AGENDA

Henika District Library
Board of Trustees Meeting
November 10th, 2026 at 6:30pm

I. Call to Order

A. Members Present:
B. Members Absent:
C. Staff Present:
D. Guests:

II. Approval of Agenda (M)

III. Community Opportunity to Address the Board

IV. Approval of Meeting Minutes

A. October Regular Meeting Minutes (M) *PAGES 3 - 5*

V. Financial Reports

A. October 2026 *PAGES 6 - 15*
   1. Approval of Paid Bills (M)
   2. Credit Card Detail Report (i)
   3. YTD Budget vs Actual (i)
   4. Expansion Budget (i)
   5. United Bank Accounts Overview (i)
   6. CD X079

VI. Director's Report *PAGES 16 - 23*

A. Monthly Statistics (i)
B. Youth Report (i)
C. Adult Report (i)
D. Circulation Report (i)
E. Kennari Report (i)

VII. Committee Reports *PAGES 24 - 25*

A. 10/28 Planning Committee

B. 11/10 Finance Committee

VIII. Unfinished Business

A. People Counters *PAGES 26 - 76*

IX. New Business

A. Kennari Contract Renewal *PAGES 77 - 83*

B. Employee Insurance 2027 *SUPPLEMENTAL PACKET*

C. Mission Statement *PAGE 84*

D. Snow Removal and Ice Management Services *PAGES 85 - 91*

X. Around the table (i)

XI. Adjournment (M)

Meeting Minutes

Henika District Library

Board of Trustees Meeting

October 13, 2026 at 6:30 p.m.

Members Present: Meghan Augustin, Rachel Brinks, Elizabeth Engels, Jacqui Kuhn, Pam Meyer, Mike Miller, Deb Vander Slik

Members Absent: Gary Marsh

Staff Present: Cierra Bakovka – Director

Guests: Keagan (High school civics student)

I. Call to Order: Meeting called to order at 6:31 p.m. by Kuhn.

II. Approval of Agenda motioned by Augustin and seconded by Meyer. All yes, motion carried.

III. Community Opportunity to Address the Board: No comments.

IV. Approval of September 2026 regular meeting minutes motioned by Augustin and seconded by Engels. All yes, motion carried.

V. Financial Reports for September 2026
   A. Monthly check register was reviewed.
      1. There were problems with the accountant again.
      2. Highlights include paying former employee Abby to present an adult program, Sugar Palace for a cookie program to happen in December, renewal of SWANK subscription through LLC at a great discount, and renewal of Local Hop subscription.
   B. Credit card detail report was reviewed.
   C. YTD vs Actual was reviewed.
   D. Expansion Budget reviewed. The information from the accountant was accurate this month!
   E. United Bank accounts were reviewed.
      1. CD ending in 079 is coming due. There are a couple options for renewal: 12 months at 3.75% and 24 months at 4%.
      2. Kuhn motioned to roll CD ending in 079 into the 12 month CD at the 3.75% rate. Augustin seconded. All yes, motion carried.
   F. All yes to motion to approve paid bills, motion carried.

G. Approval of paid bills motioned by Miller and seconded by Vander Slik.

VI. Director's Report for September 2026

The staff meeting on Oct. 27th will be about how to safely ask someone to leave after all other options have been exhausted. (This is partly in response to a recent incident with a patron.) Bakovka had a meeting with tribal librarian Karen Bos and Bakovka will be presenting at the tribal library Nov. 19 to share what Henika has to offer to tribal members. Camlytics has been installed. It was a frustrating process for Bakovka and, so far, the reports are not accurate. She will do more tweaking and contact the referring library to see if it can be improved.

A. Monthly Statistics were reviewed. Door counts are off for 3 weeks of the month due to Camlytics issues.
B. The Youth Services report was reviewed.
C. The Adult Services report was reviewed.
D. The Circulation report was reviewed.
E. Kennari Report was reviewed. The designated find has been set up, and 2 more grant applications submitted.

VII. Committee Reports

A. 9/23 Finance - Bakovka summarized the meeting.
B. 10/7 Finance - Meyer summarized the meeting.

VIII. Unfinished Business

A. ACCF Agency Fund
    1. Bakovka shared the answers she received re: questions the Boards had had last month.
    2. We were advised that if we open a fund, we should place the funds in during the ACCF matching periods. The next period will be in March 2027.
    3. Admin fee is 1.5% annually. Return is often around 5% net according to other clients.
    4. Board has decided to put this option on hold until we are further along in the expansion process.

IX. New Business

A. Bookkeeping Position
    1. Finance Committee has recommended that we hire an internal bookkeeper instead of continuing to use an outside accountant.
    2. Board reviewed the proposed job description and associated documents re: cost, etc.
    3. Augustin motioned to create a new position for a bookkeeper, with the job description, etc. presented by Bakovka, with the goal to post the position

in November, onboard in December. Kuhn seconded. All yes, motion carried.

B. Committee Assignments
    1. Reviewed the current slate, considering that Marsh is hospitalized and Miller recently joined Board.
    2. Brinks will step down as Chair of Planning Committee. Miller accepts Chair position, Brinks will continue as member.
    3. Brinks accepts Interim Chair of Building and Grounds Committee. Miller accepts Interim Member position.
    4. Engels will step down as Fundraising Campaign Committee Member and Board Liaison. Vander Slik accepts the position.
    5. All other positions remain the same.

X. Around the table:
- A. Augustin - Thanks to everyone for stepping up, welcome to Miller, kudos to staff, ready for a cozy fall!
- B. Vander Slik - Nothing to add.
- C. Miller - Thanks for welcoming him to Board; excited to jump in!
- D. Engels - Apologized for backing out of Campaign Committee, but she realized it wasn't a great fit.
- E. Meyer - Welcome to Miller!
- F. Bakovka - Super excited about new bookkeeper position, will be visiting Marsh in hospital soon, reminded all about making any desired comments to appropriate persons re: e-rate changes by tonight. Booked honeymoon!
- G. Kuhn - Thanks to Keagan, civics student, for joining the entire meeting, huge welcome to Miller, reminded all to make donations to Henika so that we have 100% board support for expansion.
- H. Brinks - Thanks to Miller for taking on Planning Committee Chair position. Thanks to Augustin for taking notes during first half of meeting.

