# AGENDA

Henika District Library
Board of Trustees Meeting
November 14th, 2023 at 6:30 pm

**I. Call to Order**

Members Present:

Members Absent:

Staff Present:

Guests:


II. **Approval of Agenda** (M) *PAGES 1 - 2*

III. **Community Opportunity to Address the Board**

IV. **Approval of Meeting Minutes**

A. October 2023 Regular Meeting Minutes (M) *PAGES 3 - 6*

V. **Financial Reports**

A. October 2023

Approval of Paid Bills (M) *PAGE 7*

Credit Card Detail Report *PAGES 8 - 12*

YTD Budget vs Actual *PAGES 13 - 17*

United Bank Accounts Overview *PAGE 18*

VI. **Director's Report**

A. Monthly Statistics *PAGES 19 - 20*

B. Youth Report *PAGES 21 - 22*

C. Adult Report *PAGES 23 - 24*

D. Circulation Report *PAGES 25 - 26*

VII. **Committee Reports**

A. Building and Grounds Committee Meeting 10/23 *PAGES 27 - 30*

**VIII. Unfinished Business**

A. Phone System *PAGES 31 - 87*

**IX. New Business**

A. Auditor *PAGES 88 - 123*

B. Building and Grounds Committee Recommendation

C. Staff Holiday Bonus

D. Director Evals

**X. Around the table**

**XI. Adjournment**

# MINUTES

Henika District Library

Board of Trustees Meeting

October 10th 2023 at 6:30pm

**Members Present:** Meghan Augustin, Suzy Byville, Tami Fryling, Gary Marsh, Maria Musgrave, Sarah Powell

**Members Absent:** Jacqui Kuhn, Danielle Simmons

**Staff Present:** Cierra Bakovka – Director

**Guests:** Lane Buter, Alexi Wallace

I. Call to Order: Meeting called to order at 6:32 pm by Augustin
II. Approval of Agenda motioned by Byville, seconded by Augustin. All yes, motion passed.
III. Community opportunity to address the board – no comments
IV. Approval of September Meeting Minutes motioned by Fryling, seconded by Augustin. All yes, motion passed.
V. Financial Reports
    a. Monthly check register was reviewed. Quarterly fee from IT technician of $585.00; Mileage for 2 staff members $195.19; Adult programming $100 and presentation by Tobin Buhk $250.
    b. Credit Card Detail Report was reviewed. No notable exceptions.
    c. YTD Budget vs. Actuals was reviewed. No notable exceptions.
    d. United Bank Accounts were reviewed. No notable exceptions.
    e. Approval of paid bills motioned by Musgrave, seconded by Powell. All yes, motion passed.
VI. Director's Report

a. Bakovka gave an update on staffing. 2 injured staff members remain out, creating the need to make frequent changes to balance coverage for library hours. Library was closed one day in past month for the last hour of the day due to inability to cover staffing and 2 programs were cancelled. The roof has been completed, gutters to follow soon. State Aid Report is starting and expected to take several months to complete. Director started going to the "Library Financial Certification Course' and is learning a lot. Some recent concerns with current auditing company have prompted inquiries into alternate companies, details to follow. Director will be at MLA for 3 days next week. Meeting with Tribe librarian went well, they are working on ways to collaborate services. New e-mail system is being set up within the next month. The Lakeland app is becoming a concern, slow response for technical issues following multiple tech issues, new applications being evaluated for possible replacement. For Halloween, library is sponsoring a "get ready" session
b. Monthly statistics were reviewed. Most popular days for September were Mondays and Thursdays. Total attendance was #865, up 117% from previous year.
c. Youth report was reviewed. Most popular programs were: Reading Dragon, with 61 sign ups; After School Art with 88 attendees, and Touch A Truck with 69 attendees.
   Touch A Truck program was very successful and will likely be continued next year with possible increase in hours. Volunteer assistance was also successful.
d. Adult Services Report was reviewed. Most successful program was Grand Rapids Ghost Hunters with 32 attendees. Bingo had lower than expected participants, possibly due to the fact there is another community bingo event held at the same time, will consider moving date/time.

e. The Circulation report was reviewed. 16 new accounts were added in September.

VII. Committee Reports

a. Building and Grounds – no update, next meeting October 23 at 4pm
b. Finance Committee meeting was held October 4th. Each committee member has been assigned a category for potential funding for new library, they are gathering information and will report back at next committee meeting.

VIII. Unfinished Business

a. Parking lot. The city of Wayland put out the official notice (Request for Proposal) as is the legal requirement. Bids are to be accepted until Friday, October 13, 2023 at 2pm. Bakovka Submitted the library's office proposal and answer is expected sometime next week. There is a City Council Meeting on October 16, it is expected city will give official answer at the meeting.

IX. New Business

a. Cardiac Emergency Response Plan. As per the agreement for our AED Grant, library was expected to put together a plan for the purpose of outlining official steps to be taken by staff in the event of a cardiac emergency on the library grounds. Approval is needed on wording to be added to the Employee Handbook. As previously explained, all staff have been formally trained on use of the AED and it is hanging in the library by the circulation desk. Motion by Augustin, seconded by Musgrave, all yes, motion approved.
b. Phone system. Current phone system is at least 10 years old, staff having more and more technical problems. Our Technician reported this type of phone system is no longer being used/installed and recommends new system. Expected costs $5,000 - $10,000. Directed has started to gather information and had 3 quotes available to discuss with board. Following

discussion, board determined there is not sufficient information to form a decision. Mattered tabled until additional information can be obtained.

X. Around the table.
   a. Bakovka- excited to attend MLA next week as well as an upcoming 'Think Space' conference. Highly anticipating the decision about parking lot. She is also proud of the staff for the hard work everyone has done to fill in open shifts/hours.
   b. Augustin- Kudos to staff for working together to staff the shortages. Best of wishes out to injured staff members, hoping for their speedy recovery and quick return. Reminder that next Board meeting is November 14, 2023 at 6:30pm.
   c. Musgrave- Thoughts go out to the staff. Downtown Wayland Mainstreet is doing a program on October 17, that may include them stopping at the library. 'Welcome' to our guests.
   d. Byville- Commends Bakovka for a great job, as always.
   e. Powell- no new comments
   f. Marsh- Picnic tables are due to be picked up for winter storage within the next 1-2 weeks.
   g. Fryling- reminder about the Building/Grounds committee meeting on October 23, at 4pm here at the library.

XI. Adjournment- motioned by Augustin, seconded by Powell, motion carried. Adjourned at 7:58pm.

# Monthly Check Register

*As of October 31st*

| Date | Payee | Memo | Account | Amount |
|---|---|---|---|---|
| 10.4.23 | Amazon | Programming, Promo, Materials, BG, Supplies | -SPLIT- | $251.25 |
| 10.4.23 | Baker & Taylor | | Materials | $1,071.40 |
| 10.4.23 | Cengage | | Materials | $133.57 |
| 10.4.23 | Elevator Service | | Equip Maint | $73.00 |
| 10.4.23 | Lakeland | Quarterly Billing | Contractual Serv | $4,483.83 |
| 10.4.23 | MERS | | Employee Ben | $1,173.04 |
| 10.4.23 | Michigan Gas | | Utilities | $40.81 |
| 10.4.23 | MicroMarketing | | Materials | $73.88 |
| 10.4.23 | Sanilac | mConsole | Contractual Serv | $270.00 |
| 10.4.23 | T-Mobile | Hotspots | Communications | $255.55 |
| 10.4.23 | US Bank | Printer | Equipment | $479.44 |
| 10.9.23 | Decker Agency | | Insurance | $2,527.00 |
| 10.18.23 | Absopure | | Utilities | $26.57 |
| 10.18.23 | Amazon | Materials, Supplies, Programs | -SPLIT- | $229.14 |
| 10.18.23 | Baker & Taylor | | Materials | $968.96 |
| 10.18.23 | Blue Cross | | Employee Ben | $514.57 |
| 10.18.23 | Cardmember Service | | -SPLIT- | $1,225.85 |
| 10.18.23 | Cengage | | Materials | $152.85 |
| 10.18.23 | Consumers Energy | | Utilities | $256.30 |
| 10.18.23 | Coverall | | Building&Gro | $555.00 |
| 10.18.23 | Heimler Consulting | | Tech Support | $285.00 |
| 10.18.23 | Kansas City Life | | Employee Ben | $196.72 |
| 10.18.23 | MJA Landscape | | Building&Gro | $256.00 |
| 10.18.23 | MLA | ThinkSpace Conference | Mem/Train | $1,945.00 |
| 10.18.23 | Spectrum | | Utilities | $105.98 |
| 10.18.23 | TKS | Security Camera Maint | Equipment M. | $440.00 |
| 10.18.23 | Unique | | Contractual S. | $9.85 |

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**October 2023 Statement** Page 1 of 4

Open Date: 09/15/2023 Closing Date: 10/13/2023 Account: [redacted]

**Visa® Business Cash Card**

**Elan Financial Services** 1-866-552-8855
BUS 30 ELN 8 9

HENIKADISTRICTLIBRARY [redacted]

| | |
|---|---|
| **New Balance** | **$1,225.85** |
| **Minimum Payment Due** | **$13.00** |
| **Payment Due Date** | **11/10/2023** |

## Reward Points

| | |
|---|---|
| Earned This Statement | 3,780 |
| Reward Center Balance as of 10/12/2023 | 15,986 |

For details, see your rewards summary.

## Activity Summary

| | | |
|---|---|---|
| Previous Balance | + | $883.92 |
| Payments | - | $883.92CR |
| Other Credits | | $0.00 |
| Purchases | + | $1,225.85 |
| Balance Transfers | | $0.00 |
| Advances | | $0.00 |
| Other Debits | | $0.00 |
| Fees Charged | | $0.00 |
| Interest Charged | | $0.00 |
| **New Balance** | = | **$1,225.85** |
| **Past Due** | | **$0.00** |
| **Minimum Payment Due** | | **$13.00** |
| Credit Line | | $20,500.00 |
| Available Credit | | $19,274.15 |
| Days in Billing Period | | 29 |

**Payment Options:**

Mail payment coupon with a check

Pay online at myaccountaccess.com

Pay by phone 1-866-552-8855

*Please detach and send coupon with check payable to: Elan Financial Services* *CPN 001910551*

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24-Hour Elan Financial Services: 1-866-552-8855

**. to pay by phone**
**. to change your address**

| | |
|---|---|
| **Account Number** | [redacted] |
| **Payment Due Date** | 11/10/2023 |
| **New Balance** | $1,225.85 |
| **Minimum Payment Due** | $13.00 |

**Amount Enclosed** $_____

[redacted]

HENIKADISTRICTLIBRARY
ACCOUNTS PAYABLE
149 S MAIN ST
WAYLAND MI 49348-1208

**Elan Financial Services**
P.O. Box 790408
St. Louis, MO 63179-0408

**What To Do If You Think You Find A Mistake On Your Statement**

If you think there is an error on your statement, please call us at the telephone number on the front of this statement, or write to us at: Elan Financial Services, P.O. Box 6335, Fargo, ND 58125-6335.

In your letter or call, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us within 60 days after the error appeared on your statement. While we investigate whether or not there has been an error, the following are true:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

**Your Rights If You Are Dissatisfied With Your Credit Card Purchases**

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than $50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at: Elan Financial Services, P.O. Box 6335, Fargo, ND 58125-6335. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.

**Important Information Regarding Your Account**

1. **INTEREST CHARGE:** Method of Computing Balance Subject to Interest Rate: We calculate the periodic rate or interest portion of the **INTEREST CHARGE** by multiplying the applicable Daily Periodic Rate (**"DPR"**) by the Average Daily Balance (**"ADB"**) (including new transactions) of the Purchase, Advance and Balance Transfer categories subject to interest, and then adding together the resulting interest from each category. We determine the **ADB** separately for the Purchases, Advances and Balance Transfer categories. To get the **ADB** in each category, we add together the daily balances in those categories for the billing cycle and divide the result by the number of days in the billing cycle. We determine the daily balances each day by taking the beginning balance of those Account categories (including any billed but unpaid interest, fees, credit insurance and other charges), adding any new interest, fees, and charges, and subtracting any payments or credits applied against your Account balances that day. We add a Purchase, Advance or Balance Transfer to the appropriate balances for those categories on the later of the transaction date or the first day of the statement period. Billed but unpaid interest on Purchases, Advances and Balance Transfers is added to the appropriate balances for those categories each month on the statement date. Billed but unpaid Advance Transaction Fees are added to the Advance balance of your Account on the date they are charged to your Account. Any billed but unpaid fees on Purchases, credit insurance charges, and other charges are added to the Purchase balance of the Account on the date they are charged to the Account. Billed but unpaid fees on Balance Transfers are added to the Balance Transfer balance of the Account on the date they are charged to the Account. In other words, billed and unpaid interest, fees, and charges will be included in the **ADB** of your Account that accrues interest and will reduce the amount of credit available to you. To the extent credit insurance charges, overlimit fees, Annual Fees, and/or Travel Membership Fees may be applied to your Account, such charges and/or fees are not included in the ADB calculation for Purchases until the first day of the billing cycle following the date the credit insurance charges, overlimit fees, Annual Fees and/or Travel Membership Fees (as applicable) are charged to the Account. Prior statement balances subject to an interest-free period that have been paid on or before the payment due date in the current billing cycle are not included in the **ADB** calculation.

2. **Payment Information:** We will accept payment via check, money order, the internet (including mobile and online) or phone or previously established automatic payment transaction. You must pay us in U.S. Dollars. If you make a payment from a foreign financial institution, you will be charged and agree to pay any collection fees added in connection with that transaction. The date you mail a payment is different than the date we receive the payment. The payment date is the day we receive your check or money order at Elan Financial Services, P.O. Box 790408, St. Louis, MO 63179-0408 or the day we receive your internet or phone payment. All payments by check or money order accompanied by a payment coupon and received at this payment address will be credited to your Account on the day of receipt if received by 5:00 p.m. CT on any banking day. Payments sent without the payment coupon or to an incorrect address will be processed and credited to your Account within 5 banking days of receipt. Payments sent without a payment coupon or to an incorrect address may result in a delayed credit to your Account, additional **INTEREST CHARGES**, fees, and/or Account suspension. The deadline for on-time internet and phone payments varies, but generally must be made before 5:00 p.m. CT to 8 p.m. CT depending on what day and how the payment is made. Please contact Elan Financial Services for internet, phone, and mobile crediting times specific to your Account and your payment option. Banking days are all calendar days except Saturday, Sunday and federal holidays. Payments due on a Saturday, Sunday or federal holiday and received on those days will be credited on the day of receipt. There is no prepayment penalty if you pay your balance at any time prior to your payment due date.

3. **Credit Reporting:** We may report information on your Account to Credit Bureaus. Late payments, missed payments or other defaults on your Account may be reflected in your credit report.

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**October 2023 Statement** 09/15/2023 - 10/13/2023 

HENIKADISTRICTLIBRARY [redacted] **Elan Financial Services** 1-866-552-8855

## Business Cash

| Rewards Center Activity as of 10/12/2023 | |
|---|---|
| Rewards Center Activity* | 0 |
| Rewards Center Balance | 15,986 |

*This item includes points redeemed, expired and adjusted.

| Rewards Earned | This Statement | Year to Date |
|---|---|---|
| Points Earned on All Purchases | 1,227 | 19,425 |
| First Purchase Bonus | 2,500 | 5,000 |
| 2 Extra Points - Telecom & Office Supply | 34 | 744 |
| 1 Extra Point - Restaurants & Gas | 19 | 315 |
| **Total Earned** | **3,780** | **25,484** |

## Important Messages

Paying Interest: You have a 24 to 30 day interest-free period for Purchases provided you have paid your previous balance in full by the Payment Due Date shown on your monthly Account statement. In order to avoid additional INTEREST CHARGES on Purchases, you must pay your new balance in full by the Payment Due Date shown on the front of your monthly Account statement.

There is no interest-free period for transactions that post to the Account as Advances or Balance Transfers except as provided in any Offer Materials. Those transactions are subject to interest from the date they post to the Account until the date they are paid in full.

## Transactions BAKOVKA,CIERRA J — Credit Limit $20500

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| | | | **Purchases and Other Debits** | | |
| 09/18 | 09/14 | 0152 | SCHULER BOOKS GRAND RAPIDS MI | $45.55 | Ad/Promo |
| 09/18 | 09/15 | 3785 | TST* Wayland Hotel Bar WAYLAND MI | $19.11 | Supplies |
| 09/21 | 09/20 | 2755 | TARGET.COM * 800-591-3869 MN | $10.95 | Supplies |
| 09/22 | 09/21 | 5087 | TARGET 00028183 GRANDVILLE MI | $26.20 | Supplies |
| 09/22 | 09/21 | 1185 | WHENIWORK.COM WHENIWORK.COM MN | $20.00 | CS |
| 09/25 | 09/22 | 6646 | ZOOM.US 888-799-9666 WWW.ZOOM.US CA | $16.95 | CS |
| 09/25 | 09/24 | 7379 | MEIJER 026 *PRODDESC 877-363-4537 MI | $25.84 | AP |
| 09/25 | 09/25 | 7780 | MEIJER 026 *PRODDESC 877-363-4537 MI | $26.16 | AP |
| 09/26 | 09/25 | 2033 | CHICAGO BOOKS & JOURNA CHICAGO IL | $14.02 | Supplies |
| 09/28 | 09/27 | 1759 | DOLLAR TREE GRANDVILLE MI | $15.90 | Supplies |
| 09/28 | 09/27 | 1934 | TARGET 00028183 GRANDVILLE MI | $21.20 | Supplies |
| 09/28 | 09/27 | 6680 | TARGET.COM * 800-591-3869 MN | $52.79 | Supplies |
| 09/29 | 09/27 | 8084 | FIVE BELOW 566 GRANDVILLE MI | $11.66 | Supplies |
| 10/02 | 09/29 | 0419 | DOLLAR TREE JENISON MI | $3.34 | Supplies |
| 10/02 | 10/01 | 2061 | ADOBE *ACROPRO SUBS 408-536-6000 CA | $21.19 | CS |
| 10/04 | 10/03 | 3558 | AMAZON.COM*TE1IV8FC2 SEATTLE WA | $25.00 | Ad/Promo |
| 10/05 | 10/04 | 0680 | DOLLAR TREE JENISON MI | $2.65 | Supplies |

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**October 2023 Statement** 09/15/2023 - 10/13/2023 

HENIKADISTRICTLIBRARY ([redacted] **Elan Financial Services** (' 1-866-552-8855

## Transactions BAKOVKA,CIERRA J — Credit Limit $20500

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| 10/05 | 10/04 | 8147 | ZAZZLE INC 888-892-9953 CA | $19.26 | Supplies |
| 10/05 | 10/03 | 7360 | ALDI 67026 JENISON MI | $20.94 | Supplies |
| 10/05 | 10/04 | 2835 | BONFIRE.COM HTTPSBONFIRE. VA | $26.65 | Supplies |
| 10/06 | 10/05 | 0214 | MEIJER # 026 JENISON MI | $66.58 | Supplies |
| 10/10 | 10/06 | 0447 | GOODWILL INDUSTRIES GR JENISON MI | $19.05 | Supplies |
| 10/10 | 10/06 | 5883 | WAYLAND DO IT BEST HAR WAYLAND MI | $6.34 | Supplies |
| 10/10 | 10/07 | 9304 | CHECKR, INC CHECKR.COM HTTPSCHECKR.C CA | $71.98 | CS |
| 10/11 | 10/10 | 2638 | LOWES #01121* GRANDVILLE MI | $60.23 | Supplies |
| 10/11 | 10/10 | 9675 | GR CHILDRENS MUSEUM 616-2354726 MI | $250.00 | CS YP |
| 10/12 | 10/11 | 0921 | MEIJER # 026 JENISON MI | $34.34 | YP |
| 10/12 | 10/11 | 9372 | AMZN Mktp US*TE5YF5IM0 Amzn.com/bill WA | $15.29 | Supplies |
| 10/12 | 10/11 | 2368 | AMZN Mktp US*TE6M10R52 Amzn.com/bill WA | $82.47 | Supplies |
| 10/12 | 10/11 | 0761 | AMZN Mktp US*TE2196R70 Amzn.com/bill WA | $32.29 | Supplies |
| 10/13 | 10/12 | 4187 | AMAZON.COM*TP49L1Z22 SEATTLE WA | $37.82 | Supplies |
| | | | **Total for Account** [redacted] | **$1,101.75** | |

## Transactions SCHREUR,VICTORIA — Credit Limit $5000

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| | | | **Purchases and Other Debits** | | |
| 09/21 | 09/20 | 4720 | TARGET.COM * 800-591-3869 MN | $30.67 | YP |
| 09/22 | 09/21 | 7962 | MEIJER # 199 CALEDONIA MI | $11.99 | YP |
| 09/25 | 09/23 | 8754 | TARGET 00020156 CALEDONIA MI | $38.69 | YP |
| 10/11 | 10/10 | 1383 | TARGET 00020156 CALEDONIA MI | $21.19 | YP |
| | | | **Total for Account** [redacted] | **$102.54** | |

## Transactions CUMMINGS,ABIGAIL — Credit Limit $5000

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| | | | **Purchases and Other Debits** | | |
| 09/27 | 09/25 | 3526 | HARDING'S MARKET #3 WAYLAND MI | $3.59 | AP |
| 09/29 | 09/27 | 0157 | HARDING'S MARKET #3 WAYLAND MI | $17.97 | AP |
| | | | **Total for Account** [redacted] | **$21.56** | |

## Transactions BILLING ACCOUNT ACTIVITY

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| | | | **Payments and Other Credits** | | |
| 09/25 | 09/24 | 0177 | PAYMENT THANK YOU | $883.92CR | |

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**October 2023 Statement** 09/15/2023 - 10/13/2023 

HENIKADISTRICTLIBRARY [redacted] **Elan Financial Services** 1-866-552-8855

## Transactions BILLING ACCOUNT ACTIVITY

| Post Date | Trans Date | Ref # | Transaction Description | Amount | Notation |
|---|---|---|---|---|---|
| | | | **Total for Account** [redacted] | **$883.92CR** | |

| 2023 Totals Year-to-Date | |
|---|---|
| Total Fees Charged in 2023 | $0.00 |
| Total Interest Charged in 2023 | $0.00 |

## Interest Charge Calculation

**Your Annual Percentage Rate (APR) is the annual interest rate on your account.**

**APR for current and future transactions.

| Balance Type | Balance By Type | Balance Subject to Interest Rate | Variable | Interest Charge | Annual Percentage Rate | Expires with Statement |
|---|---|---|---|---|---|---|
| **BALANCE TRANSFER | $0.00 | $0.00 | YES | $0.00 | 25.24% | |
| **PURCHASES | $1,225.85 | $0.00 | YES | $0.00 | 25.24% | |
| **ADVANCES | $0.00 | $0.00 | YES | $0.00 | 29.24% | |

## Contact Us

**Phone**
Voice: 1-866-552-8855
TDD: 1-888-352-6455
Fax: 1-866-807-9053

**Questions**
Elan Financial Services
P.O. Box 6353
Fargo, ND 58125-6353

**Mail payment coupon with a check**
Elan Financial Services
P.O. Box 790408
St. Louis, MO 63179-0408

**Online**
myaccountaccess.com

*End of Statement*

WALKER, FLUKE & SHELDON, PLC
CERTIFIED PUBLIC ACCOUNTANTS
*Building Trust, Delivering Integrity, One Handshake at a Time.*

# ACCOUNTANTS' COMPILATION REPORT

To The Board
Henika District Library
Wayland, MI

The Board is responsible for the accompanying financial statements of Henika District Library, which comprise the Governmental Fund Balance Sheet as of October 31, 2023, and the related Statement of Revenue and Expenditures for the one month and ten months then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by the Board. We do not express an opinion, a conclusion, nor provide any assurance on these financial statements.

