidates language previously scattered across the Internet policy.

The Library provides free wireless Internet access throughout the building and parking lot.

This connection is unsecured. Virus protection, data security, and privacy protection are the responsibility of the user.

Connection speed, bandwidth, and continuity of service are not guaranteed. The Library does not guarantee compatibility with all personal devices. Library staff may provide basic assistance but cannot guarantee successful connection or operation of personal equipment.

X. Monitoring and Enforcement

Library staff may monitor use of Internet workstations and networks when necessary to ensure compliance with this policy, protect system integrity, and maintain a safe and welcoming environment.

The Library reserves the right to terminate a user's session without notice when necessary to enforce this policy or protect Library systems.

Misuse of Library computers, Wi-Fi, or equipment, or violation of this policy, may result in loss of Internet privileges, loss of Library privileges, financial liability for damages, and criminal prosecution when applicable.



Trustee Essentials: A Handbook for Wisconsin Public Library Trustees

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Wisconsin Department of Public Instruction

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TE13: Library Advocacy

One of your major responsibilities as a public library trustee is to act as an advocate for the library.

In simple terms, a library advocate is someone who understands the value and importance of public library service and who communicates that value and importance to the community, government leaders, and other decision-makers.

Your primary function as a library advocate will be to provide clear, accurate, and timely information on library issues to people who need it in order to make sound decisions on those issues. This information can be provided orally or in writing. It may have such diverse objectives as shaping public opinion in a general way or influencing a specific vote on a library issue by the local unit of government.

Libraries need their trustees to act as advocates for several reasons. Pressures on local, county, and state budgets makes it harder than ever for libraries to obtain adequate funding.

As a representative of the general public, you can make a more effective case on the importance of adequate funding for the library than the librarian who may be viewed as having a vested interest in a larger budget. Because public libraries have a unique place in local government, their needs may not be as readily understood by government officials as those of other units of government, and a greater effort is needed to tell the library story.

In addition, because library systems primarily provide “behind the scenes” services, an extra effort is sometimes needed to make government officials aware of their services and the value of those services to the public.

Establish Priorities for Advocacy

Since the advocacy role is a basic duty of a library board member, it’s important to channel these energies carefully. Early each year, the library board acting as a whole should decide which of its goals or positions to advocate most strenuously. Emphasis will vary by library. For instance, you and the library board might work for the adoption of an improved library budget, seek support for enhanced library technology, or inform the public of the need for a library building program. What is important is that you decide with other library board members what the areas of emphasis will be and how board members will go about advocating those goals or positions.

Your goal as an advocate is to shape the local decision-making process, which requires an understanding of how decisions are made in the community and who must be influenced in order to achieve favorable outcomes.

Staying Informed

Your effectiveness as an advocate depends on being well informed about library issues at the local, state, and federal levels. See [Trustee Essential 27: Trustee Orientation and Continuing Education](#) for information on where to turn to stay informed about these issues.

Ways to Act as an Advocate

As an advocate, you can influence decision-makers by:

- speaking to civic groups about library needs and issues.
- talking to friends about the library, its role in the community, and its needs.
- writing letters to the editor of the local newspaper.
- testifying at local and state budget hearings.
- talking and writing to state and federal legislators about the needs of the library.
- contributing to a library newsletter that is sent to decision-makers.

If you choose to advocate a library-related position not agreed on by the board, be sure to make clear that you are speaking for yourself as an individual, not for the board.

Your work as a library advocate is never done. Each success leads to a new area of effort. Library advocacy does not represent a narrow commitment to a single issue—it's an ongoing commitment to supporting library issues in a wide range of ways.

Discussion Questions

- How is library advocacy different from other basic trustee duties?
- What are some issues being faced by your library on which library board members can exercise influence through advocacy?
- How does the advocacy role of an individual board member differ from the role of the board as whole?

Sources of Additional Information

You and your fellow library board members are not alone in advocating for high- quality public library service. There are a number of groups that share your belief in the value of public library service and can provide information and support you in advocacy efforts. Some of these groups are listed below, along with other tools to help you advocate for your library.

- Your library system staff
- Division for Libraries and Technology [Bureau of Libraries](#)
- [Wisconsin Library Association \(WLA\)](#)
- [Wisconsin Library Trustees and Friends \(WLTF\)](#)
- [United for Libraries](#)
- [Wisconsin State Legislature](#), including a “Who are my legislators?” feature
- [Contacting U.S. Senators](#)
- [Find your U.S. Representative](#)