XI. Adjournment of the meeting motioned by Kuhn and seconded by Augustin. Meeting adjourned at 8:07 p.m.

Monthly Check Register

As of October 31st, 2026

Date	Payee	Memo	Account	Amount
10.14.26	Absopure		Utilities	$31.80
10.14.26	Allegan County Historical Society	Ornaments	Ad & Promo	$144.00
10.14.26	Amazon	Materials, Supplies Programming	-SPLIT-	$2,067.87
10.14.26	Cherry Valley	Overhead light repair	Building & Grounds	$394.48
10.14.26	Civic Plus		Ad & Promo	$250.00
10.14.26	County of Allegan	Chargebacks	Contractual Serv	$184.21
10.14.26	Dunham Accounting	Postage & Accounting	-SPLIT-	$660.00
10.14.26	Elevator Service Co	Quarterly Service	Equipment Maint	$83.69
10.14.26	Lakeland Library Coop	Quartly Coop Fees	Contractual Serv	$4,722.25
10.14.26	Lakeland Library Coop	Quarterly Overdrive	Materials	$610.72
10.14.26	MERS		Employee Benefits	$1,238.09
10.14.26	MJA Landscape		Building & Grounds	$390.00
10.14.26	Sanilac	Annual Mconsole Renewal	Contractual Serv	$270.00
10.14.26	Sarah Yost	Notary Commission Reimbursement	Membership & Training	$20.17
10.14.26	Spectrum		Utilities	$70.33
10.14.26	T-Mobile		Communications	$378.48
10.14.26	US Bank		Equip	$808.44
10.28.26	Amazon	Materials, Supplies Programming	-SPLIT-	$1,623.28
10.28.26	Blue Care Network		Employee Benefits	$3,646.77
10.28.26	Consumers Energy		Utilities	$309.99
10.28.26	FirePros		Equipment Maint	$308.64
10.28.26	FosterSwift	Expansion and Contractual Services	-SPLIT-	$1,575.30
10.28.26	Johnson Control		Contractual Serv	$508.22
10.28.26	Kansas City Life		Employee Benefits	$83.42
10.28.26	Michigan Gas		Utilities	$92.64
10.28.26	Tori Schreur	Programming and Mem/Train	-SPLIT-	$144.24
10.28.26	United Bank	Credit Card	-SPLIT-	$1,457.98
			Total	**$19,002.65**

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October 2026 Statement

Open Date: 09/15/2026 Closing Date: 10/14/2026

Account Ending in:

Visa® Business Cash Card

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

HENIKADISTRICTLIBRARY

New Balance	**$1,457.98**
Minimum Payment Due	**$15.00**
Payment Due Date	**11/10/2026**

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay up to a $41.00 Late Fee and your APRs may be increased up to the Penalty APR of 30.99%.

Reward Points

Earned This Statement	1,751
Reward Center Balance as of 10/13/2026	12,482

For details, see your rewards summary.

Activity Summary

Previous Balance	+	$2,009.09
Payments	-	$2,009.09CR
Other Credits		$0.00
Purchases	+	$1,473.41
Balance Transfers		$0.00
Advances		$0.00
Other Debits		$0.00
Fees Charged	+	$1.16
Interest Charged	-	$16.59CR
New Balance	**=**	**$1,457.98**
Past Due		**$0.00**
Minimum Payment Due		**$15.00**
Credit Line		$40,500.00
Available Credit		$39,042.02
Days in Billing Period		30

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

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

. to pay by phone
. to change your address

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

Account Ending in	
Payment Due Date	11/10/2026
New Balance	$1,457.98
Minimum Payment Due	$15.00

Amount Enclosed $_____

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

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October 2026 Statement 09/15/2026 - 10/14/2026

HENIKADISTRICTLIBRARY

Elan Financial Services 1-866-552-8855

Business Cash

Rewards Center Activity as of 10/13/2026	
Rewards Center Activity*	0
Rewards Center Balance	12,482

*This item includes points redeemed, expired and adjusted.

Rewards Earned	**This Statement**	**Year to Date**
Points Earned on All Purchases	1,474	21,632
First Purchase Bonus	0	2,500
2 Extra Points - Telecom & Office Supply	233	2,520
1 Extra Point - Restaurants & Gas	44	154
Total Earned	**1,751**	**26,806**

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.

Effective November 2, 2026, the Arbitration Provision section of your Cardmember Agreement is changed as follows: the first sentence of the second paragraph in the Arbitration Procedure section is changed to read, "At the time of initiating arbitration, the party seeking to initiate arbitration must serve the other party with the demand for arbitration and identify the account holder(s) and account(s) at issue, including the

account number(s), and provide a short and plain statement of the claims asserted and the relief sought."

Transactions SCHREUR,VICTORIA Credit Limit $5000

Post Date	Trans Date	Ref #	Transaction Description	Amount	Notation
			Purchases and Other Debits		
09/21	09/19	0505	KIM NHUNG SUPERSTORE GRAND RAPIDS MI	$34.47	
09/22	09/22	3067	OCULUS *CGDBH4J494 650-5434800 CA	$8.47	
09/28	09/25	5521	WAL-MART #3453 WYOMING MI	$6.97	
09/28	09/26	0658	FAMILY FARE 265 KENTWOOD MI	$7.98	
10/01	09/30	5027	MEIJER STORE #199 CALEDONIA MI	$55.76	
10/01	09/30	5100	MEIJER STORE #199 CALEDONIA MI	$2.29	
10/05	10/02	2954	TRENDS BYRON CENTER MI	$54.03	
10/05	10/04	8758	TARGET T-2015 CALEDONIA MI	$31.51	
10/07	10/05	7618	BARNES & NOBLE #2808 NORTON SHORES MI	$58.26	
10/07	10/05	7790	BARNES & NOBLE #2808 NORTON SHORES MI	$76.28	
10/13	10/09	7516	DOLLAR GENERAL #11461 KENTWOOD MI	$18.95	

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October 2026 Statement 09/15/2026 - 10/14/2026
HENIKADISTRICTLIBRARY **Elan Financial Services** 1-866-552-8855

Transactions SCHREUR,VICTORIA Credit Limit $5000

Post Date	Trans Date	Ref #	Transaction Description	Amount	Notation
10/13	10/11	5712	SQ *LANGES COMICS & CO Muskegon MI	$7.31	YP
10/13	10/12	9903	TARGET.COM * 800-591-3869 MN	$41.32	YP
			Total for Account	**$403.60**	