The Board has elected to omit substantially all the disclosures ordinarily required by accounting principles generally accepted in the United States of America. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to Henika District Library.

**Walker, Fluke & Sheldon, PLC**
Hastings, Michigan
November 3, 2023

**Henika District Library**
**Governmental Fund Balance Sheet**
**As of October 31, 2023**

**ASSETS**

| | | | |
|---|---|---|---|
| **Current Assets:** | | | |
| Cash-Checking | $ | 156,688.04 | |
| Cash-Savings | | 536,444.55 | |
| Certificate of Deposit - 740 | | 52,258.29 | |
| Savings - Building Fund | | 103,133.30 | |
| Certificate of Deposit - 943 | | 30,999.68 | |
| Property Taxes Receivable | | 331,103.06 | |
| Due from Other Units of Government | | 2,072.78 | |
| **Total Current Assets** | | | $ 1,212,699.70 |
| **Total Assets** | | | $ 1,212,699.70 |

**Henika District Library**
**Governmental Fund Balance Sheet**
**As of October 31, 2023**

**LIABILITIES AND FUND BALANCE**

| | | |
|---|---|---|
| **Current Liabilities:** | | |
| Due to the Federal Government | $ (212.35) | |
| Accrued Payroll | 4,110.00 | |
| Deferred Property Taxes | 331,103.06 | |
| **Total Current Liabilities** | | $ 335,000.71 |
| **Fund Balance:** | | |
| Fund Balance-Unrestricted | 762,554.00 | |
| **Total Fund Balance -Beginning** | | 762,554.00 |
| Change in Fund Balance | | 115,144.99 |
| **Total Fund Balance** | | 877,698.99 |
| **Total Liabilities and Fund Balance** | | $ 1,212,699.70 |

**Henika District Library**
**Statement of Revenues and Expenditures**
**For the 1 Month and 10 Months Ended October 31, 2023**

| | Total Year Budget | 1 Month Ended Oct. 31, 2023 | 10 Months Ended Oct. 31, 2023 | Year-To-Date Variance |
|---|---|---|---|---|
| **Revenues:** | | | | |
| Township Revenue | $ 206,909.00 | $ 56.03 | $ 206,965.03 | $ 56.03 |
| City Revenue | 178,000.00 | 0.00 | 161,510.57 | (16,489.43) |
| State Aid | 10,600.00 | 0.00 | 10,577.02 | (22.98) |
| Penal Fines | 30,000.00 | 3,609.88 | 29,603.24 | (396.76) |
| Copier & Fax Income | 2,774.00 | 379.20 | 3,555.51 | 781.51 |
| Fines | 765.00 | 106.14 | 1,021.65 | 256.65 |
| Interest Income | 4,800.00 | 2,667.13 | 11,719.47 | 6,919.47 |
| Memorial Donations | 320.00 | 20.00 | 513.32 | 193.32 |
| Book Sales | 900.00 | 35.78 | 960.12 | 60.12 |
| Federal E-Rate | 4,000.00 | 199.50 | 3,672.41 | (327.59) |
| Grants | 5,600.00 | 0.00 | 5,600.00 | 0.00 |
| Miscellaneous Income | 39,320.00 | 0.00 | 29,322.53 | (9,997.47) |
| **Total Revenues** | 483,988.00 | 7,073.66 | 465,020.87 | (18,967.13) |
| **Employee Expenditures:** | | | | |
| Wages | 200,000.00 | 12,785.32 | 150,723.45 | 49,276.55 |
| Employee Benefits | 35,000.00 | 1,884.33 | 23,068.12 | 11,931.88 |
| FICA Expense | 16,000.00 | 978.08 | 11,729.69 | 4,270.31 |
| State Unemployment Tax | 0.00 | 6.01 | 119.03 | (119.03) |
| **Total Employee Expenditures** | 251,000.00 | 15,653.74 | 185,640.29 | 65,359.71 |
| **Operating Expenditures:** | | | | |
| Memberships & Training | 9,228.00 | 1,945.00 | 7,697.54 | 1,530.46 |
| Bank Charges | 50.00 | 0.00 | 0.00 | 50.00 |
| Insurance & Bonds | 4,000.00 | 2,527.00 | 3,298.00 | 702.00 |
| Programming | 17,200.00 | 297.04 | 14,742.61 | 2,457.39 |
| Office Supplies | 10,000.00 | 723.37 | 6,621.78 | 3,378.22 |
| Furnishings | 11,000.00 | 0.00 | 5,840.46 | 5,159.54 |
| Equipment | 20,025.00 | 479.44 | 8,528.13 | 11,496.87 |
| Materials | 36,665.00 | 2,539.87 | 29,367.21 | 7,297.79 |
| Accounting | 14,520.00 | 509.45 | 9,532.35 | 4,987.65 |
| Contractual Services | 35,000.00 | 5,143.80 | 25,872.29 | 9,127.71 |
| Communications | 3,500.00 | 255.55 | 2,686.75 | 813.25 |
| Technology Support | 4,000.00 | 285.00 | 1,887.50 | 2,112.50 |
| Advertising | 3,150.00 | 126.51 | 2,963.78 | 186.22 |
| Postage | 400.00 | 0.00 | 202.20 | 197.80 |

**Henika District Library**
**Statement of Revenues and Expenditures**
**For the 1 Month and 10 Months Ended October 31, 2023**

| | Total Year Budget | 1 Month Ended Oct. 31, 2023 | 10 Months Ended Oct. 31, 2023 | Year-To-Date Variance |
|---|---|---|---|---|
| Utilities | 11,000.00 | 429.66 | 6,018.61 | 4,981.39 |
| Maintenance-Building/Grounds | 20,000.00 | 850.99 | 11,751.21 | 8,248.79 |
| Maintenance-Equipment | 4,000.00 | 513.00 | 2,222.00 | 1,778.00 |
| Miscellaneous | 0.00 | 0.00 | 3.17 | (3.17) |
| Capital Outlay | 29,250.00 | 25,000.00 | 25,000.00 | 4,250.00 |
| **Total Operating Expenditures** | 232,988.00 | 41,625.68 | 164,235.59 | 68,752.41 |
| **Total Expenditures** | 483,988.00 | 57,279.42 | 349,875.88 | 134,112.12 |
| **Change in Fund Balance** | $ 0.00 | $ (50,205.76) | $ 115,144.99 | $ 115,144.99 |

United Bank
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# Home

## Alerts

You have no alerts.

## Accounts

| | |
|---|---|
| **PUBLIC FUND CASH MANAGEMENT CHECKING**<br>XXXX7152 | Current balance<br>**$146,841.99** |
| **PUBLIC FUNDS HIGH-YIELD SAVINGS**<br>XXX013 | Current balance<br>**$539,427.13** |
| **BUILDING FUND**<br>XXX212 | Current balance<br>**$103,517.51** |
| **TIME DEPOSIT**<br>XXXX874 | Current balance<br>**$52,681.94** |
| **TIME DEPOSIT**<br>XXXX882 | Current balance<br>**$31,250.99** |

United Bank
900 East Paris Ave SE | Grand Rapids, MI 49546 | 616.559.7000 | 800.968.1990

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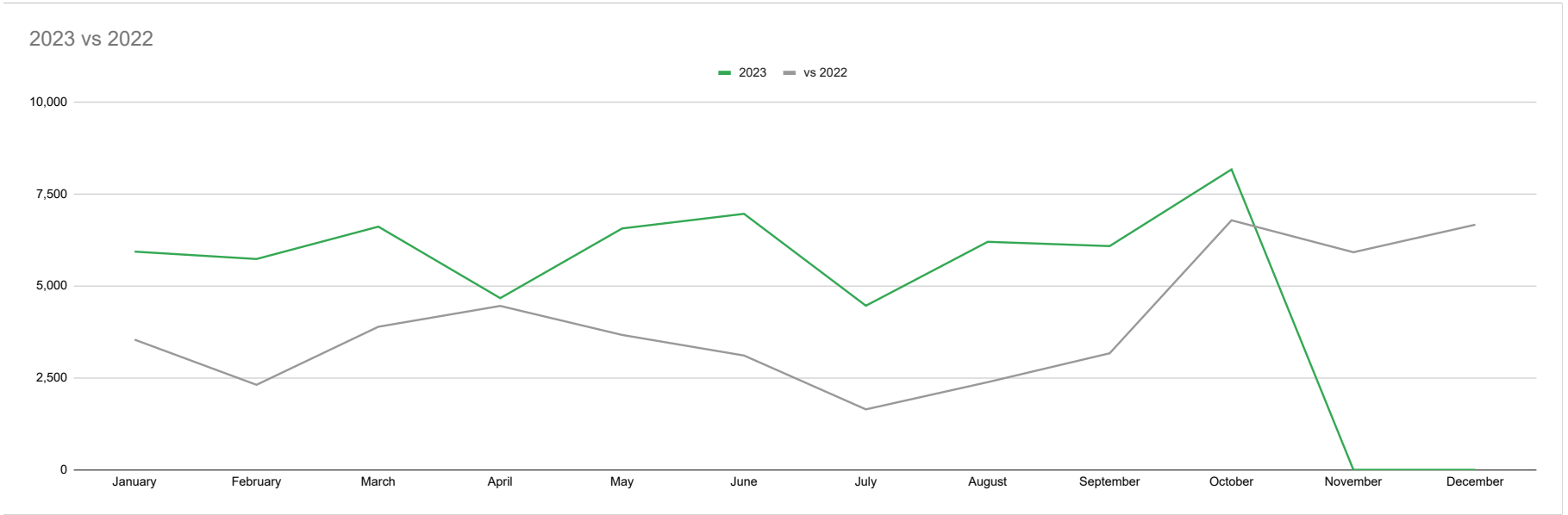
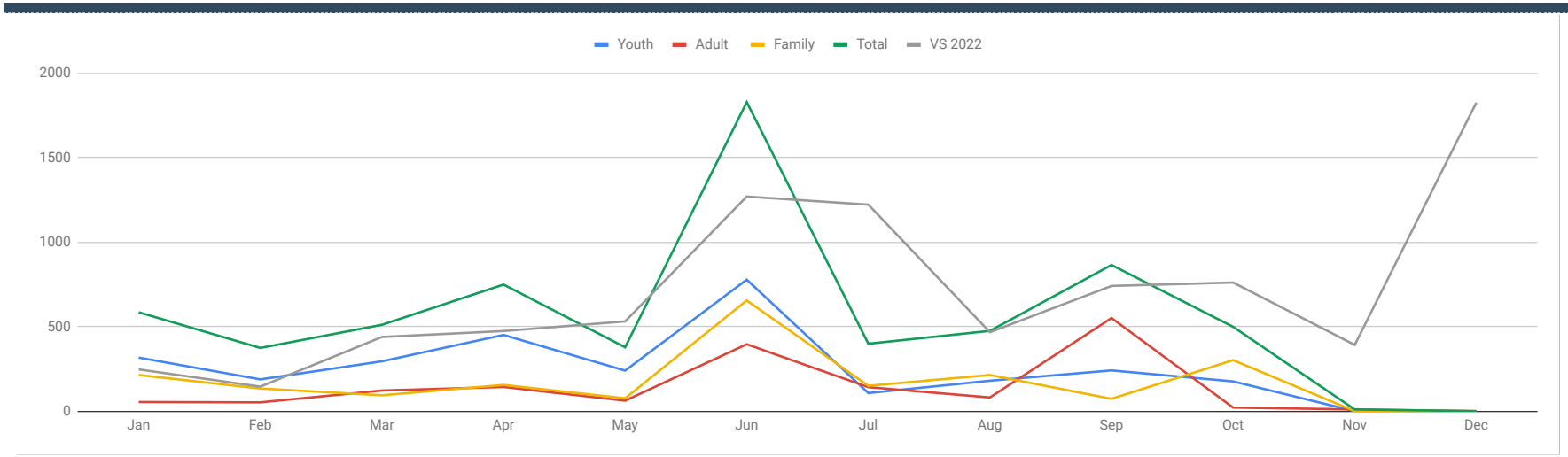



## Summary

| | January | February | March | April | May | June | July | August | September | October | November | December | *Total* | *Average* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2023** | 5,937 | 5,736 | 6,616 | 4,671 | 6,567 | 6,965 | 4,465 | 6,204 | 6,087 | 8,173 | 0 | 0 | *61,421* | *6,142* |
| *vs 2022* | 3,542 | 2,313 | 3,893 | 4,459 | 3,670 | 3,110 | 1,645 | 2,386 | 3,171 | 6,789 | 5,920 | 6,669 | *47,567* | *3,964* |

## Days of the Week Avg.

| | January | February | March | April | May | June | July | August | September | October | November | December |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Monday** | 264 | 340 | 270 | 207 | 236 | 344 | 250 | 379 | 395 | 438 | #DIV/0! | #DIV/0! |
| **Tuesday** | 273 | 381 | 342 | 215 | 303 | 278 | 181 | 203 | 248 | 296 | #DIV/0! | #DIV/0! |
| **Wednesday** | 213 | 244 | 327 | 220 | 283 | 332 | 218 | 298 | 252 | 405 | #DIV/0! | #DIV/0! |
| **Thursday** | 372 | 327 | 283 | 278 | 355 | 236 | 206 | 232 | 349 | 366 | #DIV/0! | #DIV/0! |
| **Friday** | 155 | 175 | 174 | 131 | 177 | 225 | 184 | 154 | 184 | 281 | #DIV/0! | #DIV/0! |
| **Saturday** | 139 | 113 | 106 | 93 | 140 | 212 | 115 | 102 | 118 | 75 | #DIV/0! | #DIV/0! |




## Summary

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | *Total* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Youth** | 317 | 188 | 295 | 451 | 240 | 778 | 107 | 180 | 241 | 176 | 0 | 0 | *2973* |
| **Adult** | 54 | 52 | 122 | 143 | 62 | 396 | 142 | 81 | 551 | 21 | 10 | 0 | *1634* |
| **Family** | 214 | 134 | 94 | 155 | 76 | 655 | 150 | 214 | 73 | 302 | 0 | 0 | *2067* |
| **Total [1]** | 585 | 374 | 511 | 749 | 378 | 1,829 | 399 | 475 | 865 | 499 | 10 | 0 | *6674* |
| *VS 2022 [2]* | *247* | *145* | *439* | *474* | *531* | *1,270* | *1,222* | *467* | *741* | *761* | *392* | 1,826 | *8515* |
| **Yearly Increase** | 237% | 258% | 116% | 158% | 71% | 144% | 33% | 102% | 117% | 66% | 3% | 0% | 78% |

## Program Types

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | *Total* | *Average* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Youth In-Person** | 307 | 183 | 292 | 419 | 232 | 414 | 70 | 164 | 176 | 166 | 0 | 0 | *2423* | *202* |
| **Youth Reading** | 10 | 5 | 3 | 7 | 8 | 364 | 37 | 16 | 65 | 10 | 0 | 0 | *525* | *44* |
| **Youth Take-Home** | 0 | 0 | 0 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | *25* | *2* |
| **Adult In-Person** | 45 | 52 | 116 | 143 | 62 | 64 | 70 | 75 | 551 | 21 | 10 | 0 | *1209* | *101* |
| **Adult Reading** | 9 | 0 | 3 | 0 | 0 | 166 | 36 | 3 | 0 | 0 | 0 | 0 | *217* | *18* |
| **Adult Take-Home** | 0 | 0 | 3 | 0 | 0 | 166 | 36 | 3 | 0 | 0 | 0 | 0 | *208* | *17* |
| **Family In-Person** | 118 | 12 | 39 | 32 | 6 | 624 | 94 | 143 | 5 | 250 | 0 | 0 | *1323* | *110* |
| **Family Take-Home** | 96 | 122 | 55 | 123 | 70 | 31 | 56 | 71 | 68 | 52 | 0 | 0 | *744* | *62* |

**October 2023**
**Youth Services Report**
**Tori Schreur, Youth Services Librarian**

**Reading Dragons:** 13 new kids signups/5 Finishers. Our special dragon friends for the month were Candycorn, Potion, and The Wicked Witch of Oz.

**After School Art:** 85 attendees. Both sessions of After School Art were Halloween themed! On the twelfth, the kids built their own pumpkins using pumpkin cutout stickers and various shapes. On the 26th of October, they built their own monsters using paper plates, tissue paper, and various other craft supplies.

**Preschool Storytime(s):** 18 attendees. Only one session of storytime was held, but this was Halloween themed as well. Kids and their grownups listened to some spooky stories, and were able to sing some fun Halloween themed songs!

**Henika Pokemon Trainers:** 25 attendees. I purchased some special packets of Halloween themed Pokemon cards for all the kids to have. We also put on one of the Pokemon movies for kids to watch while they played and traded their cards.

**Head Start Playgroup**: 3 attendees. My sister, who is a representative for the Community Action of Allegan held their Head Start playtime at the library. Various different stations were set up for kids and their grownups to play and interact with. They had a pumpkin and leaf filled sensory bin, playdough, 5 spooky pumpkins, and a few more!

**Hands on Halloween:** 35 attendees. This was a blast! I had four different Halloween STEAM stations set up for kids to “get their hands on”. First was a binary code bracelet, where kids spelled out their name using the binary code with Halloween colored beads. We also made an oozing Witch’s cauldron and kids could keep their cauldrons after they were done. Lastly, there was a Build Your Own Skeleton, and Colored Corn Mosaics. The kids had a lot of fun.

**Get Ready with Us for Halloween:** 62 attendees. This was a lot of fun as well! We had stations to make Halloween masks, some donuts and apple cider, and a table for kids and families to do their Halloween Makeup. We played Coco for families to watch.

**1000 Books before Kindergarten:** Two new sign-ups and two kids have moved onto the next step!

**Looking forward:**

On November 1st we will have Lego Club, after having to cancel it due to lack of staff for the month of October. On Wednesday, November 8th, we will be having Pokemon Club. Thursday, November 9th will hold both a Dinosaur themed Storytime as well as a Dinosaur themed After School Art. On Saturday, November 18th, Paleo Joe will be coming to the library to talk about Dinosaurs! Then on November 30th, we will be having Storytime and After School Art.

**OCTOBER 2023**
**Adult Services Report**
**Abigail Cummings, Adult Services Librarian**

## Programs & Attendance

**Parenting Adult Children with Special Needs with Cindy Semark (In-Person): 7**

This event was very interesting! This author came highly recommended from the community, and had some of her books to sell. She mostly told her story, and then the floor opened for discussion. They all had such a good time discussing that everyone stood out in the parking lot after we closed to keep talking! This event didn't have a lot of interaction on social media, so this was actually more than we'd expected.

**Adult Craft: Plush Pumpkins (In-Person): 8**

This was my first time running a craft, and I think it went pretty well! Unfortunately, we had a lot of last-minute cancellations, so the day of we went from full capacity to half.

**Dark Corners of MI History (In-Person): 6**

Tobin is always really popular, and we're already scheduled to have him back in February. We've been brainstorming ways to get the word out a little more. He had a lot of interaction on social media, so we expected a bigger turnout. But the people who came were absolutely riveted!

**Bingo! Brunch (Family In-Person): 5**

Bingo! Brunch was a lot of fun this month! These numbers are pretty consistent with last month. I'd heard that it was popular with young families and I haven't seen that personally, so I'm going to try and appeal to that demographic a bit more for next month.

**Hocus PocHiss (Family In-Person): 54**

This was a hit! Jen from the Catz Den has said that she is willing to work with us a lot more, so I'd really like to take her up on that. Cats always seem to draw a big crowd. I'd also like to do more movie nights in the future.

**Total Program Participants: 80**

## September Reflection

This was my first full month as the Adult Librarian here at Henika, and I think that it's been going pretty well! Faith had already planned a full month of programs, so I just did what was already on the calendar, to give me time to plan and acclimate. There's a lot to learn, and I'm grateful that she'd already planned so much to give me time to learn it.

## Looking Forward

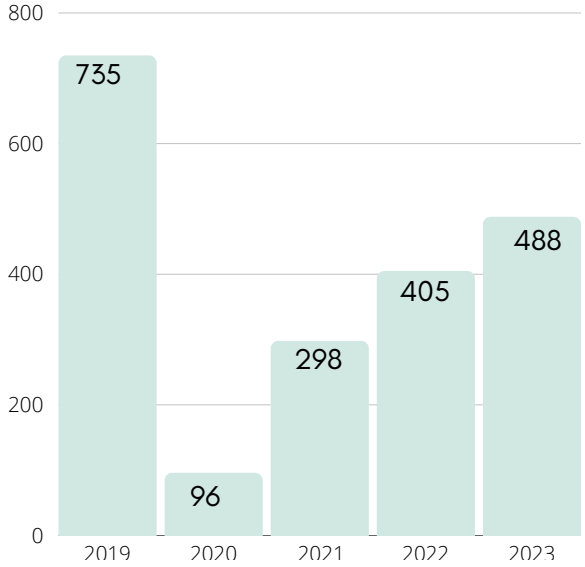
Everything we're doing in November was planned by me, and I'm very excited to get started on my own programs! We're doing NaNo (National Novel Writing Month) workshops on both Saturdays I work this month, a game night, two crafts (a hand salve and a sock gnome), Bingo! Brunch and Spice Club. I'm also going to start visiting Sawmill Estates and Green Acres like Faith did, and I'm really excited to get out into the community!

# October 2023

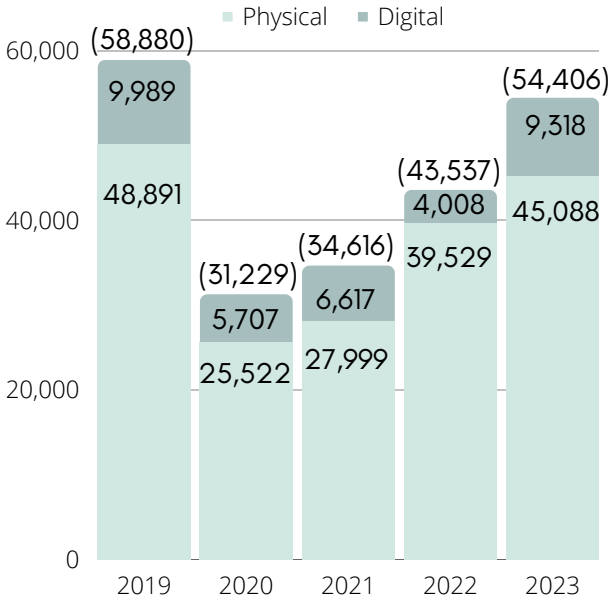
Our overall circulation numbers are continuing on an upward trend, with Circulation YTD numbers up 10,869 from October 2022. The category showing the most growth from last year during the month of October is our Special Collection items; which circulated twice as many times as they did in October of last year. Our most popular Special Collection items are our Mobile Hotspots and our Video Game consoles, which are hard to keep on the shelves!
Other categories showing noticeable growth from last October include: Adult Print, MeL items, Adult and Juvenile e-books, Adult e-audiobooks. Computer Sessions are also up this year by 85 sessions, which I attribute to the after-school crowd coming in to play Roblox and Minecraft.
Categories that are trending downward this October include: Teen Print, Tween Print, Juvenile Print, General DVDs, Youth DVDs, Tween Audiobooks, Teen Audiobooks, Juvenile Audiobooks, Juvenile e-Audiobooks, and Teen e-Audiobooks. I anticipate our overall circulation rates will continue to rise as the weather is getting colder and patrons will be spending more time indoors.

*Courtney Schenkhuizen - Circulation Supervisor*

## Computer Sessions




## Circulation YTD:




January - September

Henika has 2,648 total patron accounts. 453 of these accounts are active* (not expired). Most expiration dates are set for 3 years upon renewal.

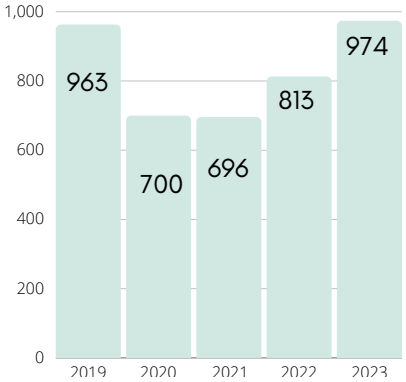
221 Patron accounts added YTD
31 Patron accounts added in October

- 18 *Wayland City*
- *12 Wayland Township*
- *1 Non-Resident*

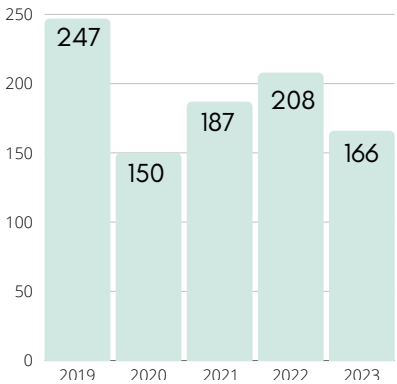
*Active refers to those physically checking out items. This does NOT include those who only borrow e-material.

# October Circulation, 2019–2023

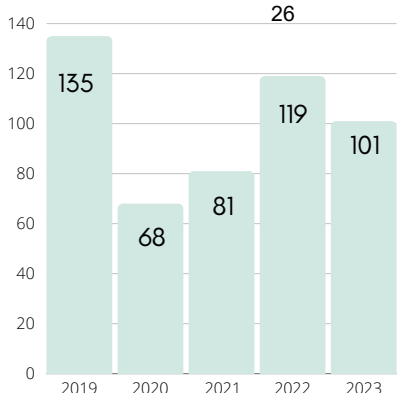
## Adult Print



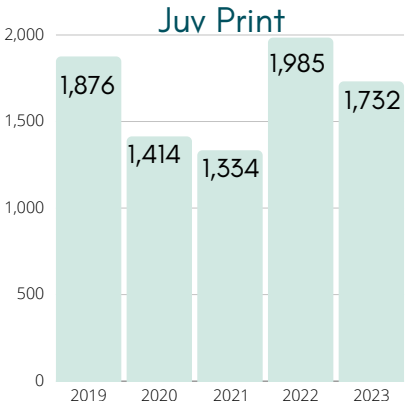

## Teen Print



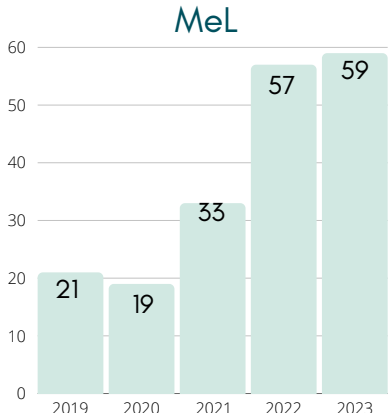

## Tween Print



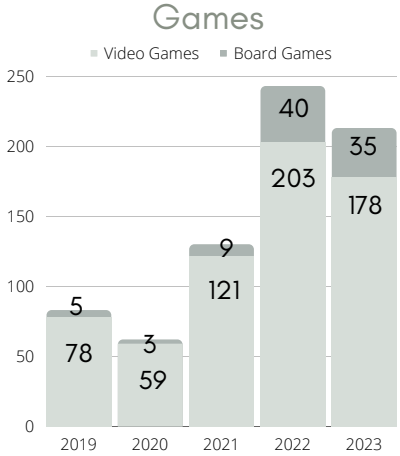

## Juv Print




## MeL

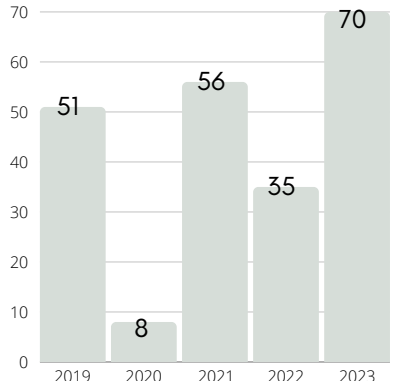



## Games



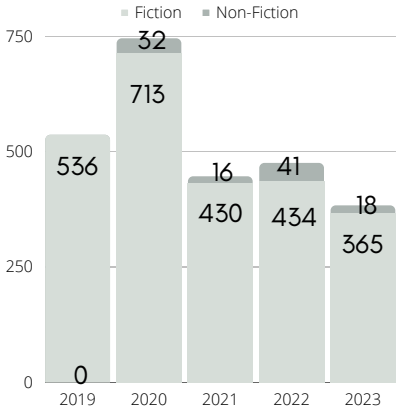

*pictures books, readers, chapter, juv graphic, juv NF

## Special Collection

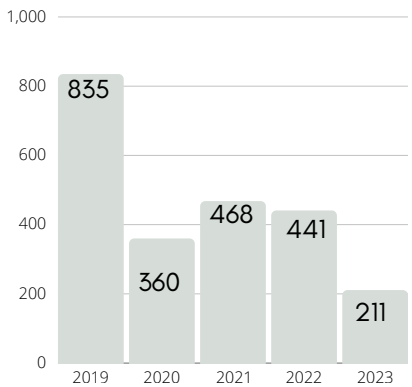



*prior to August 2021, this only included launchpads

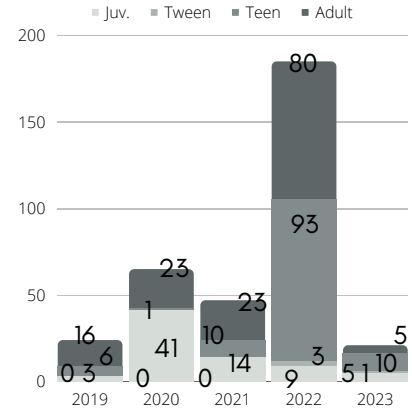
## General DVD



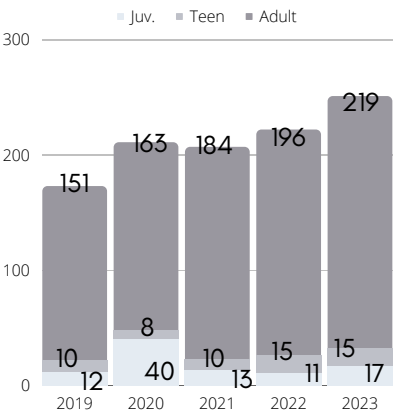

## Youth DVD



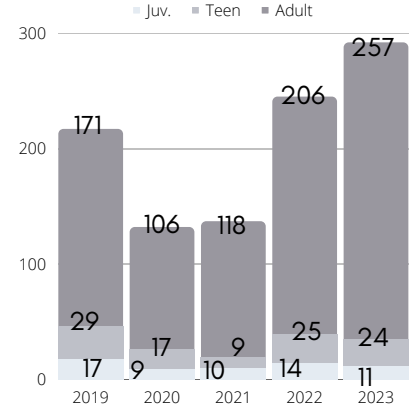

## Audiobooks




## eBooks




## eAudio



# MINUTES

Henika District Library

Building/Grounds Meeting

October 23, 2023 at 4:00 pm

**Members Present:** Meghan Augustin, Suzy Byville, Tami Fryling, Gary Marsh

**Members Absent:** none

**Staff Present:** Cierra Bakovka – Director

**Guests:** Mike from Triangle

I. Call to Order: Meeting called to order at 4:02 pm by Fryling
II. Approval of Agenda motioned by Augustin, seconded by Byville. All yes, motion passed.
III. Community opportunity to address the board – no comments
IV. Approval of August Meeting Minutes motioned by Augustin, seconded by Byville. All yes, motion passed.
V. Unfinished Business
    a. Funding updates
        i. Grant decision has been delayed to December
        ii. USDA loan process requires 3 quotes from commercial banks prior to applying as well as a written description of our plan. Plan drawing is not required.
    b. Parking Lot Update
        i. We were the only bid. It's in the city attorney's hand, going to have a City Council meeting Nov 5 @ 7pm for formal decision.
        ii. Our current landscape snow removal company has been asked to a quote for plowing.

c. Site Operations Discussion Continuation
Discussion revealed that committee members feel that the local community has a strong attachment to the current location and significance of staying in the historical building originally willed to the library years ago. The library has a strong relationship with local businesses, which has proved to be beneficial. Ultimately, it is our responsibility to make whatever space we have available (at current site) work for our needs, we must be flexible with things like square footage, parking, and 'green space' to strive to meet the needs of the community as well. Long range planning is also at the forefront of decisions being made; new building should be able to meet the growing needs of the community for about the next 20 years. In addition, with the generosity of the City of Wayland helping the library to stay in its current place, it could risk seeming ungrateful should we move the site.

MOTION: the B/G committee bring the preferred option of staying in current location. 1st Augusting/2nd Byville Gary: Yes, Suzy: Yes, Tami: yes. MOTION CARRIED

d. Review Needs/Wants list 1st Augustin/2nd Fryling

Needs/Wants list updated with more specific information, i.e. size of spaces being proposed. Discussion held about proposed size and committee concurred that reducing the original 17,000 sq ft to 9,000-12,000 area would be more realistic. This would still increase the current size of the library by about 3 times, remembering that we want to avoid making the new building too small, only to have to add on in a few years. The committee understands this is a fluid process and beginning steps will become clearer as the project grows. Information is being obtained from the State of Michigan whether we can add on our current addition. It is understood that the original historical building cannot be altered. Once the Grant decision

comes in, we will take the next step to apply to USDA for additional funds if that proves to be feasible.

VI. New Business

a. Next Step Discussion 1at Augustin/2nd Fryling

i. Need to start talking with architects. Cierra met several at MLA conference, gave update. Mike from Triangle states they also have contacts with people with usually use. Starting discussions

ii. Take proposal to the board to reduce the size of the proposed building to 10,000 sq ft.

iii. Triangle speaking with State of MI for approval to add to current addition.

iv. Cierra going to next City Meeting on Nov. 6 for their decision on the parking lot.

v. Start looking at Community thoughts for new building by putting out a paper survey in the library and online survey, ArtHop/Snowfest brought in a big crowd last year, will try to explore this avenue after decision is announced by City on parking lot and BOARD gives approval. Per Mike, could use a consulting co. for help with surveys if so desired.

vi. Gary will get 3 written quotes from banks (to show to USDA for a loan application)

b. Current basement use- Fryling raised concerns about the environmental safety of the 'Michigan Basement' portion of the original house and asked whether it has ever been tested for mold or other contaminants. Cierra does not believe there is a hazard, but it has never been officially tested. The building as a whole was tested when she came 2 years ago, and nothing was said about any space being of concern. The committee does not believe there is a concern to address at this time and agrees to Table the discussion.

VII. Around the table.
   a. Bakovka- is tired, somewhat overwhelmed; end of year projects coming up
   b. Augustin- Good work being done
   c. Byville- had to leave early
   d. Marsh- nothing to add
   e. Fryling- nothing to add

VIII. Adjournment- motioned by Fryling, seconded by Augustin , motion carried. Adjourned at 5:43 pm.

# NEC DT530 Digital
# DESI Desktop Telephone

- 12, 24 or 32 programmable key (fixed terminals)
- Backlit Monochrome LCD
- Backlit dial pad
- Dual color backlit Line keys
- Hands-free, full duplex
- Headset support, optional support for EHS
- 4 Interactive Soft keys with LCD prompts
- Directory dial key: Navigation cursors
- Call history
- Optional 60 Button DSS console available
- Built-in wall-mount

**Classic Office Systems, Inc.**
**3733 Eastern Ave. SE**
**Grand Rapids, MI 49508**
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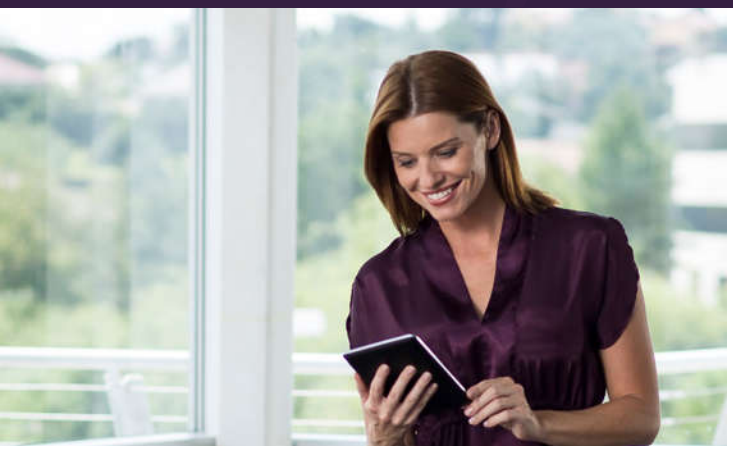
# UNIVERGE® SV9100 Communications Server



## At a Glance

- IP Extensions/Digital/Analog
- Stations up to 896
- Trunks up to 400
- Multi-Line SIP Client with Multi-Carrier SIP Support

## Overview

The UNIVERGE SV9100S and SV9100E Communications Servers are robust, feature-rich, Unified Communications enabled systems that are ideal for small and medium-sized businesses. Each server is designed to help solve today's communications challenges and is built with your migration path in mind, so you can scale your communications to meet the needs of future organizational growth with a platform that allows for the easy expansion of your system capabilities.

## Solution

### The SV9100 will grow as your business grows

The UNIVERGE SV9100 offers:

- Two distinct, scalable Unified Communications enabled server models
- IP or Digital voice support
- Unified Messaging, Voicemail, and Mobility Features included
- Streamlined application integration through the new simplified user licensing structure
- Stackable chassis architecture which supports server functions, media gateways and media converters in a single unit

## Capacities

| Item | SV9100E | SV9100S |
|---|---|---|
| **Ports** | 1296 | 48 |
| **Stations** | | |
| ***DT800/DT700 (IP Stations)** | 896 | Maximum 48, see Note 1 |
| ***3rd Party SIP Extensions** | 896 | |
| **DT400/DT300 (Digital Stations)** | 368 | |
| **Analog Extensions** | 368 | |
| ***SP310 Soft Phones** | 256 | |
| **Trunks** | | |
| ***SIP/H.323 Trunks** | 400 | Maximum 48, see Note 1 |
| **ISDN PRI Channels** | 192 | |
| **ISDN BRI Channels** | 184 | |
| **Analog Trunks** | 184 | |
| **VoIP Channels** | 256 | 256 (IPLE card must be purchased separate) |
| **Networking** | | |
| ***NetLink** | 50 Sites | N/A |
| ***K-CCISoIP** | 400 Channels | Maximum 48, see Note 1 |
| ***K-CCIS Digital** | 192 Channels | Maximum 48, see Note 1 |
| ***SIP/H.323 TIE Lines** | 400 Channels | Maximum 48, see Note 1 |
| **Embedded & In-Skin Applications**<br>**Note 1 applies to all SV9100S Applications** | | |
| **UC Suite** | UC Suite Clients - Maximum 512<br>If SP310 is installed at max capacity then the max number of UC Suite Agents is 256. | UC Suite Clients - Maximum 48 |
| **Contact Center (ACD)** | 512 Agents, 64 ACD Groups | Maximum 48, see Note 1 |
| **Voice Mail/Unified Messaging InMail** | Includes 16 ports and up to 120 hours of storage; 960 Mailboxes (896 subscribers, 32 groups, 32 call routing mailboxes) | Includes 16 ports and up to 15 hours of storage; 960 Mailboxes (896 subscribers, 32 groups, 32 call routing boxes) |
| **Voice Mail/Unified Messaging UM8000 Mail** | Includes 16 ports and up to 500 Hours of storage and unlimited transaction/routing boxes; Can be licensed for a maximum of 999 Unified Messaging mailboxes | N/A |
| **Voice Response System (VRS) Channels** | Up to 16 | |
| **Conference Bridge** | Up to 32 Audio Conference Ports | |
| **NEC Meeting Center** | Up to 24 Audio Conference Ports & 8 Web Conference Ports | |
| **Gigabit POE Switch** | 8 ports per blade/20 per system | |
| **Internal Router** | 4 port managed Ethernet switch/router and support for 3rd Party Applications | |

Note 1: For the SV9100S, the combination of trunks, stations and features that require applications cannot exceed 48 ports.

* Maximum number of simultaneous calls is limited by the Voice over IP Resources (IP Pad Channels) available.

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**About NEC Corporation of America:** Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 140 countries and $29.5 billion in revenues. For more information, visit necam.com.

NEC Corporation of America
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CLASSIC OFFICE SYSTEMS INC.

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# Scope Of Work

Valid for up to 30 days from this date: 6-Oct-2023

## Henika District Library - Rev 2

- Includes all programming for initial installation and bench testing for function.

- Will coordinate best installation date and time for cut over to the new phone system.

- Will use existing wiring and locations for new phones.

- Install, test and configure dial tone for entire phone system.

- Install, configure and test new music on hold unit for function. Includes sample music on hold options.