Transactions JONES,SAMANTHA Credit Limit $5000

Post Date	Trans Date	Ref #	Transaction Description	Amount	Notation
			Purchases and Other Debits		
09/15	09/10	6237	OTC BRANDS *OTC BRAND 800-2280475 NE	$30.73	AP
09/21	09/19	4474	HARDING'S MARKET #3 WAYLAND MI	$9.28	AP Supplies
09/23	09/21	4900	WAYLAND DO IT BEST HAR WAYLAND MI	$10.06	AP
09/23	09/22	6772	DOLLAR-GENERAL #9954 WAYLAND MI	$35.87	AP @ Supplies
09/28	09/24	1730	WAYLAND DO IT BEST HAR WAYLAND MI	$1.37	AP
10/01	09/30	9298	MICHAELS STORES 2060 GRANDVILLE MI	$14.97	AP
10/05	10/01	0704	EUROGRAPHICS LASALLE QC	$38.69	AP
10/08	10/07	9439	SP BARNES NOBLE SHOP.BARNESAN NY	$46.21	AP
10/13	10/09	9820	TARGET T-2015 CALEDONIA MI	$74.61	AP
			Total for Accoun	**$261.79**	

Transactions BAKOVKA,CIERRA J Credit Limit $40500

Post Date	Trans Date	Ref #	Transaction Description	Amount	Notation
			Purchases and Other Debits		
09/15	09/14	7655	DOLLAR TREE JENISON MI	$1.33	SUP
09/21	09/19	3285	SQ *NB OUTLET ALLENDALE MI	$16.96	SUP
09/22	09/21	4876	WHENIWORK.COM WHENIWORK.COM MN	$25.00	CS
09/24	09/23	3635	CAMLYTICS CAMLYTICS.COM DE	$30.00	CS
09/25	09/24	5296	WAL-MART #2567 GRANDVILLE MI	$6.26	SUP
10/01	09/29	8843	HOMEDEPOT.COM 800-466-3337 GA	$208.96	BCT
10/02	09/30	8932	ALDI INC JENISON MI	$57.20	43.43-AM 13.77 SUP
10/02	10/01	8029	SQ *OPENROAD BREWERY Wayland MI	$44.31	MT
10/02	10/01	0491	ADOBE *ADOBE 408-536-6000 CA	$21.19	CS
10/05	10/04	5191	COSTCO WHSE #0744 WYOMING MI	$257.89	SUP
10/07	10/06	0896	USPS PO 2597840348 WAYLAND MI	$5.94	POST
10/08	10/07	5176	INTERMEDIA.NET INC 800-379-7729 WA	$116.53	UTIL
10/08	10/07	3699	TARGET T-2818 GRANDVILLE MI	$2.65	SUP
10/14	10/13	1106	USPS PO 2548500428 JENISON MI	$13.80	POST
			Total for Account	**$808.02**	

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October 2026 Statement 09/15/2026 - 10/14/2026
HENIKADISTRICTLIBRARY **Elan Financial Services** 1-866-552-8855

Transactions BILLING ACCOUNT ACTIVITY

Post Date	Trans Date	Ref #	Transaction Description		Amount	Notation
			Payments and Other Credits			
09/22	09/20	0261	PAYMENT THANK YOU		$2,009.09CR	
			Fees			
10/05	10/01	0704	FRGN TRANS FEE-EUROGRAPHICS	LA	$1.16	
			TOTAL FEES FOR THIS PERIOD		**$1.16**	
			Interest Charged			
10/13	10/11		INTEREST REVERSAL		$16.59CR	
			TOTAL INTEREST FOR THIS PERIOD		**$16.59CR**	
			Total for Accoun		**$2,024.52CR**	

2026 Totals Year-to-Date	
Total Fees Charged in 2026	$42.67
Total Interest Charged in 2026	$94.22

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	20.74%	
**PURCHASES	$1,457.98	$0.00	YES	$0.00	20.74%	
**ADVANCES	$0.00	$0.00	YES	$0.00	27.74%	

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

10:11 AM
11/06/26
Accrual Basis

Henika District Library
Balance Sheet
As of October 31, 2026

	Oct 31, 26
ASSETS	
Current Assets	
Checking/Savings	
Cash - Checking - 7152	79,990.78
Cash - HY Savings - 013	503,289.86
Certificate of Deposit - 548	35,571.21
Savings - Building Fund - 212	410,965.47
Total Checking/Savings	1,029,817.32
Accounts Receivable	
Due from Other Government Units	2,072.78
Property Tax Receivable	331,103.06
Total Accounts Receivable	333,175.84
Total Current Assets	1,362,993.16
Other Assets	
Other Assets	2,425.00
Total Other Assets	2,425.00
TOTAL ASSETS	**1,365,418.16**
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Other Current Liabilities	
Deferred Property Taxes	331,103.06
Payroll Liabilities	659.73
Total Other Current Liabilities	331,762.79
Total Current Liabilities	331,762.79
Total Liabilities	331,762.79
Equity	
Opening Balance Equity	51,707.97
Unrestricted Net Assets	902,603.89
Net Income	79,343.51
Total Equity	1,033,655.37
TOTAL LIABILITIES & EQUITY	**1,365,418.16**

10:13 AM
11/06/26
Accrual Basis

Henika District Library
Profit & Loss Budget vs. Actual
January through October 2026

	Oct 26	YTD 2026	Budget	$ Over Budget
Ordinary Income/Expense				
Income				
400502 - Federal E-Rate	0.00	6,346.52	1,000.00	5,346.52
400540 - State Aid	0.00	11,093.14	10,000.00	1,093.14
400581.C - City Contribution	0.00	182,198.07	210,000.00	-27,801.93
400581.T - Township Contributio	0.00	251,967.17	240,000.00	11,967.17
400582 - Non-Resident Fees	68.40	314.01	150.00	164.01
400601 - Copies and Faxes	433.87	4,221.34	2,100.00	2,121.34
400656 - Penal Fines	2,945.79	28,815.14	30,000.00	-1,184.86
400657 - Fines	72.12	856.42	400.00	456.42
400665 - Interest Income	1,251.24	13,875.84	16,000.00	-2,124.16
400691 - Donations	0.00	8,354.92	200.00	8,154.92
400693 - Book Sale	59.06	1,329.33	300.00	1,029.33
400700 - Grants	0.00	21,000.00	1,000.00	20,000.00
Total Income	4,830.48	530,371.90	511,150.00	19,221.90
Expense				
700710 - Employee Benefits	4,589.26	53,988.49	72,000.00	-18,011.51
700727 - Postage	104.74	897.75	1,200.00	-302.25
700728 - Supplies	836.23	6,869.35	8,500.00	-1,630.65
700740 - Equipment	808.44	10,264.09	12,650.00	-2,385.91
700740 - Furnishings	0.00	7,944.50	8,000.00	-55.50
700740 - Materials	3,202.34	29,655.93	37,500.00	-7,844.07
700801 - Advertising & Promo	144.00	3,493.54	4,450.00	-956.46
700805.1 - Accounting	575.00	13,987.50	15,000.00	-1,012.50
700805.2 - Bank Charges & Fees	1.16	152.97	200.00	-47.03
700806 - Technology Support	0.00	4,595.00	2,500.00	2,095.00
700808 - Building & Grounds	993.44	15,872.51	16,000.00	-127.49
700850 - Communications	378.48	4,090.15	5,000.00	-909.85
700910 - Building/Liability Ins	0.00	9,256.00	8,800.00	456.00
700920 - Public Utilities	621.29	9,096.41	11,000.00	-1,903.59
700933 - Equipment Repairs	392.33	2,616.06	3,200.00	-583.94
700954 - Contractural Services	6,081.27	29,335.47	29,500.00	-164.53
700955 - Memberships / Training	408.72	4,028.90	5,500.00	-1,471.10
700956 - Programming	1,320.62	14,470.69	17,150.00	-2,679.31
700970 - Capital Outlay	0.00	12,750.00	12,750.00	0.00
Payroll Expenses				
Payroll Expenses-	830.50	5,307.50		
Campaign Proje Payroll Expenses - Other	17,021.32	180,470.78	235,000.00	-54,529.22
Total Payroll	17,851.82	185,778.28	235,000.00	-49,221.72
Expenses				
Payroll Tax Expense	1,379.40	14,903.80	18,000.00	-3,096.20

Total Expense	39,688.54	434,047.39	523,900.00	-89,852.61
Net Ordinary Income Other Income/Expense	-34,858.06	96,324.51	-12,750.00	109,074.51
Other Income				
Expansion Project Income	20.00	1,306.00		
Total Other Income	20.00	1,306.00		
Other Expense				
Expansion Project Expenses	3,679.90	18,287.00		
Total Other Expense	3,679.90	18,287.00		
Net Other Income	-3,659.90	-16,981.00		
Net Income	**-38,517.96**	**79,343.51**	**-12,750.00**	**92,093.51**

United Bank
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FDIC *FDIC-Insured - Backed by the full faith and credit of the U.S. Government*

Account Summary

Checking Accounts

Account Nickname	Account Number	Available Balance	Current Balance
PUBLIC FUND CHECKING	x7152	$82,008.50	**$89,415.89**

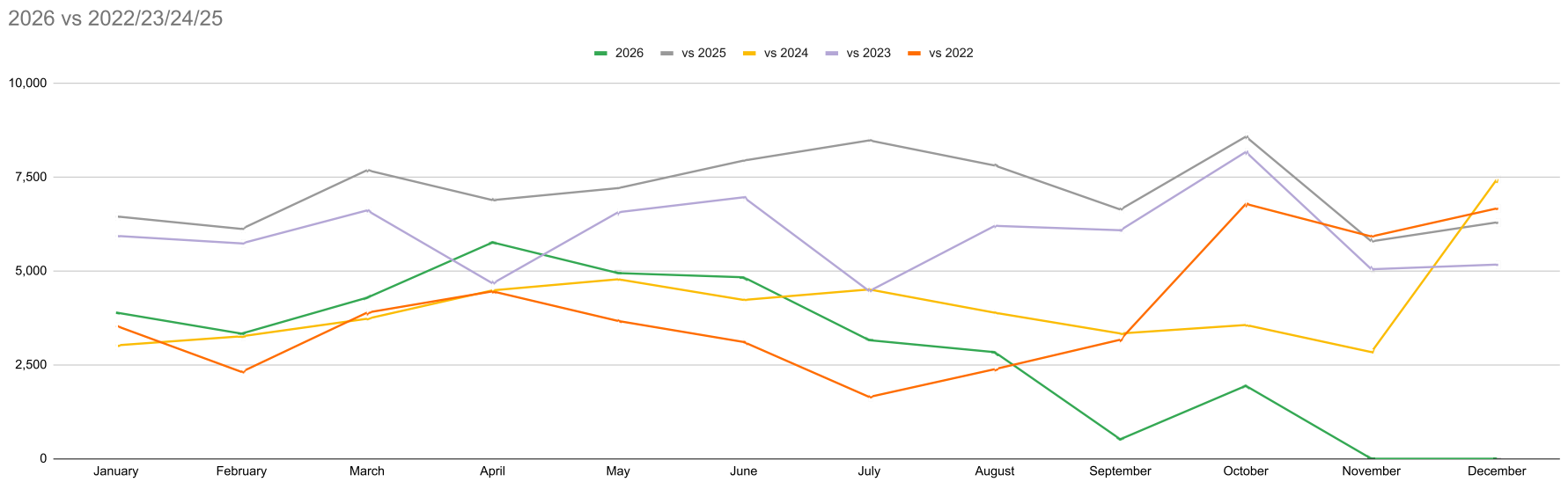
Savings Accounts

Account Nickname	Account Number	Available Balance	Current Balance
BUILDING FUND	x9212	$410,965.47	**$410,965.47**
PUBLIC FUNDS SAVINGS	x0013	$503,289.86	**$503,289.86**

Certificates of Deposit

Account Nickname	Account Number	Current Balance
TIME DEPOSIT	x7079	Closed

TIME DEPOSIT	x2359	Closed
TIME DEPOSIT	x5979	**$35,571.21**
TIME DEPOSIT	x7087	Closed