- Install, configure up to 4 digital 24 button phones for use in your office.

- Configure up to 4 extensions or users with voice mail to email option, as defined by the customer.

- Configure and setup auto-attendant, as requested by the customer.

- NEC equipment is covered by a factory warranty for up to 5 years on parts and materials.

- Includes 5 years of NEC Software Assurance to provide access to the latest updates, patches and security features of your new phone system.

- User training up to 2 hours is included. Customer quick reference sheets provided. Full user guides available upon request.

- Minor changes in configuration or programming within the first 30 days is included but may incur additional charges.

- Any changes or deviations to the Scope of Work may incur additional charges and be considered approved unless otherwise requested.

_____
Initial

CLASSIC OFFICE SYSTEMS INC.

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# Proposal

Valid for up to 30 days from this date: 6-Oct-2023

## Henika District Library - Rev 2

This proposal is intended to replace the customer's current phone system with a new NEC SV9100 generation 2 phone system. This phone system is setup for analog dial tone and equipped for digital phones. This system can be upgraded to support VoIP dial tone and phones in the future if desired.

Please see attached Scope of Work document(s) for additional details.

| | |
|---|---|
| Cost of Goods | $6,581.36 |
| Discount | $973.99 |
| Subtotal | $5,607.37 |
| Sales Tax: | $251.24 |

**Payment Options:**

### Cash or Check:

Please select the payment option desired:

| | | |
|---|---|---|
| 100% Full Payment | $5,858.61 | ☐ |
| 50% Down Payment | $2,929.31 | ☐ |

Remaining balance will be due upon phase or project completion.

### Leasing Options:*

| | Dollar Buy Out | | | FMV | |
|---|---|---|---|---|---|
| 24 Equal Monthly Payments of: | $288.65 | ☐ | OR | $247.99 | ☐ |
| 36 Equal Monthly Payments of: | $195.03 | ☐ | OR | $172.42 | ☐ |
| 48 Equal Monthly Payments of: | $152.56 | ☐ | OR | $144.41 | ☐ |
| 60 Equal Monthly Payments of: | $126.37 | ☐ | OR | $119.57 | ☐ |

*Estimated payment amounts required bank approval.

No down payment required for leasing options!

This proposal is bound by the attached Scope of Work document(s). Any changes or deviations to the Scope of Work may incur additional charges and be considered approved unless otherwise requested.

Signature _____ Date _____

Printed Name _____ Title _____

# UNIVERGE BLUE® CONNECT

All your business communications, integrated, efficient and reliable

**Prepared for:**
Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

**Provided by:**
Classic Office Systems, Inc.
danw@classicofficesystems.com
616-245-5500

## CONFIDENTIAL SERVICE PROPOSAL

# CONFIDENTIAL SERVICES PROPOSAL FOR UNIVERGE BLUE® CONNECT

Thank you for considering NEC's UNIVERGE BLUE® CONNECT for your business's communications and collaboration needs. Since 1889, NEC has built a reputation on delivering reliable, quality Information and Communications Technology (ICT) solutions, paired with unparalleled customer service. This is why you can be assured when choosing NEC's UNIVERGE BLUE® CONNECT solution, you are selecting a cloud services partner you can rely on and trust for your business's communications needs. UNIVERGE BLUE® CONNECT integrates the collaboration and productivity tools you require into one highly mobile platform that's as easy-to-use as it is robust.

Our team of talented and dedicated employees are ready to go above and beyond to make you happy, and we intend to earn your business each and every day of the year. We sincerely hope you'll let us become a part of your team and your business's success.

# UNIVERGE BLUE® CONNECT

UNIVERGE BLUE® CONNECT is an easy-to-use cloud-based communications platform that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, collaboration and backup capabilities.

## UNIVERGE BLUE® CONNECT

- Includes 100+ enterprise-grade calling features
- Free local and long distance calling to anywhere in U.S., Canada & Puerto Rico
- UNIVERGE BLUE's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with flexible contract options and terms from month to month up to 5 years
- The UNIVERGE BLUE® CONNECT Mobile App makes any smart phone an essential collaboration tool
- The UNIVERGE BLUE® CONNECT Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

# UNIVERGE BLUE® CONNECT BENEFITS TO YOUR BUSINESS

## INCREASED PRODUCTIVITY

UNIVERGE BLUE® CONNECT makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat and SMS*, video conferencing, screensharing, file sharing, file backup and integrations extends reach and facilitates collaboration

## LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace**

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees**
- 100+ enterprise-grade calling features INCLUDED in the service

## HIGH RELIABILITY

The UNIVERGE BLUE® CONNECT voice network is purpose-built for reliability

- 99.999% financially-backed uptime SLA
- VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

## SIMPLIFIED SCALING & MANAGEMENT

UNIVERGE BLUE® CONNECT scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly UNIVERGE BLUE® CONTROL PANEL
- Scales to a large number of users per business

## BUSINESS CONTINUITY

Never miss an important business call

- UNIVERGE BLUE® CONNECT automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

## ENHANCED CUSTOMER EXPERIENCE

- Option to add UNIVERGE BLUE® ENGAGE Contact Center at any time
- Contact Center delivers more responsive, informed, and positive customer experiences
- Plans for businesses of all sizes, industries, and levels of sophistication

**CLICK HERE FOR MORE INFORMATION ON CALL RATES**

* SMS is only for UNIVERGE BLUE® CONNECT licenses. SMS must be enabled by business administrator.
** Only available for UNIVERGE BLUE® CONNECT licenses

# **UNIVERGE BLUE®** CONNECT
# THE BUSINESS-CLASS FEATURES YOU DESERVE

## 100+ PHONE SYSTEM FEATURES

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Voicemail Transcription
- Spam Caller Protection

… And many more

---

## VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Voicemail transcription
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access

## BUSY LAMP FIELD (BLF)

- Indicates presence – whether another user's phone is currently in use
- Other user extension and name information is presented as virtual 'buttons' on the desk phone LCD display
- The BLF display can be used for speed dials, and also to make or take calls on behalf of another user

---

## VIDEO CONFERENCING

- HD video conferencing eliminates unnecessary travel and empowers teams with remote members to be more productive
- Share your computer desktop with team members in real time, improving collaboration and speed of decision making
- Includes a conference dial-in number and custom URLs for meetings

## FILE COLLABORATION

- Easy and secure file sharing
- Access the most current version of files from any device
- Co-edit in real time
- Access file server content from mobile devices without a VPN

## CALL FLIP

- Allows the user to seamlessly move an active call from the desktop phone to a mobile phone or vice versa
- Helps keep the conversation going without having to disconnect the call

## WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

---

## TEAM CHAT & SMS

- Send 1:1 messages with individual chat, or group messages using private and public channels
- Pin favorite contacts to the top of your list
- Chat and SMS messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts

## SMS

- Send and receive unlimited text* messages to US, Canada and Puerto Rico from your business phone number to colleagues and customers
- SMS messages are securely encrypted in transit and at rest

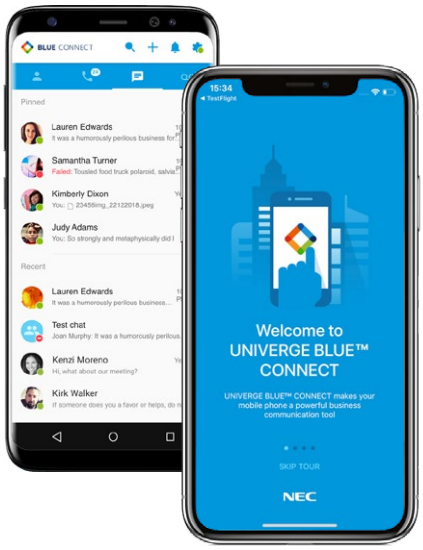
* SMS must be enabled by business administrator

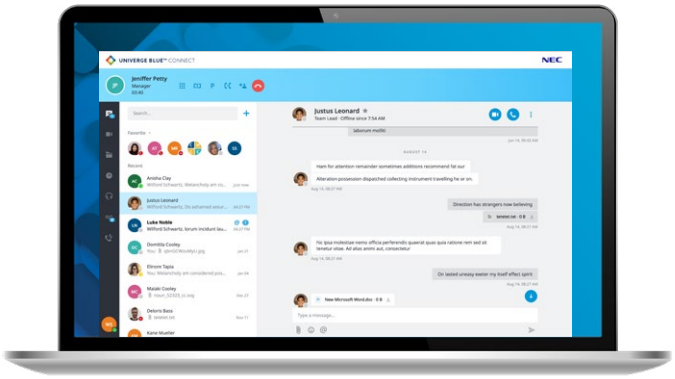
---

## OPTIONAL: UNIVERGE BLUE® ENGAGE (CONTACT CENTER)

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Omni-channel capabilities help you connect with customers through their preferred modes of communication

# **UNIVERGE BLUE®** CONNECT MOBILE AND DESKTOP APPLICATIONS



## UNIVERGE BLUE® CONNECT MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Availible for Android™ and iOS.

### Never miss important calls

- Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device-seamlessly, without interruption

### Easily collaborate from anywhere

- Your full desktop chat and SMS history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

### Connect with all of your contacts

- Sync contacts on your mobile device from popular third-party platforms (Office 365®, G-Suite®, and more) to your CONNECT Apps

## UNIVERGE BLUE® CONNECT DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Available as a downloadable app for PC or Mac®.

### Communicate your way

- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

### One application for collaboration

- One place to see the availibility of coworkers, place a phone call, send chats and text messages and launch a video conference

### Stay connected on-the-go

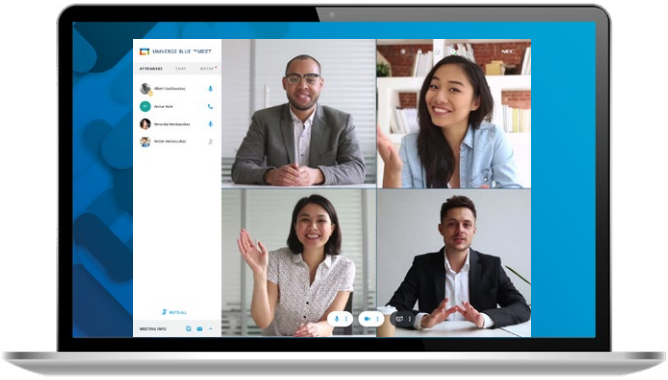
- With the CONNECT desktop and mobile applications, you take your contacts, files and conversations with you – wherever you are

# UNIVERGE BLUE® MEET

## VIDEO CONFERENCING & SCREEN SHARING

UNIVERGE BLUE® MEET is an easy-to use, reliable video collaboration tool.

- HD video conferencing: Face to face meetings eliminate unnecessary travel and empowers teams with remote members to be more productive
- Screen sharing: The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Screen annotation: Meeting participants can call out important points on a shared screen during a meeting
- Includes a conference dial-in number, and custom URLs for meetings
- ESSENTIALS package includes up to 4 web and video panel participants
- PRO package includes up to 100 web participants and 100 video panel participants
- PRO PLUS includes up to 200 web participants and 100 video panel participants



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# UNIVERGE BLUE® MEET WEBINAR

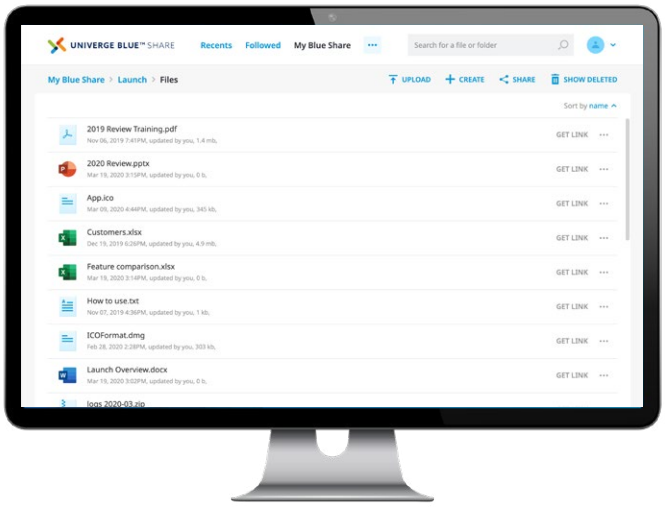
## WEBINARS

UNIVERGE BLUE® WEBINAR makes telling your stories easier than ever.

- Promote webinars with customizable invitations, registration pages and email reminders
- Host webinars with up to 12 HD video presenters and up to 1,000 attendees
- Launch quick polls, share results in real-time and gauge audience reactions to content with emojis.
- Record sessions and report on who viewed the recording
- Generate detailed reports on attendance, performance, chat, polls, Q&A, and surveys; follow up with emails and surveys to push attendees down the purchasing funnel

All webinar packages include UNIVERGE BLUE® MEET PRO functionality.

# UNIVERGE BLUE® SHARE




## FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

- The most current version of files from any device
- Easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange® Email, Active Directory, Outlook®, Office®, and Office 365®
- Full control over files, users, devices, and sharing activities
- PRO includes 50GB (pooled), PRO PLUS includes 200GB (pooled)

---

# UNIVERGE BLUE® ENGAGE

## UNIVERGE BLUE® ENGAGE COMPLETE (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Deliver the ultimate customer experience with a full-featured Omni-channel Contact Center solution. For sophisticated contact center needs that delivers exceptional performance – bolstered by built-in omni-channel, custom integrations, inbound/ outbound capability, scheduling management, workforce optimization, and much more.

- Built-in Omni-Channel includes voice, Outbound Voice capabilities, SMS, chat, and email queues
- Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Skills-, geo- and rules-based routing
- Scheduled & custom reports
- Queued callbacks & voicemails
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- Report Scheduling
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- Call Recording and Screen Recording
- Structured, consistent feedback via Evaluator Screen recording
- Dynamic Notifications for outreach campaigns via voice
- Schedule Manager helps optimize your workforce and balance staff resources against demand

# UNIVERGE BLUE® ENGAGE

UNIVERGE BLUE® ENGAGE (CONTACT CENTER) improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.

## UNIVERGE BLUE® ENGAGE CORE (OPTIONAL SOLD WITH CONNECT)

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

- Inbound Voice Queues for Small Business or Team Environment
- Requires UNIVERGE BLUE® CONNECT
- Named Agent Licensing (The addition of UNIVERGE BLUE® ENGAGE CORE requires an active subscription to UNIVERGE BLUE® CONNECT for each agent and supervisor)
- Each Contact Center user (agent or manager/supervisor) needs to have a UNIVERGE BLUE® ENGAGE CORE license assigned
- Users who are both an Agent and Supervisor/Manager still require only one license
- Call Recording – Adding UNIVERGE BLUE® ENGAGE CORE Doubles the call recording storage that comes with CONNECT (From 100 Hours to 200 Hours)
- Agent options are login and logout
- Supervisors can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Supervisors see agent status as **Logged Out**, **Ready** (logged in), **Ringing**, **On-phone**, **Wrap up** or **Idle**!
- Idle! Status is used when an agent does not answer a call after defined ring time expires
- Call Routing Options
  - Longest idle – An algorithm determining the most inactive logged in user and routes calls in descending order of activity
  - Round robin– Equal call distribution through all logged in users, ringing sequentially
- Next person on the available list gets the call
  - Sequential – Top - down (ordered, when you have an ideal first person in the group)
  - Simultaneous – All logged in users phones ring at the same time, first person to pick up retrieves the call
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Wallboard Monitoring for Supervisors
- Active Report is available for All agents and for each agent separately

UNIVERGE BLUE®
ENGAGE

## UNIVERGE BLUE® ENGAGE ADVANCED (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Enhance your interactions, insights, and customer engagement with the package that offers IVR, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities to take the conversation well beyond just voice.

- Inbound Voice Queues with the option to add Outbound Voice capabilities, SMS, chat, or email queues
- Desktop & Web Application – single pane of glass for all communications
- Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Skills- and rules-based routing
- Scheduled & custom reports
- Queued callbacks & voicemails
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- Report Scheduling
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- Call Recording

OVER
**$29 BILLION**
**REVENUE**

**#1**
**SMB & ENTERPRISE COMMS WORLDWIDE**

LEADER IN
**BIOMETRICS**

**75 MILLION**
GLOBAL USERS

**TOP 100**
GLOBAL INNOVATORS
(THOMSON REUTERS)

**RECOGNIZED AS A LEADER**
BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS TRANSFORMATION

**125+**
**COUNTRIES**

**GLOBAL 100**
MOST SUSTAINABLE COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

107,000
**TEAM MEMBERS**
WORLDWIDE

**4,000+**
CHANNEL PARTNERS

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**EMEA (Europe, Middle East, Africa)** – NEC Enterprise Solutions – *www.nec-enterprise.com*
**Australia** – NEC Australia Pty Ltd - *au.nec.com*
**Asia Pacific** – NEC Asia Pacific – *www.nec.com.sg*
**Corporate Headquarters (Japan)** – NEC Corporation – *www.nec.com*

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\Orchestrating a brighter world NEC

**Prepared for**

Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

**Provided by**

Classic Office Systems, Inc.
danw@classicofficesystems.com
616-245-5500

## Summary of services

| Description | Customer total One-time | Monthly |
|---|---|---|
| **Services** | | |
| Unified Communications Services | $4.25 | $109.32 |
| Equipment | $840.00 | |
| Shipping | $16.21 | |
| **Professional services & other items** | | |
| Installation | $960.00 | |
| Subtotal excl. discount | $1,820.46 | $109.32 |
| Discount total | ($240.00) | $0.00 |
| **Subtotal** | **$1,580.46** | **$109.32** |
| Surcharges & Other fees | | $22.35 |
| Estimated taxes | $37.28 | $26.72 |
| **TOTAL** | **$1,617.74** One-time | **$158.39** Monthly |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

## Details

**Main location** 149 S Main St, Wayland, Michigan 49348-1208

| Description | Quantity | Unit list price | Discount | Unit net price | Customer total One-time | Monthly |
|---|---|---|---|---|---|---|
| **Unified Communications Services** | | | | | | |
| CONNECT Essentials (3 yr)<br>3-year contract. One user license includes Cloud PBX with unlimited local and long distance calling, ability to connect 1 phone device plus mobile and desktop apps, Team Chat, File Sharing (5 GB/user), and Video Conferencing (4 web participants per meeting). | 4 | $22.26 | | $22.26 | | $89.04 |
| Geographic (local) Number<br>One local number is included for each UC user, WebFax, Auto Attendant and Resource/Fax line that is created | 1 | $1.50 | | $1.50 | | $1.50 |
| Local Number Porting Fee | 1 | $4.25 | | $4.25 | $4.25 | |
| Fax Line<br>Used to enable fax machines, unlimited outbound local fax calls. | 1 | $18.78 | | $18.78 | | $18.78 |
| **Equipment** | | | | | | |
| Yealink T54W Business Phone<br>An IP desk phone with a 4.3-inch adjustable-tilt color display, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi and a USB port. Includes 10 physical line keys access 27 configurable positions for calls, presence or speed dial. | 4 | $195.00 | 31% | $135.00 | $540.00 | |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Customer total

| Description | Quantity | Unit list price | Discount | Unit net price | One-time | Monthly |
|---|---|---|---|---|---|---|
| Grandstream HT801 ATA<br>The HT801 Adapter connects to your existing fax machine allowing you to send and receive faxes through the Cloud Phone System. | 1 | $60.00 | | $60.00 | $60.00 | |
| **Shipping** | | | | | | |
| 3733 Eastern Ave SE, Grand Rapids, Michigan 49508-2412 | — | — | — | — | $16.21 | |
| **Taxes & Fees** | | | | | | |
| Surcharges & Other fees | — | — | — | — | | $22.35 |
| Estimated taxes | — | — | — | — | $37.28 | $26.72 |
| **Total** - Main location | | | | | **$657.74** | **$158.39** |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

# UNIVERGE BLUE® CONNECT

All your business communications, integrated, efficient and reliable

**Prepared for:**
Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

**Provided by:**
Classic Office Systems, Inc.
danw@classicofficesystems.com
616-245-5500

## CONFIDENTIAL SERVICE PROPOSAL

# CONFIDENTIAL SERVICES PROPOSAL FOR UNIVERGE BLUE® CONNECT

Thank you for considering NEC's UNIVERGE BLUE® CONNECT for your business's communications and collaboration needs. Since 1889, NEC has built a reputation on delivering reliable, quality Information and Communications Technology (ICT) solutions, paired with unparalleled customer service. This is why you can be assured when choosing NEC's UNIVERGE BLUE® CONNECT solution, you are selecting a cloud services partner you can rely on and trust for your business's communications needs. UNIVERGE BLUE® CONNECT integrates the collaboration and productivity tools you require into one highly mobile platform that's as easy-to-use as it is robust.

Our team of talented and dedicated employees are ready to go above and beyond to make you happy, and we intend to earn your business each and every day of the year. We sincerely hope you'll let us become a part of your team and your business's success.

# UNIVERGE BLUE® CONNECT

UNIVERGE BLUE® CONNECT is an easy-to-use cloud-based communications platform that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, collaboration and backup capabilities.