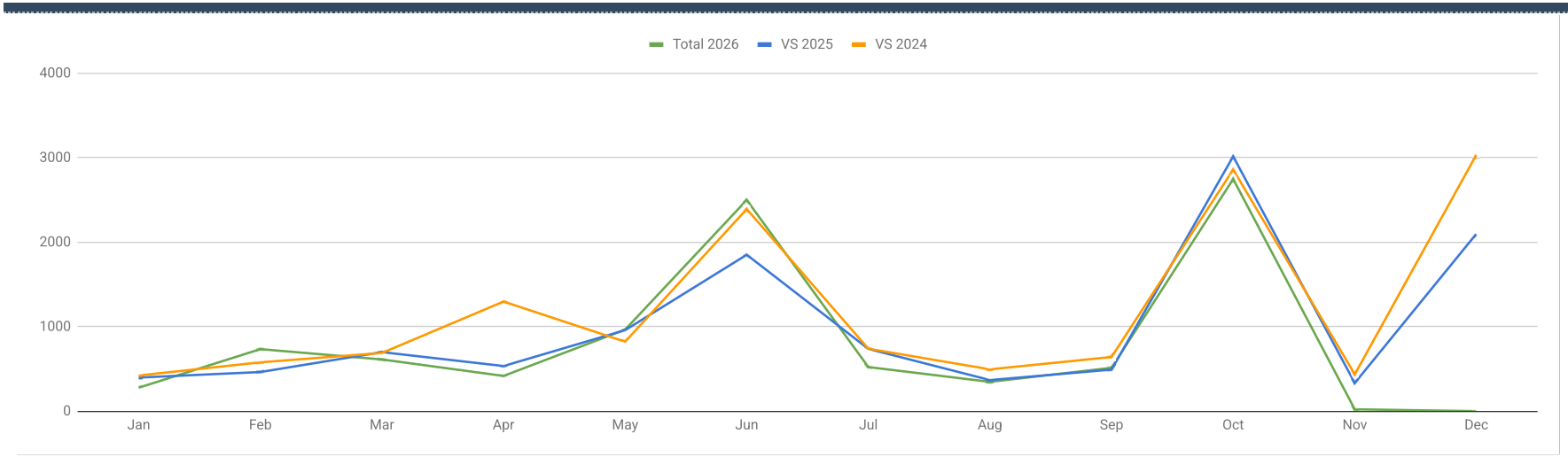
Summary

	January	February	March	April	May	June	July	August	September	October	November	December	*Total*	*Average*
2026	3,895	3,333	4,290	5,763	4,945	4,834	3,158	2,839	519	1,943	0	0	*35,519*	*3,552*
vs 2025	6,456	6,122	7,687	6,889	7,209	7,943	8,480	7,811	6,639	8,581	5,791	6,297	*85,905*	*7,159*
vs 2024	3,020	3,262	3,729	4,486	4,781	4,230	4,510	3,890	3,337	3,563	2,841	7,444	*49,093*	*4,091*
vs 2023	5,937	5,736	6,616	4,671	6,567	6,965	4,465	6,204	6,087	8,173	5,048	5,172	*71,641*	*5,970*
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	*AVERAGE*
Monday	196	165	238	248	267	202	156	157	22	80	#DIV/0!	#DIV/0!	*#DIV/0!*
Tuesday	183	135	130	204	192	195	102	159	18	81	#DIV/0!	#DIV/0!	*#DIV/0!*
Wednesday	179	140	124	227	241	210	198	163	31	82	#DIV/0!	#DIV/0!	*#DIV/0!*
Thursday	277	167	207	263	191	189	97	107	35	91	#DIV/0!	#DIV/0!	*#DIV/0!*
Friday	161	180	162	220	232	161	101	33	18	72	#DIV/0!	#DIV/0!	*#DIV/0!*
Saturday	81	89	121	158	98	152	50	67	9	32	#DIV/0!	#DIV/0!	*#DIV/0!*

Program Attendance 2026



Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	*Total*
Youth	203	620	543	309	850	857	297	75	371	561	22	0	*4708*
Adult	69	90	51	80	85	378	92	18	44	73	0	0	*980*
Family	6	24	18	28	30	1264	133	254	98	2113	0	0	*3968*
Total 2026 [1]	278	734	612	417	965	2,499	522	347	513	2,747	22	0	*9656*
VS 2025	*398*	*463*	*699*	*534*	*959*	*1,851*	*737*	*368*	*492*	*3,015*	*333*	2,099	*11948*
VS 2024	*422*	*578*	*689*	*1,297*	*822*	*2,392*	*739*	*495*	*641*	*2,859*	*436*	3,034	*14404*
VS 2023	*585*	*374*	*511*	*749*	*378*	*1,829*	*399*	*475*	*911*	*577*	*583*	1,883	*9254*
VS 2022 [2]	*247*	*145*	*439*	*474*	*531*	*1,270*	*1,222*	*467*	*741*	*761*	*392*	1,826	*8515*
Yearly Increase	70%	159%	88%	78%	101%	135%	71%	94%	104%	91%	7%	0%	81%

Program Types

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	*Total*	*Average*
Youth Live Events	113	447	291	197	757	95	92	69	363	559	22	0	3005	*250*
Youth Reading Programs	4	0	1	5	5	625	62	6	8	2	0	0	*718*	*60*
Passive Programs	86	173	251	107	88	137	143	137	91	121	0	0	1334	111
Adult Live Events	67	73	51	80	85	89	55	18	44	73	0	0	*635*	*53*
Adult Reading Programs	2	17	0	0	0	289	37	0	0	0	0	0	*345*	*29*
Family Live Events	6	24	18	28	30	1264	133	117	7	1992	0	0	*3619*	*302*

October 2026
Youth Services Report
Tori Schreur, Youth Services Librarian

After School Art: 40 Patrons
Still not the same numbers we were seeing last year, but the After School Art attendance has gotten higher than the previous months. I had several Halloween crafts. Of the four, the kids really enjoyed making the pumpkin and Frankenstein magnets as well as painting the ghost portraits. I will probably find another craft similar to the ghost portraits for another holiday season, because those were a lot of fun to make!

Preschool Playtime: 15 Patrons
I am trying to build the playtime collection. The kids have really taken to the new musical instruments I have purchased. I also noticed that they really liked the costumes I have gotten out for them, so I'm looking at investing in a "play trunk" full of pretend play activities.

Lego Club: 22 Patrons
Unlike After School Art, Lego Club seems to be doing a lot better than last year. This is encouraging for me. A lot of kids are asking for sets and challenges, and that it something I definitely want to look into. Especially if the attendance stays this high.

Winnie the Pooh Tea Party: 10 Patrons
Oh my goodness, this was a lot of fun! I came up with this idea to celebrate the 100th anniversary of Winnie the Pooh. A patron actually informed me that it was coming up, so she inspired this program. I put a lot of work into it so I'm glad we had some kids in attendance. All the little ones who came brought their favorite stuffies (they all told me their names), and we shared "tea", cheese, crackers, and jam while we all sat around a woodland themed table. It was just the cutest little things!

Pokemon Club: 32 Patrons
I feel a little guilty that I haven't done much to change or make Pokemon club more exciting, but the kids seem to love the routine of things. I'm still handing out cards, and we are still watching Pokemon videos, but other than that, the kids just really enjoy showing off their binders with each other. I do put out coloring pages for younger siblings, and bring out the board games for kids who want to learn, but most still stick to trading and looking at each other cards.

DIY Pumpkin Spice Butter: 7 Patrons
I am so proud of the tweens who participated in this program. It was messy, but ultimately, they made their pumpkin spice butter all on their own! I just sat back and watched while they helped

each other measure the ingredients and follow all the steps together. It was really great to see the teamwork. And we all got to enjoy eating toast in the end. They even offered to make me some!

St. Therese: 32 Patrons

Baker Visit: 368 Patrons

It's The Great Pumpkin Charlie Brown: 4 Patrons

Scavenger Hunt: 85 Patrons

Looking Forward:
I'm anticipating a quieter November, although I am still providing ample opportunities for kids to come to programs. On Monday, November 2nd, I have a Dia de los Muertos Diamond Art Magnet craft for tweens and teens. Storytime will be on November 3rd and 17th at 11:00 AM. Lego Club will be on Wednesday, November 4th at 5:30. After School Art returns on Thursdays: November 5th, 12th, and 19th. On Saturday, November 7th, Wishbone Pet Rescue is bringing a few rescue dogs into the library and discussing shelters and pet ownership. Preschool Playtime will be November 10th and 24th. Everyone's favorite program, Pokemon Club will be on November 11th. Then lastly, on Monday, November 23rd, I'm going to be providing snacks from Colombia for the Tweens and teens to try.

October 2026
Adult Services Report
Sam Jones, Adult Services Librarian

Programs and Attendance:

Faux Stained Glass: 15
This program was a hit with patrons! The only downside was that the mod-podge didn't dry very quickly with some patrons so they had to come back the next morning to finish theirs up, which was no problem at all! Many patrons asked for us to do this craft again so this will for sure come back into rotation in the future.

Bingo! Brunch: 7
We had a small group this time around but it was still fun. The plus side to there being less people is that everyone was able to win at some point. I have not been the best at sharing events on our social media so I think that may have played a role in the lack of attendance. This is something I am working on being better at.

Tech Help: 2
This event tends to have infrequent attendance but it is appreciated by those who need the help.

Sawmill & Green Acres: 12
There had been a lapse in communication with me and Cindy from Green Acres so I ended up coming in while she was on vacation. I had the intention of doing a read along and bringing in books to check out, but because she was not there residents were not aware of me coming. I was, however, able to get some books returned and checked out to two of the residents there. We had a larger crowd for Bingo! At Sawmill, in total we had 9 adults and one of them even brought their grandchild to play so in total we had 10 people attend.

Wooden Ghost Vase: 7
This was an easy craft that did not require much instruction, this was more of a self lead kind of thing and the patrons loved it. We had a few extra vases left so I let some folks take the extra home to their kids.

Haunted Houses of GR Author Book Presentation and Signing: 20
The turn out for this one was amazing! A local Author came in to give a presentation about the book she recently released about the haunted houses in Grand Rapids. There was a lot of engagement between the author and patrons. She brought in books for

patrons to purchase. I would love to have more local authors come in seeing as this was pretty successful and the patrons seemed to have really enjoyed this program.

Paint along with us!: 9
Our fantastic circulation assistant, Jake, led this paint along. He picked something that was perfect for Halloween and patrons had a lot of fun doing it. I will be leading the paint along next month, which I am slightly nervous about because painting isn't something I'm very skilled at but I want to go outside of my comfort zone so this is a good way to do that.

Make Your Own Mulled Cider Kit: 8
Patrons were able to pick and choose what ingredients they would like to use in a mulled cider drink they could prepare at home. While the turn out for this program was not large, it was more than I was expecting.

October Reflection:
This month was pretty good. I think the programs with a larger attendance made up for the ones with a lower attendance. I am going to make more of an effort to post on our social media, this is something I struggle with as I do not use social media much in my personal life so I don't necessarily think to use it for work purposes.

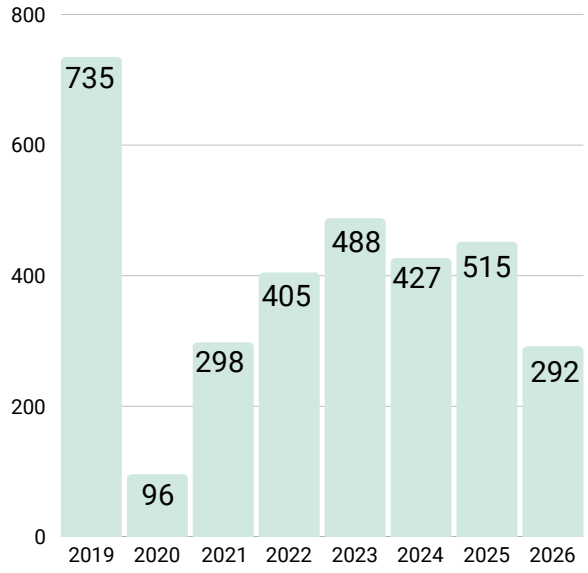
Looking forward:
The holiday may impact November's program attendance but that won't stop us from having fun with those who are able to come in. I am looking forward to leading the paint along and having Legacy Legal and Kubiak-Cook come in to do their presentations about end of life planning– during our survey earlier in the year we had some folks ask for programming like this so I hope we get a decent turn out. I plan on making fliers and handing them out to local businesses and to the VFW in town as a way to advertise this program more.