## UNIVERGE BLUE® CONNECT

- Includes 100+ enterprise-grade calling features
- Free local and long distance calling to anywhere in U.S., Canada & Puerto Rico
- UNIVERGE BLUE's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with flexible contract options and terms from month to month up to 5 years
- The UNIVERGE BLUE® CONNECT Mobile App makes any smart phone an essential collaboration tool
- The UNIVERGE BLUE® CONNECT Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

# UNIVERGE BLUE® CONNECT BENEFITS TO YOUR BUSINESS

## INCREASED PRODUCTIVITY

UNIVERGE BLUE® CONNECT makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat and SMS*, video conferencing, screensharing, file sharing, file backup and integrations extends reach and facilitates collaboration

## LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace**

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees**
- 100+ enterprise-grade calling features INCLUDED in the service

## HIGH RELIABILITY

The UNIVERGE BLUE® CONNECT voice network is purpose-built for reliability

- 99.999% financially-backed uptime SLA
- VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

## SIMPLIFIED SCALING & MANAGEMENT

UNIVERGE BLUE® CONNECT scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly UNIVERGE BLUE® CONTROL PANEL
- Scales to a large number of users per business

## BUSINESS CONTINUITY

Never miss an important business call

- UNIVERGE BLUE® CONNECT automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

## ENHANCED CUSTOMER EXPERIENCE

- Option to add UNIVERGE BLUE® ENGAGE Contact Center at any time
- Contact Center delivers more responsive, informed, and positive customer experiences
- Plans for businesses of all sizes, industries, and levels of sophistication

**CLICK HERE FOR MORE INFORMATION ON CALL RATES**

* SMS is only for UNIVERGE BLUE® CONNECT licenses. SMS must be enabled by business administrator.
** Only available for UNIVERGE BLUE® CONNECT licenses

# **UNIVERGE BLUE®** CONNECT
# THE BUSINESS-CLASS FEATURES YOU DESERVE

## 100+ PHONE SYSTEM FEATURES

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Voicemail Transcription
- Spam Caller Protection

... And many more

---

## VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Voicemail transcription
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access

## BUSY LAMP FIELD (BLF)

- Indicates presence – whether another user's phone is currently in use
- Other user extension and name information is presented as virtual 'buttons' on the desk phone LCD display
- The BLF display can be used for speed dials, and also to make or take calls on behalf of another user

---

## VIDEO CONFERENCING

- HD video conferencing eliminates unnecessary travel and empowers teams with remote members to be more productive
- Share your computer desktop with team members in real time, improving collaboration and speed of decision making
- Includes a conference dial-in number and custom URLs for meetings

## FILE COLLABORATION

- Easy and secure file sharing
- Access the most current version of files from any device
- Co-edit in real time
- Access file server content from mobile devices without a VPN

## CALL FLIP

- Allows the user to seamlessly move an active call from the desktop phone to a mobile phone or vice versa
- Helps keep the conversation going without having to disconnect the call

## WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

---

## TEAM CHAT & SMS

- Send 1:1 messages with individual chat, or group messages using private and public channels
- Pin favorite contacts to the top of your list
- Chat and SMS messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts

## SMS

- Send and receive unlimited text* messages to US, Canada and Puerto Rico from your business phone number to colleagues and customers
- SMS messages are securely encrypted in transit and at rest

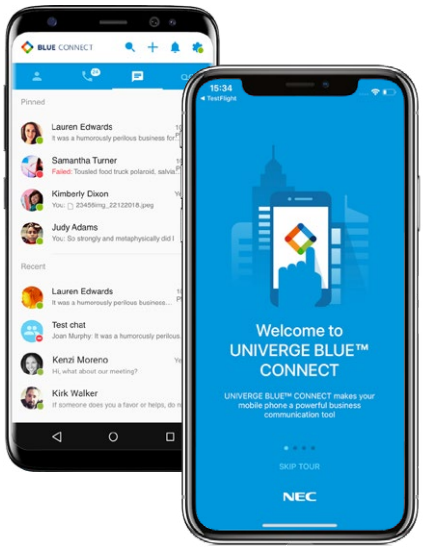
* SMS must be enabled by business administrator

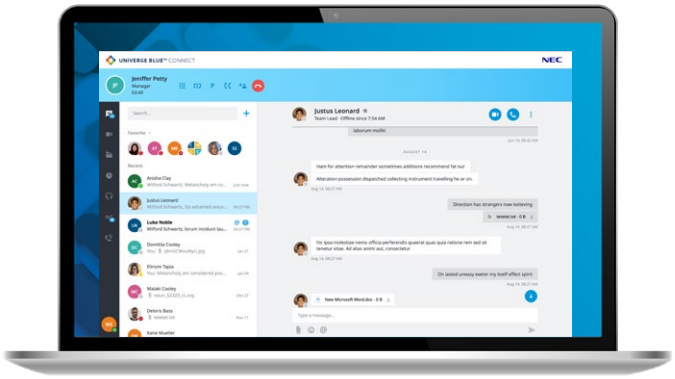
---

## OPTIONAL: UNIVERGE BLUE® ENGAGE (CONTACT CENTER)

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Omni-channel capabilities help you connect with customers through their preferred modes of communication

# **UNIVERGE BLUE®** CONNECT MOBILE AND DESKTOP APPLICATIONS



## UNIVERGE BLUE® CONNECT MOBILE APPLICATION

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send and receive chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Availible for Android™ and iOS.

### Never miss important calls

- Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device-seamlessly, without interruption

### Easily collaborate from anywhere

- Your full desktop chat and SMS history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are

### Connect with all of your contacts

- Sync contacts on your mobile device from popular third-party platforms (Office 365®, G-Suite®, and more) to your CONNECT Apps

## UNIVERGE BLUE® CONNECT DESKTOP APPLICATION

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send team chats and text messages, place and receive calls, share screens, start video calls and share files – all from one application. Available as a downloadable app for PC or Mac®.

### Communicate your way

- Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®

### One application for collaboration

- One place to see the availibility of coworkers, place a phone call, send chats and text messages and launch a video conference

### Stay connected on-the-go

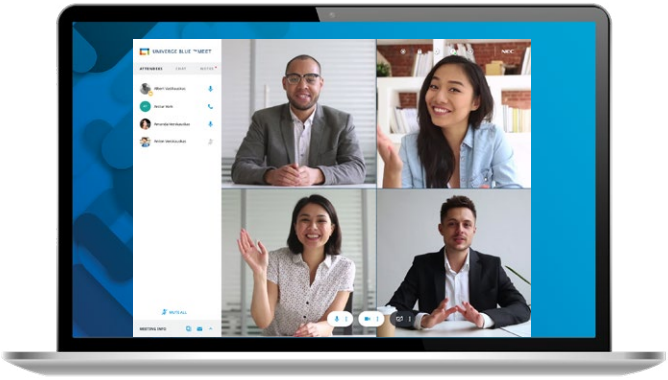
- With the CONNECT desktop and mobile applications, you take your contacts, files and conversations with you – wherever you are

# UNIVERGE BLUE® MEET

## VIDEO CONFERENCING & SCREEN SHARING

UNIVERGE BLUE® MEET is an easy-to use, reliable video collaboration tool.

- HD video conferencing: Face to face meetings eliminate unnecessary travel and empowers teams with remote members to be more productive
- Screen sharing: The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Screen annotation: Meeting participants can call out important points on a shared screen during a meeting
- Includes a conference dial-in number, and custom URLs for meetings
- ESSENTIALS package includes up to 4 web and video panel participants
- PRO package includes up to 100 web participants and 100 video panel participants
- PRO PLUS includes up to 200 web participants and 100 video panel participants



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# UNIVERGE BLUE® MEET WEBINAR

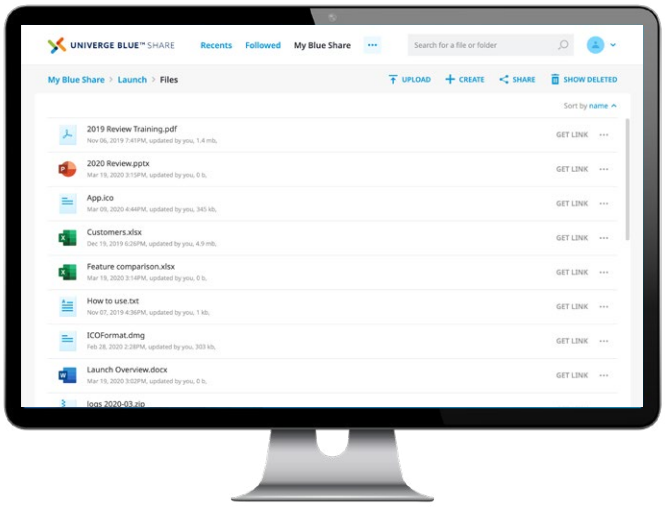
## WEBINARS

UNIVERGE BLUE® WEBINAR makes telling your stories easier than ever.

- Promote webinars with customizable invitations, registration pages and email reminders
- Host webinars with up to 12 HD video presenters and up to 1,000 attendees
- Launch quick polls, share results in real-time and gauge audience reactions to content with emojis.
- Record sessions and report on who viewed the recording
- Generate detailed reports on attendance, performance, chat, polls, Q&A, and surveys; follow up with emails and surveys to push attendees down the purchasing funnel

All webinar packages include UNIVERGE BLUE® MEET PRO functionality.

# UNIVERGE BLUE® SHARE




## FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

- The most current version of files from any device
- Easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange® Email, Active Directory, Outlook®, Office®, and Office 365®
- Full control over files, users, devices, and sharing activities
- PRO includes 50GB (pooled), PRO PLUS includes 200GB (pooled)

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# UNIVERGE BLUE® ENGAGE

## UNIVERGE BLUE® ENGAGE COMPLETE (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Deliver the ultimate customer experience with a full-featured Omni-channel Contact Center solution. For sophisticated contact center needs that delivers exceptional performance – bolstered by built-in omni-channel, custom integrations, inbound/ outbound capability, scheduling management, workforce optimization, and much more.

- Built-in Omni-Channel includes voice, Outbound Voice capabilities, SMS, chat, and email queues
- Desktop & Web Application – single pane of glass for voice, chat, email, and SMS queues
- Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Skills-, geo- and rules-based routing
- Scheduled & custom reports
- Queued callbacks & voicemails
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- Report Scheduling
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- Call Recording and Screen Recording
- Structured, consistent feedback via Evaluator Screen recording
- Dynamic Notifications for outreach campaigns via voice
- Schedule Manager helps optimize your workforce and balance staff resources against demand

UNIVERGE BLUE®
ENGAGE

UNIVERGE BLUE® ENGAGE (CONTACT CENTER) improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.

## UNIVERGE BLUE® ENGAGE CORE (OPTIONAL SOLD WITH CONNECT)

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

- Inbound Voice Queues for Small Business or Team Environment
- Requires UNIVERGE BLUE® CONNECT
- Named Agent Licensing (The addition of UNIVERGE BLUE® ENGAGE CORE requires an active subscription to UNIVERGE BLUE® CONNECT for each agent and supervisor)
- Each Contact Center user (agent or manager/supervisor) needs to have a UNIVERGE BLUE® ENGAGE CORE license assigned
- Users who are both an Agent and Supervisor/Manager still require only one license
- Call Recording – Adding UNIVERGE BLUE® ENGAGE CORE Doubles the call recording storage that comes with CONNECT (From 100 Hours to 200 Hours)
- Agent options are login and logout
- Supervisors can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Supervisors see agent status as **Logged Out**, **Ready** (logged in), **Ringing**, **On-phone**, **Wrap up** or **Idle**!
- Idle! Status is used when an agent does not answer a call after defined ring time expires
- Call Routing Options
  - Longest idle – An algorithm determining the most inactive logged in user and routes calls in descending order of activity
  - Round robin– Equal call distribution through all logged in users, ringing sequentially
- Next person on the available list gets the call
  - Sequential – Top - down (ordered, when you have an ideal first person in the group)
  - Simultaneous – All logged in users phones ring at the same time, first person to pick up retrieves the call
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Wallboard Monitoring for Supervisors
- Active Report is available for All agents and for each agent separately

UNIVERGE BLUE®
ENGAGE

## UNIVERGE BLUE® ENGAGE ADVANCED (OPTIONAL WITH CONNECT OR AS STAND ALONE WITH YOUR EXISTING PBX)

Enhance your interactions, insights, and customer engagement with the package that offers IVR, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities to take the conversation well beyond just voice.

- Inbound Voice Queues with the option to add Outbound Voice capabilities, SMS, chat, or email queues
- Desktop & Web Application – single pane of glass for all communications
- Managers can see active calls, agents' statuses and can monitor/whisper/barge agent's calls
- Skills- and rules-based routing
- Scheduled & custom reports
- Queued callbacks & voicemails
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions
- Report Scheduling
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc
- Call Recording

OVER
**$29 BILLION**
**REVENUE**

**#1**
**SMB & ENTERPRISE COMMS WORLDWIDE**

LEADER IN
**BIOMETRICS**

**75 MILLION**
GLOBAL USERS

**TOP 100**
GLOBAL INNOVATORS
(THOMSON REUTERS)

**RECOGNIZED AS A LEADER**
BY FROST & SULLIVAN IN ENTERPRISE COMMUNICATIONS TRANSFORMATION

**125+**
**COUNTRIES**

**GLOBAL 100**
MOST SUSTAINABLE COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

107,000
**TEAM MEMBERS**
WORLDWIDE

**4,000+**
CHANNEL PARTNERS

**Americas (US, Canada, Latin America)** – NEC Corporation of America – *www.necam.com*
**EMEA (Europe, Middle East, Africa)** – NEC Enterprise Solutions – *www.nec-enterprise.com*
**Australia** – NEC Australia Pty Ltd - *au.nec.com*
**Asia Pacific** – NEC Asia Pacific – *www.nec.com.sg*
**Corporate Headquarters (Japan)** – NEC Corporation – *www.nec.com*

**About NEC Corporation** – NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society.

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\Orchestrating a brighter world NEC

**Prepared for**

Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

**Provided by**

Classic Office Systems, Inc.
danw@classicofficesystems.com
616-245-5500

## Summary of services

| Description | Customer total One-time | Monthly |
|---|---|---|
| **Services** | | |
| Unified Communications Services | $4.25 | $90.54 |
| Equipment | $787.00 | |
| Shipping | $16.42 | |
| **Professional services & other items** | | |
| Installation | $960.00 | |
| Subtotal excl. discount | $1,767.67 | $90.54 |
| Discount total | ($240.00) | $0.00 |
| **Subtotal** | **$1,527.67** | **$90.54** |
| Surcharges & Other fees | | $17.88 |
| Estimated taxes | $34.10 | $21.38 |
| **TOTAL** | **$1,561.77** | **$129.80** |
| | One-time | Monthly |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
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- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

## Details

**Main location** 149 S Main St, Wayland, Michigan 49348-1208

| Description | Quantity | Unit list price | Discount | Unit net price | Customer total One-time | Monthly |
|---|---|---|---|---|---|---|
| **Unified Communications Services** | | | | | | |
| CONNECT Essentials (3 yr)<br>3-year contract. One user license includes Cloud PBX with unlimited local and long distance calling, ability to connect 1 phone device plus mobile and desktop apps, Team Chat, File Sharing (5 GB/user), and Video Conferencing (4 web participants per meeting). | 4 | $22.26 | | $22.26 | | $89.04 |
| Geographic (local) Number<br>One local number is included for each UC user, WebFax, Auto Attendant and Resource/Fax line that is created | 1 | $1.50 | | $1.50 | | $1.50 |
| Local Number Porting Fee | 1 | $4.25 | | $4.25 | $4.25 | |
| **Equipment** | | | | | | |
| Yealink W56H Cordless Phone<br>A cordless handset designed exclusively for use with the Yealink W70B multi-line cordless base. Includes PSU. | 1 | $104.00 | 58% | $44.00 | $44.00 | |
| Yealink T54W Business Phone<br>An IP desk phone with a 4.3-inch adjustable-tilt color display, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi and a USB port. Includes 10 physical line keys access 27 configurable positions for calls, presence or speed dial. | 3 | $195.00 | 31% | $135.00 | $405.00 | |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Customer total

| Description | Quantity | Unit list price | Discount | Unit net price | One-time | Monthly |
|---|---|---|---|---|---|---|
| Yealink W70B DECT Base<br>A 10-line cordless base designed for use with the W56H handset. Supports up to 10 handsets. | 1 | $98.00 | | $98.00 | $98.00 | |
| **Shipping** | | | | | | |
| 3733 Eastern Ave SE, Grand Rapids, Michigan 49508-2412 | — | — | — | — | $16.42 | |
| **Taxes & Fees** | | | | | | |
| Surcharges & Other fees | — | — | — | — | | $17.88 |
| Estimated taxes | — | — | — | — | $34.10 | $21.38 |
| **Total** - Main location | | | | | **$601.77** | **$129.80** |

Notes:
- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

**Prepared for:**

Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

# Confidential Service Proposal for Elevate

## ALL YOUR BUSINESS COMMUNICATIONS – INTEGRATED, EFFICIENT, AND RELIABLE

**Provided by:**

BSB Communications
jglass@first-tel.com
16165751716

# Elevate

Elevate is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.
It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.

## ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and Puerto Rico
- Elevate's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with no annual contract required
- The Elevate Mobile App makes any smart phone an essential collaboration tool
- The Elevate Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

# Benefits to Your Business

## INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration

## LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service

## HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

- 99.999% financially-backed uptime SLA
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

## SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly HostPilot™ portal
- Scales to a large number of users per business

## BUSINESS CONTINUITY

Never miss an important business call.

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don’t answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

## ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Elevate Contact Center plan to access even more features (like omni-channel support) at any time
- Plans for businesses of all sizes, industries, and levels of sophistication

# The Business-Class Features You Deserve

## 90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Spam Caller Protection

... And many more

## VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)

## CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired

## TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest

## WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

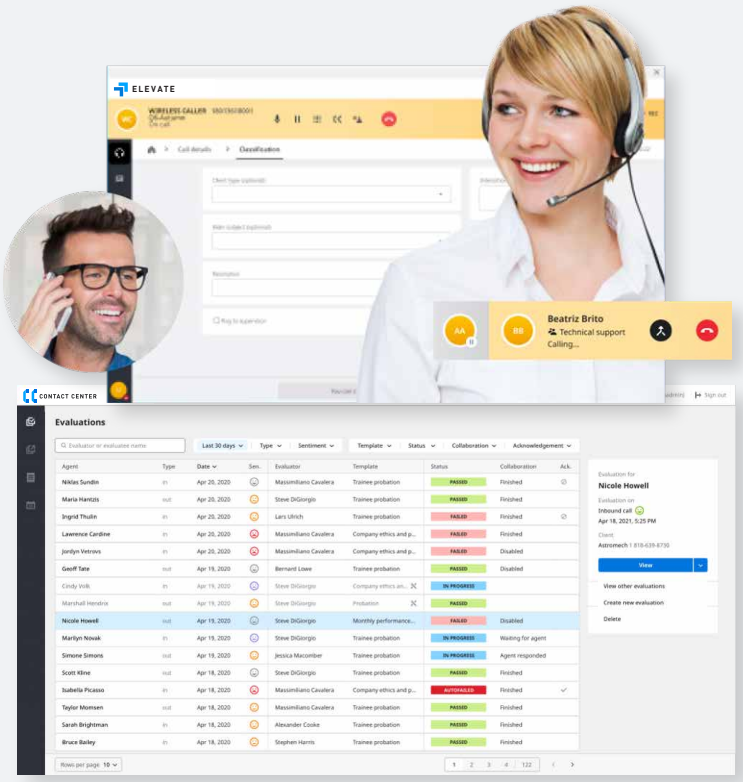
*Included with Pro and Enterprise packages only

## COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)
- Easily create specific groups of one or more users to send and receive text messages all within the Elevate desktop and mobile applications
- Improves communication efforts with customers by providing fast and customized text responses

## CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Access to Advanced Hunt Groups included with Elevate Pro and Enterprise
- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication



# Apps/Productivity Included with Elevate

## ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

**Never miss important calls**
Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

**Easily collaborate from anywhere**
Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.

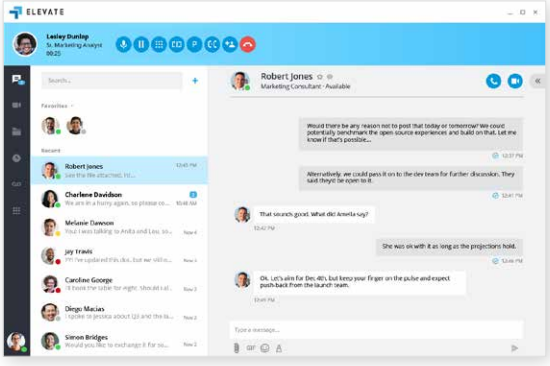
## ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

**Communicate your way**
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

**One application for collaboration**
One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

**Stay connected on-the-go**
With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.




*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App

## ONLINE MEETING® VIDEO CONFERENCING

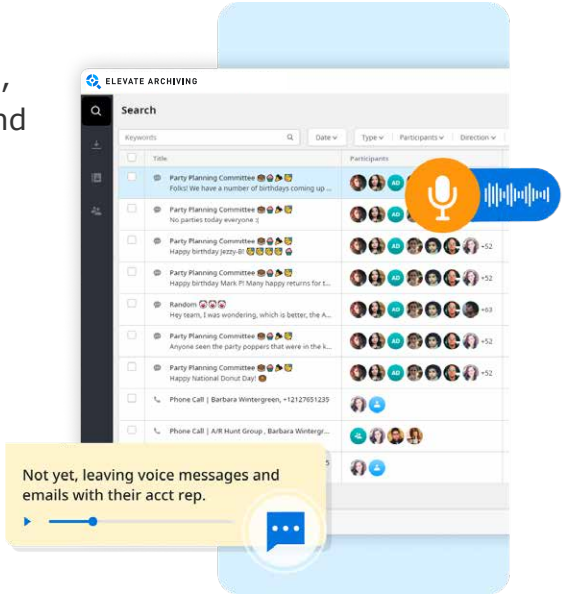
- HD video conferencing empowers teams with remote members to be more productive
- Screen sharing in real-time improves collaboration and speed of decision making
- Screen annotation can call out important points on a shared screen in during a meeting
- Includes a conference dial-in number, and custom URLs for meetings

## SHARESYNC FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365
- Full control over files, users, devices, and sharing activities

## ELEVATE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.




**Automated data capture**
Integrates with Elevate to automatically capture and retain data without administrative or user action.

**Fast, powerful contextual search**
Indexes both content and metadata using dozens of properties for fast and easy searching.

**Retention**
Stores data for as long as the business case requires with retention options ranging up to 10 years.

**Regulations and compliance**
Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

**Security**
Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.

# ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.

### Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.

### Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.

### No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

**Integrations packages:**

| | | | |
|---|---|---|---|
| **ELEVATE ESSENTIALS** | Office 365 | Outlook | INTERMEDIA UNITE® CRM SCREEN POPS |
| | slack | G Suite | Microsoft Teams |
| **+ ELEVATE PRO** | ZOHO | sugarcrm | zendesk |
| **+ ELEVATE ENTERPRISE** | servicenow | Microsoft Dynamics 365 | salesforce |
| | | ORACLE® NETSUITE | |

**Prepared for**

Henika District Library
Cierra Bakovka
waycb@llcoop.org
269-792-2891
149 S Main St
Wayland, MI
49348-1208, United States

**Provided by**

BSB Communications
jglass@first-tel.com
16165751716

## Summary of services

| Description | Customer total One-time | Monthly |
|---|---|---|
| **Services** | | |
| Unified Communications Services | | $80.96 |
| Equipment | $588.00 | |
| Shipping | $16.42 | |
| **Professional services & other items** | | |
| Base Installation<br>Includes project management; base configuration; one hour remote admin training | $550.00 | |
| Deployment<br>Remote install, remote end user training and configuration | $300.00 | |
| Subtotal | $1,454.42 | $80.96 |
| Surcharges & Other fees | | $17.88 |
| Estimated taxes | $35.28 | $20.90 |
| **TOTAL** | **$1,489.70** One-time | **$119.74** Monthly |

Notes:
• Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
• Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
• Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
• Taxes and fees are based on service address and can differ by address.

## Details

**Main location** 149 S Main St, Wayland, Michigan 49348-1208

| Description | Quantity | Unit price | Customer total One-time | Monthly |
|---|---|---|---|---|
| **Unified Communications Services** | | | | |
| Elevate Essentials<br>Includes Cloud PBX with unlimited local and long distance calling, connection to 1 device, Chat, Online Meeting (4 web participants per meeting), file sharing (5 GB). 1 license is required for each unified communications user in the organization. Polycom VVX 150 or Yealink T33G phone only. | 4 | $19.99 | | $79.96 |
| Geographic (local) Number<br>One local number is included for each UC user, WebFax, Auto Attendant and Resource/Fax line that is created | 1 | $1.00 | | $1.00 |
| **Equipment** | | | | |
| Yealink T53W Business Phone<br>An IP desk phone with a 3.7-inch adjustable-tilt graphical display, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi and a USB port. Includes 8 physical line keys accessing 21 configurable positions for calls, presence or speed dial. | 4 | $147.00 | $588.00 | |
| **Shipping** | | | | |
| 41150 Technology Park Dr, Sterling Heights, Michigan 48314-4156 | — | — | $16.42 | |
| **Taxes & Fees** | | | | |
| Surcharges & Other fees | — | — | | $17.88 |
| Estimated taxes | — | — | $35.28 | $20.90 |
| **Total** - Main location | | | **$639.70** | **$119.74** |

Notes:
• Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
• Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
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• Taxes and fees are based on service address and can differ by address.

# Managed Unified Communications

*Presented to*

LAKELAND LIBRARY COOPERATIVE
LEADING • LEARNING • LENDING

# Managed Unified Communications

Our Managed Unified Communications (UC) Service is a Windows Based Analog managed service with an integrated feature rich IP PBX Communications System, offering features and functionality that fit your business demands. Partnering with NEC and other industry leaders. Managed UC was specifically designed for multi-location organizations, with high technology needs, the ability to streamline voice & data , and support services across a wide geographical area. Managed UC delivers an enterprise-class service in a scalable platform to meet your business needs.

ManagedUC delivers voice, data, security, unified messaging, automated attendant, wireless capabilities and more in one platform that is easy to manage. Managed UC is designed to provide a comprehensive solution for your business that is affordable, flexible, easy to use for your employees, and most importantly frees up your time to focus on your core day to day business.

- A cost effective voice solution without sacrificing service
- ManagedUC (all locations)
- Advanced Call Center Features
- SIP Telephones
- Highly scalable without the need to buy new hardware or expensive upgrades
- Mobility (iphone, Android, and PC soft phone application) for remote workers, or executives on the go
- Centralized phone system control
- Extension digit dialing between all users on the WAN (transfer calls between locations)
- Functional High Definition IP handsets
- New Voice Equipment
- Analog Voice Line Provisioning
- Trouble Ticket Management (We will open, and manage all trouble tickets with telecom vendors via our online helpdesk system saving our clients time, and money)
- Voice Network monitoring
- Project Management
- Vendor Management

Why choose SL2100

To assist in maintaining a positive customer experience and a high level of service, businesses today need to have **workforces that are available and 'on-demand' from any location**. A great customer experience usually generates repeat business.

**Built-in features include:**

- Web-Based Unified Communication Client
- VoIP Enabled
- Unified Messaging
- Music on Hold
- Mobility / BYOD / Remote Extension
- Auto Attendant
- Audio Conferencing
- Video Conferencing & Collaboration
- And more!

# Smart Mobility Options

Today's mobile workers depend on communication tools that accommodate flexible workspaces and allow free roaming wherever they are. SL2100 ensures your team stay connected, but without the escalating business mobile costs.

Away from the office

Users can enjoy a complete phone user experience from their home office plus greater working flexibility. Individual and business benefits include the cost and time savings of travel and even the associated costs of workspace. IP Desktop terminals provide access to system features from the home, e.g. company directory, call transfer and more.

On the road

Use your existing Smartphone as a system extension complete with call control. Save on mobile call costs and remain reachable on a single number. The Smartphone SIP App simply connects to the SL2100 via Wi-Fi or across the Mobile Data Network (3G/4G). If the smartphone is not connected due to lack of Network, the SL2100 can provide roaming by routing calls to your GSM number.

## YOUR HOMEWORKING TEAM - UNIVERGE ST500 APP

Make your smartphone your business phone

- Enjoy voice mobile extension over WiFi for your smartphone or smart device
- Bring Your Own Device (BYOD): Enable your team to use their own mobiles, iPads or tablets
- Free WiFi business calls
- Download for free via App Store

## HOMEWORKING VIDEO CONFERENCING: BUILT-IN COLLABORATION

- Home working video conferencing solutions, document & screen sharing, up to 32 users
- Uses secure WebRTC connectivityvia a web browser
- InUC provides further features including Presence, Instant Messaging & Call Status
- Works via Google Chrome on a PC or Android device

## MOBILE EXTENSION:MAKING SMARTPHONES SMARTER

- Delivers phone system functionality to your mobile
- Mobile Extension also works via your landline – ideal for homeworkers!
- Calls are made via your phone system – avoids divulging your number on a business call
- Call features include: call transfer, call logging, voicemail & caller ID

## PROTECTING YOUR - IN-OFFICE WORK FORCE

For your customers who have employees that cannot effectively work remotely, there is typically the requirement for workers who need an on-campus mobile communications device:

IP DECT: Cleanable wireless handsets

- i766 & G577 DECTs are IP65 rated i.e. they are water spray protected & safe to clean
- Reliable on-campus / premises mobile communications
- Ideal for clinicians, warehouse personnel, factory workers, etc.

# NEC SL2100

The SL2100 KSU Chassis is one common chassis used for the Controlling (Main) chassis or Expansion chassis. A maximum of three chassis (one controlling and two expansion chassis) can be connected by bus connection per system. Four chassis (one controlling and three expansion chassis) can be supported by IP connection to expand the system capacity.
The SL2100 KSU Chassis comes with 4 Universal slots and several built-in features.

- Equipment cabinet used for Main and Expansion Chassis
- Slide-in card slots allow for easy installation and maintenance
- Wall mountable
- Power specification for UPS: 150VA (at 120VAC)
- Maximum (3) per system: (1) Main Chassis and (2) Expansion Chassis
- Contains the following:
- Power Supply and Power Cord
- CPU/EXIFE card slot
- (4) slots for station cards
- Connector for external backup battery

## SL2100 Digital 12-Button Telephone (BK)

- (12) User Programmable Function Keys
- Full-duplex Hands-free speakerphone
- Backlit 3-line/24-character display
- Dialpad (not backlit)
- User Programmable Function Keys with Red/Green LED’s
- (4) Soft Keys
- Navigator Key
- Tri-color (Red/Green/Orange) Call Indicator LED
- 2-Step Leg Angle Adjustment
- Headset Jack
- 9-Ft handset cor

**What are the Benefits of a Managed Solution?**

Get a leading edge IP solution; assuring reliability, flexibility and scalability without the worry, hassle and expense. We will handle the design, installation and management of your entire solution providing your business the following benefits:

- 24x7x365 proactive monitoring with alerts and notifications
- 24x7x365 remote trouble identification and resolution
- System staging, design, configuration, deployment and testing
- Project management and installation
- Hardware and software maintenance included (firmware, service packs, etc...)
- Software fixes and releases included
- Service Level Agreement providing commitments and penalties to Response Times (Remote and On-Site) and Completion Times of Moves, Adds, Changes

**What is the Value of a Managed Service?**

- Out-tasking saves companies money
- Reduces maintenance and operations costs
- Reduces operational and capital expenses
- Reduces costs incurred for training, staff turnover, and keeping the staff trained on new technologies, upgrades, viruses, etc.
- Creates economies of scale
- Frees up IT team to focus on core functions and applications
- Provides predictable costs for information technology
- *Allows you the customer to focus on your core business*

**Core Functionality**

- Full IP Telephony Feature Suite (See System feature section)
- Branch Office Connectivity – VPN Connectivity between branch offices (extension dialing etc...)
- Remote Teleworker – VPN Connectivity for remote employees
- Router/Firewall – Network Topology option utilizing fully managed Cisco switch, router, and firewall*
- Multiple ways to utilize the service
    - Full featured IP Desk sets and wireless Phones
    - Call Connector Tool
    - Voice Portal and Unified Messaging

**Virtual Office**

In today's technology-driven business landscape, more and more organizations are using the flexibility of remote workers to reduce real estate costs and to expand their employee talent pool by removing geographic constraints. With the right set of tools, remote workers can function as effectively as workers sitting in the office.

Virtual Office allows remote workers to connect to their corporate infrastructure from their home or small offices, making then extended members of both the voice and data network.

Virtual Office data connectivity allows for secure Virtual Private Networking (VPN), granting remote access to corporate data resources, such as e-mail, applications, databases and file stores. Using their own broadband internet access (cable or DSL), Remote workers have greater access to the resources they need, allowing them to be more productive.

Virtual Office voice connectivity provides remote workers with IP phone service, allowing them to receive calls as a member of hunt groups or queues and place local, long distance and four-digit extension calls. Virtual Office also provides access to our Phone Control Web portal for click-to-call corporate and personal directories, Web-based voice mail management and call handling options, such as forwarding, call screening and find-me/follow-me functionality, assuring workers are never out of reach. Virtual Office is seamlessly integrated into ManagedUC, an end–to–end solution that delivers fully managed voice services and on–demand applications.

Flexible Remote Office Solutions

There are two Virtual Office product packages available to enterprises:

The **Small Office Bundle** enables branch offices with multiple users to maintain VPN connectivity via our Provided router, and provides each user with IP phone service. The router also serves to provide prioritization of voice and data traffic over general Internet traffic to enhance bandwidth performance, through Quality of Service (QoS) settings.

The **Home User Bundle** is ideal for individuals working from their home office a significant portion of the time. This includes regional or territorial sales representatives, remote executives or call center employees. This bundle includes a VPN client for PC connectivity and our IP phone service.

**Virtual Office:**

- Is ideal for single users, providing full voice and data connectivity to the corporate network
- Is ideal for small remote offices, providing full voice and data connectivity to the corporate network
- Provides secure, remote access to network resources, such as e-mail, applications, databases and file stores
- Extends all of the benefits of ManagedUC to remote employees

# ManagedUC Equipment List

| QTY | ITEM | COST | TOTAL |
|---|---|---|---|
| 1 | NEC SL2100 | $1000 | $1,000 |
| 4 | NEC SL2100 Digital 12-Button Telephone (BK) | $155 | $620 |
| 1 | Configure | $200 | $200 |
| | | | |
| | | | |
| | **TOTAL** | | **$1,820** |

****Install is $145 per hour****

**PROPOSAL TO PROVIDE PROFESSIONAL AUDITING SERVICES TO**

# HENIKA DISTRICT LIBRARY

October 16, 2023

**VREDEVELD HAEFNER LLC**
10302 20TH AVENUE
GRAND RAPIDS, MI 49534

# PROPOSAL CONTENTS


| | PAGE |
|---|---|
| Transmittal Letter | 1 |
| Firm Profile | 2 |
| Team Member Qualifications and Experience | 3 |
| Quality Control | 4 |
| Engagement Scope and Objectives | 4 |
| Affirmative Statements | 5 |
| Audit Approach | 6-7 |
| Anticipated Audit Problems | 7 |
| Similar Engagements with Other Governmental Entities | 8 |
| Professional Fees | 9 |


## ATTACHMENTS


Peer Review Report

Client Listing

Management Team Resumes

Vredeveld Haefner LLC
CPAs and Consultants
10302 20th Avenue
Grand Rapids, MI 49534
Fax (616) 828-0307

Douglas J. Vredeveld, CPA
(616) 446-7474
Peter S. Haefner, CPA
(616) 460-9388

October 16, 2023

Henika District Library
Attn: Cierra Bakovka, Director
149 South Main St.
Wayland, MI 49348

Thank you for allowing Vredeveld Haefner LLC the opportunity to submit this proposal to provide auditing and consulting services to the Henika District Library. Doug Vredeveld and Peter Haefner have over 50 years of experience in governmental accounting and auditing and formed the firm Vredeveld Haefner LLC **to provide superior service and expertise to governmental entities by specializing in working with the governmental community**. We are committed to knowing your business and providing timely professional service.

We believe the ability to provide superior service is the result of our specialization in the governmental industry and our focus on customer satisfaction and delivery of results. We currently audit 9 district libraries in addition to multiple libraries included in the audit reports of various cities. Our firm has worked with many governmental entities in varying capacities including as independent auditor, interim finance director, consultant and as Board members, and **bring significant experience and expertise to you**. A second component to service is that the firm's partners will work directly with you throughout the year.

This proposal offers an overview of Vredeveld Haefner LLC's capabilities and the benefits of working with us. We look forward to the next step in this process—a step which we hope leads to a long-term professional relationship. Thank you for considering Vredeveld Haefner LLC as your independent Certified Public Accountants. We are available to answer any questions you may have regarding any aspect of our firm, our capabilities or the accompanying proposal.

Sincerely,
Vredeveld Haefner LLC

Douglas J. Vredeveld, CPA, CGFM
Partner

# FIRM PROFILE

## OUR BEGINNING

Vredeveld Haefner LLC was established in 2006 to provide superior service and expertise to governmental and nonprofit entities by specializing in working exclusively with these organizations. Our firm has completed our 17th year in business and we are thrilled with the level and quality of the clients that we have been able to serve as auditors and consultants.

## WHO WE ARE

Vredeveld Haefner LLC is a local Grand Rapids firm with a mission to provide high-value and high-quality services to the governmental and not-for-profit sector at a competitive price while utilizing the most knowledgeable staff. Our total staff consists of seven individuals, all of whom work exclusively on governmental and not-for-profit audits. Vredeveld Haefner LLC works almost exclusively in the West and Northern Michigan areas. All members of our audit team have experience auditing federal programs as required by the Federal Uniform Guidance. This experience includes the audit of entities with one major federal program to entities with over $10,000,000 of federal financial assistance and multiple major federal programs.

Along with utilizing high level associates to deliver the superior service we promise; our firm has implemented a business model that is on the cutting edge of how professional services firms are operating their businesses. We operate through a virtual office and are completely mobile to conduct every aspect of our business where it matters most…face-to-face with you! The benefits to us and our clients have been significant. **This model allows us to work very efficiently and with high flexibility which enables us to provide quality services to our clients that are at more competitive rates than the competition.**

No matter what your need may be now or in the future, we have a solution. Our ability to provide superior service is the result of our specialization, our focus on customer satisfaction and delivery of results. Our team of professionals has worked with numerous governmental entities in varying capacities including as independent auditor, interim finance director, consultant and as Board members.

If you would like additional information on our mission, vision or qualifications please visit our website at **www.vh-cpas.com**.

## OUR CONNECTIONS

Our firm is a member of the American Institute of Certified Public Accountants (including the Government Audit Quality Center and the Employee Benefit Plan Audit Quality Center), Michigan Association of Certified Public Accountants, Michigan School Business Officials, Government Finance Officers Association, Michigan Government Finance Officers Association, Kent County Treasurers Association and the Association of Government Accountants.

# TEAM MEMBER QUALIFICATIONS AND EXPERIENCE

Staff quality, retention and consistency on each engagement are important to engagement performance, efficiency and profitability. We are committed to providing you with a level of service that makes us unique. **How do we accomplish this?** Through technical training and the culture we maintain in our firm; both of which drive how we interact with our clients and enable us to provide the superior services our clients expect.

## TECHNICAL

Your audit will be performed by Doug Vredeveld and staff with the assistance of Peter Haefner. All senior team members involved in your engagement are Certified Public Accountants (CPAs) and have the required continuing professional education to perform your audit engagement in accordance with *Generally Accepted Auditing Standards*. We are constantly striving to improve the quality and efficiency of our work. Each member of our team obtains at least 40 hours of continuing professional education annually; most of which is specifically government related and is focused on matters that directly correlate to the clients we serve.

Our experience in providing the proposed services is extensive. We have audited many libraries, school districts, cities, counties and other large local units of government throughout the State of Michigan as well as dozens of smaller municipalities and special purpose governments including authorities, villages and townships as well as charter schools.

The client listing included in the attachments to this proposal provides information regarding our current clients. Throughout these engagements, we have helped numerous municipalities compile comprehensive annual financial reports for continued and first-time submission to the GFOA and ASBO Certificate of Achievement for Excellence in Financial Reporting Programs. In fact, Peter has over 10 years of experience as special review committee members for this program and Peter is a past employee of the GFOA Technical Service Center where both municipal and school district audit reports are reviewed for program compliance.

## CULTURE

Why is the culture within our firm important to our clients? Culture picks up where the handbook leaves off. It guides us in how our staff interact with each other on a daily basis and now we interact with our clients. Our firm knows that no one person has all the answers. We will be learning from your organization during the performance of the proposed audits and we believe that the information and techniques we will share with your staff will provide your organization with significant knowledge and hopefully, some efficiency gains. While we do not know the entire extent of possible efficiency gains, our specialization in working with the governmental community has proven time and time again that through our specialization, Vredeveld Haefner LLC and our clients benefit.

At Vredeveld Haefner LLC we are constantly searching for a better way of performing every task necessary to complete an engagement and manage our business. This search is guided by over fifty years of experience in the government industry, analysis of performance on each engagement, timely comprehensive continuing professional development, and learning from and sharing with our peers and clients.

# QUALITY CONTROL

Our firm has a quality control system which meets applicable professional standards and we are confident in the quality of work performed by Vredeveld Haefner LLC.

The significant components of this system, as they relate to your audit, are as follows:

- The firm utilizes standardized forms and templates to ensure that engagements are properly planned, performed, supervised, reviewed, documented and reported in accordance with professional, regulatory and internal requirements.
- Specialized audit programs are utilized on all engagements.
- All workpapers and audit programs are reviewed by the engagement partner.
- A financial statement disclosure checklist is completed on each engagement to ensure all appropriate disclosures have been considered.
- The financial statements and other reports are reviewed by the engagement partner and the concurring partner for format and presentation compliance with all applicable professional guidance and technical pronouncements.
- Workpapers are retained in accordance with professional standards and relevant regulation.

Through our internal review process, we are able to assure our clients that their financial reports have been subjected to a stringent verification of technical compliance, reporting excellence and that the financial statements contain all of the disclosures required by accounting and reporting standards.

## EXTERNAL PEER REVIEW

The current peer review program as administered by the Michigan Association of Public Accountants (MICPA) and the American Institute of Certified Public Accountants (AICPA) require that our firm and CPA firms providing various assurance services to have a system of quality control and a peer review of this system every three years. Our most recent peer review was conducted in the Fall of 2022 and a copy of our peer review report, which included no findings or letter of comment items, is included in the attachments.

# ENGAGEMENT SCOPE AND OBJECTIVES

We understand the scope of work to be as follows:

- Audit of Henika District Library's financial statements
- Assistance with preparation of Henika District Library's financial statements
- Written communications in accordance with professional standards
- Presentation to the Library Board upon request

The format and presentation of the financial statements will conform to the applicable standards established by the Governmental Accounting Standards Board (GASB) and the Michigan Department of Treasury. We will conduct our audits in accordance with the auditing standards generally accepted in the United States of America and the standards for financial audits contained in *Government Auditing Standards,* when applicable.