October 2026

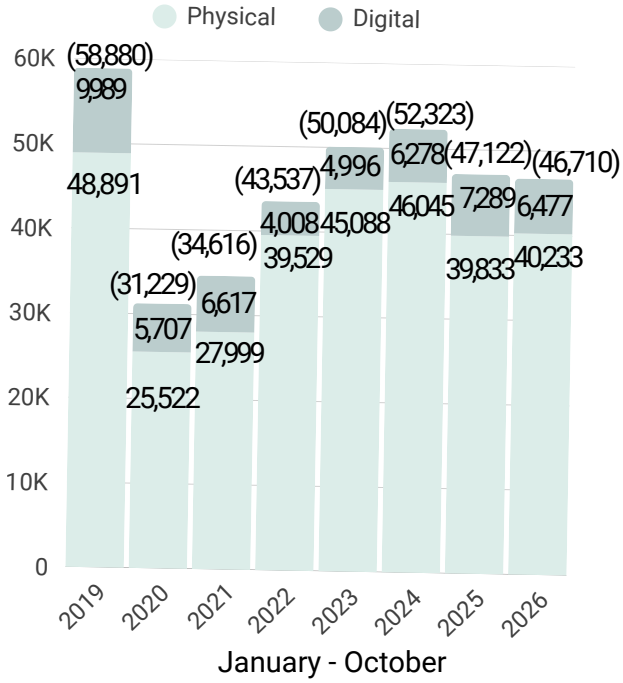
Our October 2026 circulation numbers are 412 lower than our October 2025 numbers. The categories showing the most growth from last year during the month of October are Juvenile Audiobooks; which went out 7 times more than October of last year, Board Games; which circulated double the amount that they did last October, and Teen Print and Youth DVDs which both circulated about 1.5 times more than they did in October 2025. Other categories showing noticeable growth from last October include: Video Games and Juvenile eAudiobooks. General NF DVDs circulated the same amount this October as they did last October. The categories that are not circulating as well as they did in October of 2025 include: Juvenile Print, Tween Print, Adult Print, MeL Items, Special Collection Items, Adult Audiobooks, Adult eBooks, Juvenile eBooks, Teen eBooks, Adult eAudiobooks, and Teen eAudiobooks. We unfortunately did not have any items from our Spanish section circulate this month. Fall tends to be a slower time of year for us in general, but I am hopeful that our numbers will improve as families travel for the holidays and stock up on library materials.

Courtney Schenkhuizen - Circulation Supervisor

Computer Sessions



Circulation YTD:



January - October

Henika has **2,555** total patron accounts. 543 of these accounts are active* (not expired). *Most expiration dates are set for 3 years upon renewal.*

317 Patron accounts added YTD

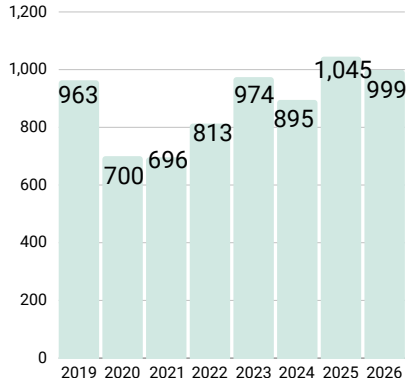
26 Patron accounts added in October:

- 13 - Wayland City
- 7 - Wayland Township
- 1 - Non-Resident
- 5 - Patron Point:
  - City - 4
  - Twp - 1

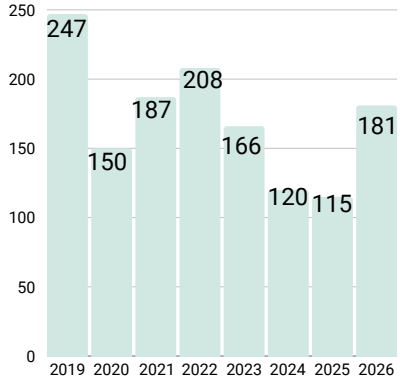
*Active refers to those physically checking out items. This does NOT include those who only borrow e-material.

October Circulation, 2019-2026

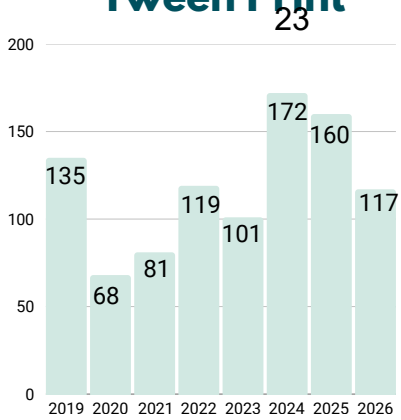
Adult Print



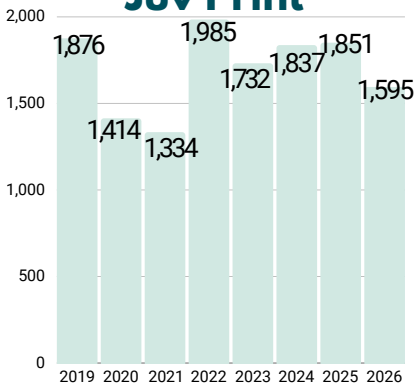
Teen Print



Tween Print

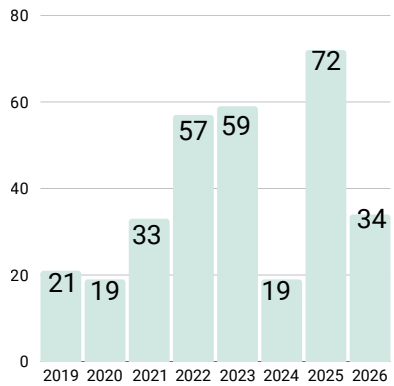


Juv Print

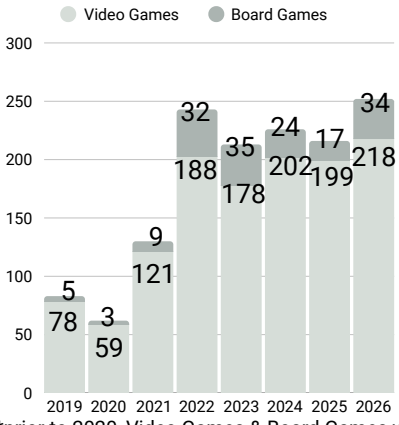


*pictures books, readers, chapter, juv graphic, juv NF

MeL

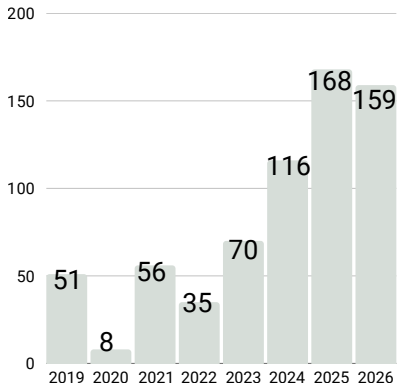


Games



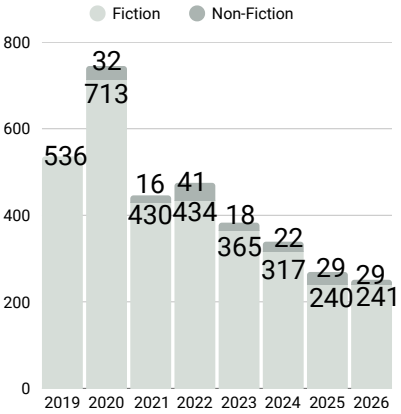
*prior to 2020, Video Games & Board Games were combined