# AFFIRMATIVE STATEMENTS

In conjunction with preparation and presentation of this proposal, we make the following positive affirmations to the Henika District Library:

## PROPOSAL EFFECTIVE DATE

Vredeveld Haefner LLC commits to maintaining this proposal as a firm and irrevocable offer for 90 days.

## NATURE OF WORK AND TIMETABLE

Vredeveld Haefner LLC understands the nature of the work to be performed and accepts the timeframe established by the Library to perform the work.

## INDEPENDENCE

Vredeveld Haefner LLC is independent of the Henika District Library as defined by auditing standards generally accepted in the United States of America and *Government Auditing Standards* issued by the Comptroller General of the United States. Vredeveld Haefner LLC currently has no professional relationships that may constitute a conflict of interest relative to performing the Library's engagement. Vredeveld Haefner LLC will provide full disclosure of all client relationships that give rise to conflicts of interest and/or impairment of independence during the term of our engagement.

## LICENSE TO PRACTICE | ERRORS AND OMISSIONS INSURANCE

Vredeveld Haefner LLC and all professional staff for this engagement are properly licensed to practice in the State of Michigan. The firm and all personnel adhere to the professional standards set forth by the American Institute of Certified Public Accountants. Vredeveld Haefner LLC carries appropriate professional liability insurance.

## QUALITY

Vredeveld Haefner LLC does not have a record of substandard work which is evidenced in the attached Peer Review Report. In addition, the firm has had no instances of disciplinary action taken against the firm or ethics referrals to any regulatory authority from inception-to-date.

## CONSISTENT ENGAGEMENT TEAM

Vredeveld Haefner LLC commits to maintaining consistent and experienced personnel on the engagement team as within our control.

# AUDIT APPROACH

## PROPOSED TIMING

Below is our anticipated timeframe for completion of the services itemized in this proposal. We are flexible in modifying the timing of the engagement to accommodate your schedule should the need arise.

| Step | Date |
|---|---|
| Meet with the Board and/or designated committee, if requested | **Upon Appointment** |
| Planning communication with management | **December 2023** |
| Perform engagement planning and interim procedures | **January 2024** |
| Perform final fieldwork | **January/February 2024** |
| Communicate with management to discuss any audit adjustments, findings, management letter comments, and recommendations | **February 2024** |
| Deliver draft audit documents to management for review | **February 2024** |
| Issue final audit documents | **February 2024** |
| Board presentation | **Upon request** |

## SPECIFIC PROCESS

We will complete our work in three phases: preliminary fieldwork (planning), year-end final fieldwork, and wrap-up (document completion, review and issuance). The details of each phase are discussed below.

***Planning*** – We will conduct initial planning with Library staff shortly before the start of the audit each year. During this meeting, we will identify the information needed for the audit, schedule the dates of our on-site fieldwork and identify any issues which will require special attention during the audit process. Following our meeting, we will gather and analyze information to gain an understanding of the Library's structure, operating environment, internal controls and financial activity to-date. This process will include documentation of internal controls and performance of related walkthroughs of key internal controls, analysis of current year operations, review of minutes, inquiries of staff and Board members, review of attorney invoices and review of the audit guides and compliance supplements as they relate to the Library. This process will provide us with a base for our audit risk assessment as it relates to the Library's overall operating environment. The results of the audit risk assessment will guide our team in identifying the significant audit areas and the substantive procedures to be performed in each audit area. We will then create audit programs that correlate with our risk assessments.

Once the Library has recorded the necessary adjusting journal entries to close out the fiscal year, we will obtain a copy of the Library's general ledger to prepare the draft financial statements. Drafting the financial statements and schedules prior to conducting the audit has several advantages. First, detail of account balances included in financial statement account captions can be easily reviewed and analyzed during the audit process. Secondly, it increases our efficiency by allowing us to focus our audit procedures at the financial statement level of detail upon which our opinion is expressed.

Prior to the start of final fieldwork, we will also obtain an electronic download of the general ledger detail for the fiscal year. This transaction-level detail provides significant efficiencies for both our firm and the Library during the audit process by enabling us to analyze all transactions

making up each account balance and ultimately all activity within a financial statement caption. It also enables us to select samples, reconcile revenues and expenditures associated with the financial statements and independently review transactions for unusual activity without obtaining other specific detailed reports from the Library.

***Final Fieldwork*** – Our team will be on-site at your location to conduct the engagement fieldwork. We plan to complete the entire audit process while at your location which essentially eliminates the need for subsequent follow-up to resolve open issues. Giving consideration to all of the information gathered during the other planning procedures, we will quantify materiality by opinion unit and finish all remaining planning documentation.

The detailed account level balances used to create the draft financial statements will be used to prepare audit lead schedules. A typical financial audit applies analytical and/or substantive procedures to the balance sheet captions such as cash and cash equivalents, receivables, capital assets, accounts payable and other liabilities. The quantity and type of testing performed during the engagement will be based on our risk assessments of the respective account types and applicable assertions combined with our understanding and documentation of your internal controls performed during planning. Our samples will be selected judgmentally, statistically or haphazardly from respective population of items to be tested.

Revenues and expenditures are tested analytically and/or through reconciliation or other substantive procedures. Analytical procedures may include comparison of budget, actual and prior year balances using quantified materiality as a measurement tool and comparison of Library balances to industry benchmarks. Substantive procedures may include recalculation of charges for services with amounts reconciled to the Library's general ledger. As noted above, we plan our testing based on risk assessments however those preliminary assessments may change during the course of the fieldwork process which may result in a modification to the originally planned audit approach.

***Wrap-up*** – As the final fieldwork procedures are completed, the workpapers will be reviewed as part of our internal system of quality control. All comments and issues generated by these reviews will be resolved while we are on-site. Also, while we are on-site, the notes to the financial statements will be completed and all quality control audit programs and checklists will be finished and reviewed. At the completion of fieldwork, we will meet with your management team to discuss the results of our fieldwork and any findings or recommendations that arose during the audit process.

We will perform an internal quality control review of the draft financial statements and provide a copy of the audit report and documents to management for your review. Upon completion of your review, any necessary modifications will be made to the report and/or documents. We will then finalize, reproduce, assemble/bind and deliver the audit report and documents in accordance with your timing requirements.

## ANTICIPATED AUDIT PROBLEMS

Based on our understanding of the scope of the proposed engagement and our knowledge of current and proposed changes to generally accepted accounting principles and auditing standards, we are not aware of any issues that will require substantial additional consideration during the audit process except for the implementation of new accounting standards as they become effective. If a specific matter does come to our attention during the course of the engagement, we will discuss it with you promptly to reach a mutually agreeable resolution.

## SIMILAR ENGAGEMENTS WITH OTHER GOVERNMENTAL ENTITIES

Our experience in providing the proposed services is impressive. Our Grand Rapids firm conducted over 50 audits of local units of government in 2021. A complete list of our current governmental clients is included in the attachments; current audit engagements similar to the Henika District Library, along with contact information, includes:

### Loutit District Library

| | |
|---|---|
| Services Provided | Financial Audit |
| Current Client Since | 2017 |
| Engagement Team | Doug Vredeveld \| Mike Vredeveld |
| Client Contact | Emily Greene, Finance Director \| (616) 935-3212 |

### White Lake Community Library

| | |
|---|---|
| Services Provided | Financial Audit |
| Current Client Since | 2017 |
| Engagement Team | Doug Vredeveld \| Mike Vredeveld |
| Client Contact | Virginia DeMumbrum, Director \| (231) 894-9531 |

### Lake Odessa Community Library

| | |
|---|---|
| Services Provided | Financial Audit |
| Current Client Since | 2007 |
| Engagement Team | Doug Vredeveld \| Mike Vredeveld |
| Client Contact | Jennifer Salgat, Director \| (616) 374-4591 |

### Saranac Clarksville District Library

| | |
|---|---|
| Services Provided | Financial Audit |
| Current Client Since | 2022 |
| Engagement Team | Doug Vredeveld \| Mike Vredeveld |
| Client Contact | Kerry Fountain, Director \| (616) 642-9146<br>kerry@saranaclibrary.org |

## PROFESSIONAL FEES

As discussed above, our business model allows us to work very efficiently with low overhead and high flexibility which enables us to provide quality services to our clients that are at more competitive rates than the competition. Also, as discussed above, our firm employs highly trained and experienced personnel. Work conducted by these senior team members can be performed much faster than the same work performed by new and less experienced associates; this leads to higher quality results and fewer hours incurred on the engagement. All of these factors contributed to generating the fee quote presented below.

The maximum all-inclusive fees for the years ending December 30 are as follows:

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Audit of Financial Statements | $6,250 | $6,550 | $6,850 |
| Maintenance of capital asset schedules | 350 | 350 | 350 |

The quoted fees are based on the presumption that Henika District Library's accounting records are reasonably adjusted and schedules appropriately prepared prior to the start of the audit process. Any additional services requested to assist Henika District Library, either during the audit or for special projects outside the scope of the audit, will be discussed in advance with appropriate Library personnel and, once agreed upon, will be billed at our standard hourly rates.

We emphasize regular contact with our clients and provide prompt, courteous answers to any questions you may have; both during the audit process and throughout the year. There will be no fees related to routine contact unless significant research and response preparation time is involved. In which case, we will inform you in advance if we believe a particular service will require an additional fee.

# ATTACHMENTS

# PEER REVIEW REPORT

RINGO
& ASSOCIATES, P.C.
Certified Public Accountants

340 N. Main Street
Suite 209
Plymouth, MI 48170

734.414.7620
ringocpa@ringocpas.com
www.ringocpas.com

## Report on the Firm's System of Quality Control

January 3, 2023

To the partners of Vredeveld Haefner LLC. and the Peer Review Committee of the Michigan Association of Certified Public Accountants

We have reviewed the system of quality control for the accounting and auditing practice of Vredeveld Haefner LLC. (the firm) in effect for the year ended June 30, 2022. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at www.aicpa.org/prsummary. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

### Firm's Responsibility

The firm is responsible for designing a system of quality control and complying with it to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

### Peer Reviewer's Responsibility

Our responsibility is to express an opinion on the design of and compliance with the firm's system of quality control based on our review.

### Required Selections and Considerations

Engagements selected for review included an audit of an employee benefit plan and an engagement performed under *Government Auditing Standards*, including a compliance audit under the Single Audit Act.

As part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

**Opinion**

In our opinion, the system of quality control for the accounting and auditing practice of Vredeveld Haefner LLC. in effect for the year ended June 30, 2022, has been suitably designed or complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)*, or *fail*. Vredeveld Haefner LLC. has received a peer review rating of *pass*.

Ringo & Associates, PC

# CLIENT LISTING

The following is a listing of our current audit services governmental clients grouped by municipality type.

## AUDIT SERVICES

**COUNTIES**
- Ottawa County
- Ottawa County Central Dispatch Authority
- Ottawa County Drain Commission
- Ottawa County Insurance Authority
- Ottawa County Public Utilities
- West Michigan Enforcement Team
- Grand Traverse County

**CITIES**
- City of Belding
- City of Carson City
- City of Cedar Springs
- City of East Grand Rapids
- City of Grand Haven
- City of Grandville
- City of Greenville
- City of Ionia
- City of Kentwood
- City of Lowell
- City of Mount Pleasant
- City of Muskegon Heights
- City of Norton Shores
- City of Potterville
- City of Reed City
- City of Rockford
- City of South Haven
- City of Traverse City
- City of Walker
- City of Whitehall

**TOWNSHIPS**
- Cascade Charter Township
- Comstock Charter Township
- Georgetown Charter Township
- Grand Haven Charter Township
- Martin Township
- Plainfield Charter Township
- St. James Township
- Texas Charter Township

**VILLAGES**
- Village of Howard City
- Village of Spring Lake

**VILLAGES (cont)**
- Village of Suttons Bay

**EDUCATION**
- Cedar Springs Public Schools
- Godfrey-Lee Public Schools
- Greenville Public Schools
- Montague Area Public Schools
- Ravenna Public Schools
- Walkerville Public Schools
- Success Virtual Learning Centers of Michigan

**ROAD COMMISSIONS**
- Ottawa County Road Commission
- Grand Traverse County Road Commission

**TRANSPORTATION PLANNING**
- Grand Valley Metropolitan Council
- Macatawa Area Coordinating Council

**LIGHT & POWER**
- Grand Haven Board of Light & Power
- Traverse City Board of Light & Power
- Lowell Light and Power

**LIBRARIES**
- Allegan District Library
- Lake Odessa Community Library
- Loutit District Library
- Reed City Area District Library
- Saranac Clarksville District Library
- Spring Lake District Library
- Tamarack District Library
- White Lake Community Library
- White Pine District Library

**OTHER SPECIAL-PURPOSE**
- South Haven Area Emergency Services
- Grand Haven Harbor Transit System
- Grand Haven-Spring Lake Sewer Authority
- Northwest Ottawa Water System
- North Kent Sewer Authority
- Ionia Regional Utility Authority
- West Michigan Regional Water Authority
- Cedar Springs Area Parks and Recreation
- South Haven Area Recreation Authority
- Montcalm County Central Dispatch Authority

The following is a listing of our current non-audit and/or consulting services governmental clients.

## OTHER SERVICES PROVIDED

| |
|---|
| City of Douglas |
| City of Wyoming |
| Kalamazoo Regional Water Authority |
| Muskegon Area Transit System |
| Muskegon County |
| Spring Lake Township |
| Village of Middleville |
| Western Michigan Health Insurance Pool |

Some examples of the other types of professional services we are able to offer include:

- Controller by the hour
- Cost allocation plan development or review
- Review of internal controls
- Cash flow analysis
- Financial projection models
- Development of comprehensive operating budgets
- Agreed-upon-procedures customized to meet specific needs

## Doug Vredeveld, CPA, CGFM
## Partner

With over 30 years of public accounting experience servicing the governmental and nonprofit community, Doug is also a Certified Government Financial Manager which demonstrates skills in areas such as accounting, auditing, budgeting, internal controls and financial reporting of governmental entities. Prior to being a founding partner of Vredeveld Haefner LLC, Doug was a Principal at a large regional firm where he led the West Michigan governmental and nonprofit practice. He has been responsible for overseeing approximately 40 governmental and 30 nonprofit audits annually ranging in size from small entities with a single fund to complex counties with multiple major federal programs.

### EDUCATION

GRAND VALLEY STATE UNIVERSITY
Bachelors of Business Administration with a major in Accounting

### AFFILIATIONS

American Institute of Certified Public Accountants
Michigan Association of Certified Public Accountants
Association of Governmental Accountants
Hospitality Finance and Technology Professionals

### CONTACT INFORMATION

Phone (616) 446-7474
Email dvredeveld@vh-cpas.com

## Peter Haefner, CPA
## Partner

With over 30 years of experience in the governmental industry, Peter has been conducting governmental and nonprofit audits for over 20 years. Prior to being a founding partner of Vredeveld Haefner LLC, he was with a large regional firm where he managed governmental and nonprofit engagements. Peter also has experience as the Accounting and Financial Reporting Manager for the State of Wyoming, Assistant Finance Director for the City of Muskegon and as a Program Associate for the Government Finance Officers Association's prestigious Certificate of Achievement program. Peter is also able to provide a unique understanding of governmental operations due to his involvement as a past two-term Board of Education member for Lowell Area Schools. In addition, Peter is an adjunct instructor at Hope College and a frequent speaker on current topics for the MACPA, MMTA and various other regional organizations.

### EDUCATION

SAGINAW VALLEY STATE UNIVERSITY
Bachelors of Business Administration with a major in Accounting

### AFFILIATIONS

American Institute of Certified Public Accountants
Michigan Association of Certified Public Accountants
Kent County Treasurer's Association

### CONTACT INFORMATION

Phone (616) 460-9388
Email phaefner@vh-cpas.com

A PROPOSAL FOR FINANCIAL AUDIT SERVICES

***For the Years Ending December 31, 2023 - 2025***

# HENIKA DISTRICT LIBRARY

Submitted by

GABRIDGE & CO.
WEALTH ADVISORS / CERTIFIED PUBLIC ACCOUNTANTS / CONSULTANTS

Joe Verlin, CPA, CGFM
3940 Peninsular Drive SE – Suite 200
Grand Rapids, MI 49546
Ph | 616.328.6275 ext. 17
JVerlin@Gabridgeco.com

November 10, 2023

# Table of Contents


## Letter of Transmittal

Audit Scope ..... 3
Authorized Contact ..... 4
Proposed Audit Fees ..... 5

## Firm Profile

Firm Qualifications & Experience ..... 6
Team Qualifications & Experience ..... 7
Other Services ..... 11

## Mandatory Criteria

License to Practice in Michigan ..... 11
Independence & Conflict of Interest ..... 11

## Summary Qualifications

Similar Engagements ..... 12
Continuing Education and External Quality Control Review ..... 15

## Audit Approach

Specific Audit Approach ..... 15
Identification of Potential Audit Problems ..... 18

## Additional Data

Non-Discrimination Clause ..... 18

# Audit Scope

Gabridge & Company, PLC will audit and provide an opinion on the Henika District Library's (the "Library") basic financial statements, including the governmental activities and the general fund.

The audit report will be performed in accordance with Generally Accepted Auditing Standards, as promulgated by the American Institute of Certified Public Accountants (AICPA); the AICPA Audits of State and Local Government Units audit and accounting guide; the OMB Uniform Guidance; the Single Audit Act Amendments of 1996; and the Government Auditing Standards, published by the U.S. General Accounting Office.

Gabridge & Company, PLC guarantees access to the working papers for a minimum of five years. All data, files & reports will be safeguarded by Gabridge & Company, PLC. The following reports will be submitted to the Library:

- Independent Certified Public Accountant report on the fair presentation of the basic financial statements in conformity with generally accepted accounting principles in the United States and standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States.

- Independent Certified Public Accountant report on internal control over financial reporting in accordance with Government Auditing Standards and test its compliance of laws, regulations, contracts and grants.

- Independent Certified Public Accountant report on the Schedule of Expenditures of Federal Awards (if applicable) and a report on Compliance and Internal Control over Financial Reporting in accordance with auditing standards generally accepted in the United States of America, and standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States and as required by OMB Uniform Guidance, Audits of State and Local Governments (if applicable – Single Audit).

- Management letter, covering internal control and recommendations.

All final copies of the Library financial statement audit and related reports will be provided to the Library in accordance with your schedule. Included with the audit will be the Management Representation Letter, a report on all audit adjustments (and backup documents), fixed asset depreciation lapse schedules, and year end proposed adjusting journal entries (if applicable). Gabridge & Company will upload the audit report to the Michigan Department of Treasury and Federal Audit Clearinghouse (if applicable). Lastly, a .pdf of the audit will be forwarded to the Library.

# Authorized Contact

**Joe Verlin, CPA, CGFM**
Principal in Charge - Audit Services
3940 Peninsular Drive SE – Suite 200
Grand Rapids, MI 49546
Ph | 616.328.6275 ext. 17

We warrant that Joe Verlin is authorized to bind Gabridge & Company, PLC to the terms set forth in this proposal.

# Proposed Audit Fees

**HENIKA DISTRICT LIBRARY**
Proposed Audit Fees
For the Period Ending December 31, 2023

| PRELIMINARY | | Planning Hours | Field Work Hours | Report Prep Hours | Total Hours | Hourly Rate | Fee |
|---|---|---|---|---|---|---|---|
| | Partner in charge | 2 | - | - | 2 | $ 280 | $ 560 |
| | Senior Staff | 8 | - | - | 8 | 120 | 960 |
| Total | | 10 | - | - | 10 | | $ 1,520 |

| FINAL | | Planning Hours | Field Work Hours | Report Prep Hours | Total Hours | Hourly Rate | * Fee |
|---|---|---|---|---|---|---|---|
| | Partner in charge | - | - | 4 | 4 | $ 280 | $ 1,120 |
| | Audit Manager | - | 8 | 6 | 14 | 195 | 2,730 |
| | Senior Staff | - | 8 | 8 | 16 | 120 | 1,920 |
| Total | | - | 16 | 18 | 34 | | $ 5,770 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **TOTALS** | | **10** | **16** | **18** | **44** | | **$ 7,290** |

| | | |
|---|---|---|
| Year Ending December 31, 2023 | $ 7,290 | - Not to exceed |
| Year Ending December 31, 2024 | $ 7,400 | - Not to exceed |
| Year Ending December 31, 2025 | $ 7,550 | - Not to exceed |

* Notes regarding the proposed fees are as follows:

- Fee would increase by $4,000 for any year requiring a federal single audit report (required only if the Library were to receive greater than $750,000 of federal awards during a given year).
- Bound copies of the audit report are provided, upon request, and would be invoiced separately based on the number of copies requested.

# Firm Qualifications and Experience

Gabridge & Company currently has over 250 governmental and non-profit audit clients throughout the State of Michigan. We also have 30 employees, including fifteen governmental audit professionals. Gabridge & Company actively recruits prospective governmental audit staff members by seeking only individuals who are committed to serving our clients with integrity; while also being committed to becoming industry experts and providing proactive customer service. Gabridge & Company has offices located in Traverse City, Sturgis, Three Rivers, and Grand Rapids. Gabridge & Company will assign only accountants with extensive governmental experience to the audit of the Library, including a principal in charge and an independent review principal. Joe Verlin (Principal in Charge of Audit Services) will be assigned full-time to the audit and will remain the primary contact for the Library for the duration of the engagement term(s). Gabridge & Company is a member of the Michigan Association of Certified Public Accountants, the American Institute of Certified Public Accountants, the Governmental Audit Quality Center, the Michigan Municipal League and the Michigan Local Government Association.

Gabridge & Company is dedicated to serving Libraries. We offer newsletters, webinars, and conferences at no charge to provide our clients with timely updates and best practices for the rapidly changing governmental financial regulations. We advise our clients before, during, and after the audit – and strive to be much more than what you would expect from your auditor.

Our firm has not been involved with any state or federal desk reviews or field reviews of its audits. Additionally, our firm has not been involved with any disciplinary action taken by state regulatory bodies or professional organizations. Our firm will also follow the American Institute of Certified Public Accountants "Interpretation 501-3, Failure to Follow Standards and/or Procedures or Other Requirements in Governmental Audits." Our firm will not subcontract any of the auditing services included in this proposal.

Our proposal will remain valid for 120 days past the deadline for submittal.

We warrant that all information provided in connection with this proposal is true and accurate to the best of our knowledge.

# Team Qualifications and Experience

## PRINCIPALS

**Joseph Verlin, CPA, CGFM**

Principal in Charge - Audit Services

Education

BA, Accounting
Ferris State University

Memberships

American Institute of Certified Public Accountants (AICPA)
Michigan Association of Certified Public Accountants (MICPA)
Michigan Municipal League
Michigan Local Government Management Association
AICPA Governmental Audit Quality Center
Association of Government Accountants (AGA)
Government Finance Officers Association (GFOA)

Committees

Co-Chair: MICPA Governmental Accounting and Auditing Task Force
President: West Michigan Chapter of the Association of Governmental Accountants

Recent Speaking Engagements

MICPA sponsored governmental auditing conferences
Internal Controls for Local Units of Government
Improving Audit Timelines
Implementing GASB 54, 63 & 65
Single Audit Update
Preventing Fraud, Waste and Abuse

AGA sponsored governmental accounting event
Implementing GASB 63 and 65

Joe will serve as the engagement principal with responsibility for planning and technical execution of all of Gabridge & Company's services. Joe will ensure appropriate levels of staffing for your engagement, monitor your satisfaction, and manage regular communication with your executive leadership and Audit Committee. Joe currently serves as the engagement executive or independent review partner on over 75 of our firm's audit clients.

Joe is certified to practice public accounting in Michigan. Joe is also a ***Certified Government Financial Manager*** (CGFM), has earned the ***Advanced Single Audit certification*** from the AICPA, and is a member of the Government Finance Officers Association's (GFOA) Special Review Committee for the Certificate of Achievement for Excellence in Financial Reporting Program.

## Kevyn Kozumplik, CPA, CGFM

Independent Reviewer

Education

BA, Accounting
Central Michigan University

Memberships

American Institute of Certified Public Accountants (AICPA)
Michigan Association of Certified Public Accountants (MICPA)
Association of Government Accountants (AGA)

Professional History

- Over five years of governmental accounting and auditing experience in public accounting
- Serves local units of government and non-profit organizations
- Specializes entirely in governmental and non-profit audit

Kevyn is certified to practice public accounting in Michigan. Kevyn is also a Certified Government Financial Manager (CGFM) who specializes in audits of local governments and non-profits.

## AUDIT TEAM MEMBERS

### Robert J. Klein

Robert provides valued support in the role of senior auditor. He is in the field routinely performing audit services. Robert serves in a similar role on a significant number of other governmental audits.

Education

BA, Accounting

Eastern Michigan University

Memberships

Michigan Association of Certified Public Accountants (MICPA)

AICPA Governmental Audit Quality Center

Professional History

- Over 16 years of public accounting experience with David E Wilson, CPA, which merged with Gabridge & Company, PLC in July 2010
- Serves local units of government, non-profit organizations, and privately held businesses

### Lauren Wenneman, CPA

Lauren provides valued support in the role of senior auditor. She is in the field routinely performing audit services. Lauren serves in a similar role on a significant number of other governmental audits.

Education

Bachelor of Science in Public Accountancy

Michigan State University

Memberships

Michigan Association of Certified Public Accountants (MICPA)

AICPA Governmental Audit Quality Center

Professional History

- Five years of public accounting experience with Gabridge & Company, PLC
- Serves local units of government and non-profit organizations
- Specializes entirely in governmental and non-profit audit

## Andrew Wilcoxen, CPA, CGFM

Andrew provides valued support in the role of staff auditor. He is in the field routinely performing audit services. Andrew serves in a similar role on a significant number of other governmental audits.

Education

Bachelor of Science in Public Accountancy
Grand Valley State University

Memberships

Michigan Association of Certified Public Accountants (MICPA)
AICPA Governmental Audit Quality Center

Professional History

- Over six years of public accounting experience
- Serves local units of government and non-profit organizations
- Specializes entirely in governmental and non-profit audit

## Matt Holland

Matt provides valued support in the role of senior auditor. He is in the field routinely performing audit services. Matt serves in a similar role on a significant number of other governmental audits.

Education

Bachelor of Science in Public Accountancy
Calvin College, Grand Rapids, MI

Memberships

Michigan Association of Certified Public Accountants (MICPA)
AICPA Governmental Audit Quality Center

Professional History

- Eight years of public accounting experience with Gabridge & Company, PLC
- Serves local units of government and non-profit organizations
- Specializes entirely in governmental and non-profit audit

# Other Services

Gabridge & Company, PLC is able to provide consulting services to its clients throughout the year ***at no additional charge***. We feel that it is important to interact with our clients throughout the year, especially with the rapidly changing governmental accounting pronouncements. We find that these proactive discussions will ultimately reduce the upcoming audit workload for both our firm, and more importantly, the staff of the Library. Joe Verlin will be your primary contact throughout the year to ensure continuity.

Our consulting services include (but are not limited to); assistance with BS&A, budgeting, general accounting questions, human resource consulting, financial reporting, internal control, grant compliance, implementation and assistance to the Library with any new accounting principles required by GASB, or as required by State or Federal Law, etc. Our customer service policy allows us to handle our audit clients informal questions and consultations throughout the year without additional billings, unless the scope of the consultation becomes a project in nature. In these cases, our consulting projects will be documented in an engagement letter that will set forth the timing, scope and related fees.

# Licensed to Practice in Michigan

Gabridge & Company is a CPA firm actively registered to practice public accounting in the State of Michigan. Also, all assigned CPA's from Gabridge & Company are properly registered and licensed to practice in public accounting in Michigan.

# Independence and Conflict of Interest

Gabridge & Company, PLC is independent of the Library as defined by generally accepted auditing standards and the U.S. General Accounting Office's Government Auditing Standards (2018 revision). Gabridge & Company is also independent of all component units of the Library, as defined by the aforementioned standards. Gabridge & Company has had no professional relationships involving the Library or any of its agencies, component units or primary governments during the past five years that would impair independence. Lastly, Gabridge & Company will give the Library written notice of any professional relationship entered into with the Library, or any of its agencies, component units or primary governments during the period of this agreement.

We warrant that no work included within this proposal will be subcontracted by Gabridge & Company,PLC.

# Similar Engagements

Following is a list of similar engagements with other governmental entities in the State of Michigan:

**Brandon Township Public Library**
Scope of Work – Governmental Financial Audit
Principal in Charge – Joe Verlin
Contact – Laura Fromwiller, Executive Director
Phone – (248) 627.1474

**Kalamazoo Public Library**
Scope of Work – Governmental Financial Audit
Principal in Charge – Joe Verlin
Contact – Nnamdi Dike, Head of Finance and Budget
Phone – (269) 553.7856

**Marshall District Library**
Scope of Work – Financial Audit
Principal in Charge – Joe Verlin
Contact – Angela Semifero, Executive Director
Phone – (269) 781.7821

Further references are available upon request.

Following is a list of all Michigan governmental and nonprofit clients for which our firm has performed an audit for during the past five years:

**Townships**
Township of Allegan
Township of Arcadia
Township of Bear Lake
Township of Bingham
Township of Blue Lake
Township of Boyne Valley
Township of California
Township of Centerville
Township of Cheshire
Township of Constantine
Township of Covert
Township of Detour
Township of Drummond Island
Township of Everett
Township of Garfield
Township of Gilmore
Township of Grattan
Township of Hagar
Township of Hartford
Township of Holton
Township of Howell
Township of Inverness
Township of Kasson
Township of LaGrange
Township of Manistee
Township of Melrose
Township of Mottville
Township of Mullett
Township of Nottawa
Township of Otisco
Township of Pentwater
Township of Pleasanton
Township of Salem
Township of Sherman
Township of Stronach
Township of Sturgis
Township of Trout Lake
Township of Tuscarora
Township of Tyrone
Township of Union
Township of Vevay
Township of Whitefish
Township of Wilson

**Schools**
Arbor Academy
Augusta Academy
Bessemer Area Schools
Caledonia Community Schools
Centerville Public Schools
Colon Community Schools
Columbia School District
Constatine Public Schools
Delton Kellogg Schools
Evergreen Academy
Forest Academy
Manistee Area Public Schools
Marcellus Community Schools
Mendon Community Schools
Michigan Center School District
North Adams-Jerome Public Schools
Nottawa Community Schools
Oakland Academy
St. Joseph County ISD
Waldron Area Schools
White Pigeon Community Schools
William C. Abney Academy
Woodland School

**Nonprofits**
Another Way Pregnancy Center
Alano Club of Kent County
Association of Legal Writing Directors
Big Brothers Big Sisters
Choices of Manistee County
Clinton Gratiot Habitat for Humanity
Communities in Schools of MI
Community Action of Allegan County
Habitat for Humanity of St. Joseph
Jubilee Jobs
Marshall Area Economic Dev. Alliance
Senior Services of Van Buren County
St. Joseph County Grange Fair
Staircase Youth Services
Sturgis Community Foundation
The Ridge Project

**Other**
Alger Conservation District
Barry County Transit
Bear Lake Improvement Board
Branch Area Transit Authority
Bronson Area Fire Association
Calhoun County Cons. Dispatch Authority
Cass County Conservation District
Cass County Transit Authority
CCE Central Dispatch Authority
Cedar Area Fire and Rescue
Central Upper Peninsula Planning and Dev. Com.
Coloma City-Charter Township of Coloma Cem.
Colon Fire and Rescue
Fife Lake Area Utility Authority
Firekeepers Local Revenue Sharing Board
Hillsdale Board of Public Utilities
Iron Baraga Conservation District
Jordan Valley Emergency Med. Svcs. Auth.
Kalamazoo Conservation District
Kent County Conservation District
Lake Leelanau Lake Association
Lowell Area Fire and Emergency Svcs. Auth.
Ludington Mass Transit Authority
Manistee 9-1-1 Authority
Manistee-Blacker Airport Authority
Mason-Oceana 9-1-1
Match-E-Be-Nash-She-Wish Rev. Shg. Board
Mendon Downtown Development Authority
Michigan Native American Heritage Fund Board
Mid-Michigan Area Cable Comm. Consortium
Newaygo County Area Promise Zone Authority
North Berrien Fire Rescue Board
Oceana County Medical Care Facility
Owosso Downtown Development Authority
Pokagon Band Local Revenue Sharing Board
Portland Area Fire Authority
St. Joseph Conservation District
St. Joseph County Transportation Authority
Straits Regional Ride
Sturgis Downtown Development Authority
Thornapple Manor
VanBuren Conservation District
Washtenaw County Conservation District
West Michigan Regional Planning Commission
Western U.P. Planning & Development Commissic
White Cloud-Sherman Utilities Authority
White Pigeon Sanitary System

(Continued on next page)

**Villages**
Village of Ashley
Village of Bellevue
Village of Benzonia
Village of Beulah
Village of Calumet
Village of Colon
Village of Constantine
Village of Decatur
Village of Detour
Village of Eastlake
Village of Elk Rapids
Village of Empire
Village of Fowler
Village of Honor
Village of Kalkaska
Village of Lyons
Village of Maple Rapids
Village of Mendon
Village of Morrice
Village of Muir
Village of Ontonagon
Village of Perrinton
Village of Pewamo
Village of Thompsonville
Village of Turner
Village of Webberville
Village of White Pigeon

**Counties**
Allegan County
Barry County
Cheboygan County
Crawford County
Emmet County
Gogebic County
Manistee County
Missaukee County
Montcalm County
Oceana County
St. Joseph County
Tuscola County

**Charter Townships**
Charter Township of Breitung
Charter Township of Coloma
Charter Township of Gun Plain
Charter Township of Lowell
Charter Township of Marquette
Charter Township of Muskegon
Charter Township of Niles

**Libraries**
Albion District Library
Brandon Township Public Library
Briggs District Library
Cheboygan Area Public Library
Clarkston Independence District Library
Coopersville Area District Library
Eaton Rapids Area District Library
Eau Claire District Library
Ferndale Area District Library
Fraser Public Library
Galesburg-Charleston District Library
Grant Area District Library
Grosse Pointe Public Library
Hartford Library
Kalamazoo Public Library
Lakeland Library Cooperative
Manistee County Library
Maple Rapids Public Library
Marshall District Library
Newaygo Area District Library
Nottawa Township Library
Otsego District Library
Parchment Community Library
Sturgis District Library
Watervliet District Library
White Pigeon Township Library

# Continuing Education and External Quality Control Review

***Continuing Education***

Gabridge & Company, PLC and its professional staff members meet all continuing education and external quality control requirements as stated in the U.S. General Accounting Office's Government Auditing Standards (2018 revision).

***External Quality Control Review***

Included with this proposal is Gabridge & Company's most recent external quality control review (peer review) for which government engagements were included. The peer review is for the period ended June 30, 2021. Our firm continues to meet the external quality control review requirements by actively monitoring our staff member's continuing education and training (through frequent staff meetings, attending pertinent governmental conferences, and self-study courses focused on governmental accounting and auditing), participating in governmental associations, and internal inspections of audit files by partners not involved with the audit.

***Quality Control Procedures***

Some examples of our quality control procedures include:

- Draft versions of audit reports are reviewed by an independent review principal who was not involved with the audit.
- Our audit teams are trained prior to their arrival for fieldwork to ensure audit efficiency and that you will not need to "train the auditor".
- An audit manager or the principal in charge of the audit will be on-site at all times during fieldwork to ensure that a properly trained decision-maker will be available throughout fieldwork.
- The principal in charge of each audit reviews the audit report and related letters with the client prior to finalizing.

# Specific Audit Approach

Our goal is to provide a thorough and quality audit with as little disruption to our clients as possible. We achieve this by emphasizing planning procedures and having audit team members who specialize in governmental audit. For example, prior to our arrival for fieldwork, we will already have a working set of financial statements loaded into our proprietary software and will have identified the audit areas that we feel need to be emphasized in the field. We will know precisely what we need to look at prior to our arrival – this focused approach minimizes disruption to your staff while we are in the field. Also, our staff is made up of employees who specialize in governmental audit and who are fully dedicated to auditing governmental agencies. In other words, our clients will not need to "train the auditors".

***Interim Fieldwork and Audit Planning***

During the interim fieldwork and audit planning phase, we gain an understanding of your current year operations, evaluate the reliability of your internal controls, identify any issues that may have audit significance, and complete planning in preparation for final audit fieldwork. Based on the information that we obtain during this phase, we can determine your general areas of audit risk, the extent to which we can rely on your internal controls for our audit testing, and whether any significant audit issues need to be discussed so they can be resolved prior to the start of fieldwork. Some of the areas addressed at this time include documentation of internal controls, preparation of confirmations as necessary, review of minutes, completion of the preliminary analytical procedures review, and tailoring the current year audit work programs.

***Final Fieldwork***

As we complete our interim fieldwork and engagement planning, you will be provided with a listing of audit schedules required for final fieldwork. Many of the schedules will be similar to what you have prepared for previous audits and may be provided to us in an electronic format. The final fieldwork phase of the audit will generally commence once the books are closed and the appropriate audit schedules have been completed. During this phase, we will perform the appropriate tests of account balances, using sampling, substantive, and analytical review procedures, in order to form an opinion on the financial statements as a whole.

Areas that we will test using substantive procedures include (not intended to be an all-inclusive list):

**Cash and cash equivalents** – we will inspect bank account reconciliations and prepare bank account confirmations to ensure that the balances agree to the financial statements.

**Accounts receivable** – we will test certain balances by using a combination of analytical procedures and tracing year end balances to subsequent receipts.

**Interfund transactions** – we will review the schedule of interfund transfers and balances to ensure that all entries are reconciled and eliminated properly for government-wide presentation.

**Capital assets** – we will obtain a depreciation lapse schedule and verify key additions by inspecting vouchers, while also testing the adequacy of depreciation expense.

**Accounts payable** – we will obtain a year end accounts payable aging report and test for accuracy by inspecting certain vouchers. We will also review subsequent expenditures (after year end) searching for possible unrecorded liabilities as of year-end.

**Accrued payroll** – We will obtain payroll registers for payrolls issued after year end and compare to the schedule of accrued salaries and wages. We will also test the year end balances for payroll taxes by tracing year end liabilities to their payments, while comparing to payroll forms.

**Compensated absences** – We will obtain a year end value of compensated absences and validate the balance by comparing to the employee handbook and / or union contracts.

**Long-term debt** – We will obtain a year end schedule of long-term debt and verify the accuracy of the current portion of long-term debt by reviewing amortization schedules. We will also confirm certain balances by inspecting vouchers or sending confirmations to lenders.

**Equity** – We will ensure that the beginning fund balance and net assets amounts agree to the prior year ending balances.

**Property Taxes –** We will examine taxable values and the Library's millages to ensure that the tax revenues are properly supported and allocated to the proper funds.

**State and Federal Grants –** We will compare state and federal grant revenues and substantiate the activity with Treasury reports and grant documents. We will also review federal grant and loan activity verifying consistency between the financial statements and the Schedule of Expenditures of Federal Awards (if applicable).

***Type and Extent of Statistical Sampling to be Used in the Engagement***

Statistical sampling will be used extensively during field work to assist with our testing procedures. Sample size will be based primarily on the level of risk assigned to a given financial statement assertion, the potential magnitude of misstatement, the potential for non-compliance, and other factors based on our professional judgment. Most often the range of our sample size is between 25 and 40 items. We affirm that adequate tests of transactions will be performed.

***Type and Extent of Analytical Procedures to be Used in the Engagement***

Analytical procedures also will be used extensively during our planning and final fieldwork stages. We will rely on our analytical procedures to determine what areas may need additional attention based on the size of deviation from our expectations. Analytical procedures will be applied using key ratios compared to budget and historical figures. Areas with large "gaps" between actual and expected amounts will receive additional attention in the field, and the results of the extra attention will be documented and substantiated. Lastly, during field work we will gather sufficient audit documentation, clear all open items, complete our audit programs, and our quality control documents will be completed and reviewed.

***Approach to be Taken to Document an Understanding of Internal Controls***

As auditors for a significant number of governmental units, we have a good understanding of the significant areas of internal control that need to be tested and documented. We have tailored client questionnaires for each significant transaction class that allow our clients to review and document any changes in procedures in a timely and efficient manner. We then review the questionnaires and utilize them as a base for documenting our related tests and walkthroughs.

***Approach to Determining Laws and Regulations that will be Subject to Audit Test Work***

We have accumulated an extensive list of the significant laws and regulations that apply to governmental entities. Each year we review that list in relation to new State, Federal, and industry guidelines and make modifications as appropriate. During fieldwork, the list is reviewed with client personnel to ensure compliance with the identified laws and regulations.

We will provide delivery dates during the planning phase of the audit and confirm these dates during our planning meeting with management. Following is our anticipated timetable to complete the audit:

| Description | Dates |
|---|---|
| Detailed Audit Plan | January |
| Fieldwork | February / March |
| Draft Reports | March / April |
| Final Reports | April |
| Board Presentation | April / May |

# Identification of Potential Audit Problems

We begin the audit process each year by revisiting any prior year management recommendations and/or suggestions and inquiring of our clients regarding any action taken to remedy those recommendations. In addition, we engage in discussions with our clients regarding any potential areas of concern and if there are any specific procedures they would like us to perform during the audit process.

We will also provide monthly written reports to the Library that communicates progress of the audit. Additionally, any irregularities, illegal acts, or indications of illegal acts will immediately be reported in writing to management. Also, any conditions, transactions, situations or circumstances that need special consideration or that prevent or impede the completion of the audit will be reported to the Library officials.

# Non-Discrimination Clause

Gabridge & Company, PLC does not discriminate against any individual for employment with respect to such person's hire, tenure, terms, conditions, privileges of employment, or any matter directly or indirectly related to employment because of such person's race, color, religion, national origin, ancestry, age, sex, or disability as defined by law.

HENIKA DISTRICT LIBRARY

# Building Wants VS Needs List - DRAFT

| NEEDS | WANTS |
|---|---|
| Study Rooms (2+) | Computer Lab |
| Program/Community Room (100+ cap) | Youth & Adult Desks |
| More room for parking (5+ spaces) | Kitchenette(s) |
| Access/Egress | Staff Break Room |
| More accessible elevator | Staff Bathroom |
| Clean Server Room | Drop Box into Building |
| Separate Kids/Teen Area | Janitor Closet |
| Storage Space | Makerspace |
| Private Director Office (at least 12' x 12') | Reading Room |
| At least 10,000 sqft | Outdoor Space |
| General Computer Area (10+ stations) | Book Sale Area |
| Private Staff Work Area (at least 10' x 16') | Sound Dampening |
| Ref/Circ Desk (at least 10' x 8') | |
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