Special Collection

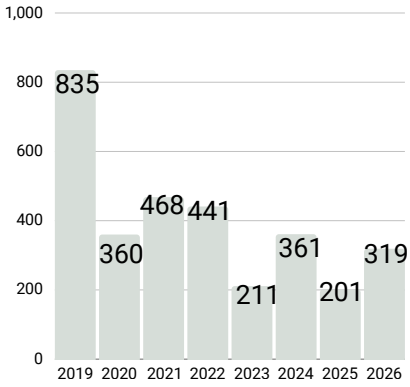


*prior to October 2021, this only included launchpads

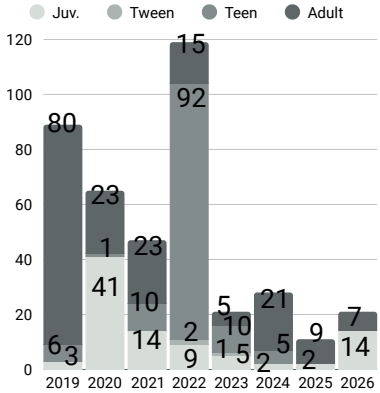
General DVD



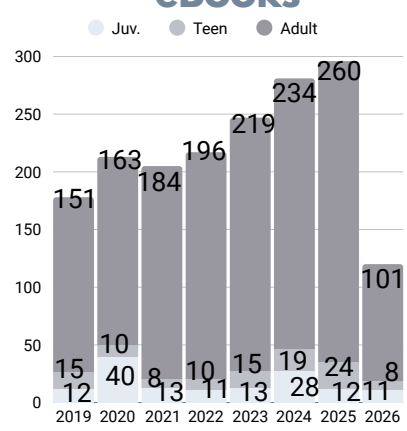
Youth DVD



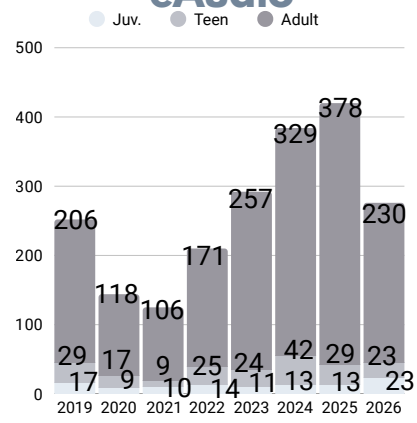
Audiobooks



eBooks



eAudio



Minutes

Henika District Library

Planning Committee Meeting
October 28, 2026 at 6:00 pm

I. **Meeting called to order at 6:05 pm by Miller.**
   A. Members Present: Rachel Brinks, Mike Miller, Deb Vander Slik, Jacqui Kuhn (ex-officio)
   B. Members Absent: None
   C. Staff Present: Cierra Bakovka
   D. Guests: None

II. **Approval of Agenda:** Kuhn motioned to approve the agenda. Vander Slik seconded. All in favor, motion carried.

III. **Approval of Meeting Minutes:** Brinks motioned to approve the May 2026 Planning Committee meeting minutes, Bakovka seconded. All in favor, motion carried.

IV. **Unfinished Business**
   A. Draft 2027-2030 Strategic Plan
      1. Discussed slight rewording of current mission statement to use active language.
      2. Discussed potential third goal and steps to achieve it.

V. **New Business**
   A. Review Kennari Contract Renewal
      1. Discussed satisfaction levels with Kennari as our professional fundraising consultant. Our current contract will end at the end of November 2026. We would like to see more progress with major gifts. Kennari believes they need another 8 months or so to reach our goal, based on their previous projects.
      2. Miller motioned that we recommend to the Board that we extend the Kennari contract to Dec. 31, 2026, with the understanding that Kennari will have until then to secure at least one major gift, and we will reevaluate the contract again after that time. Kuhn seconded. All yes, motion carried.

VI. **Around the Table**

Brinks - Asked about any previous Board discussions surrounding sustainable funding for expansions in the future, given the difficulty of fundraising.
Bakovka - Thanks to everyone.

Kuhn - Thanks to Miller for chairing the Committee. Appreciates the efficient use of time in the meeting.
Miller - Nothing to add.
Vander Slik - Nothing to add.

VII. Adjournment: Miller motioned to adjourn, Kuhn seconded**.** Meeting adjourned at 7:02 pm.

Responses from Michlib regarding Patron Counters

Milford Public Library- Tina Hatch
"We have had SenSource since 2020 or 2021. We like it. Many reports are available, although we only use the daily traffic report and the "heat map" (which shows visitors by the hour). We have found over time that the heat map really doesn't change that much. Our busy hours and slow hours tend to remain consistent without any remarkable changes. To date the only down time we've had with the SenSource is when a network switch is down.

Peter White Public Library- Bruce MacDonald
We are likely to choose SenSource when we upgrade our people counting hardware in the next couple of years. On the downside, it's yet another yearly subscription to pay, but it seems like a good solution.

If I buy it, they have a self-install option. I would probably use our local security system vendor to do it..

Huntington Woods Public Library- Deb Hemmye
We have Sensource and we're very happy with them although we don't have security gates. We just use them as a door counter. Their customer service has been excellent and we've had no problems in the 4 years we've been using them.

Harrison Township Public Library- Melissa Goins
We have used SenSource for at least 10 years. Originally, we had door-mounted sensors that counted beam breaks. These ran on batteries, so the only issue was changing the batteries on a schedule so they didn't die on us. We upgraded to ceiling-mounted units about 3 years ago. These are POE and run on an Ethernet line. I love them! I get the reports emailed to me at the beginning of each day, so there's no need to go in and run them. I set it up this way, but you can request weekly or even monthly reports.

St. Charles District Library- Nannette F. Pretzer
We initially used the SenSource, which functioned as a battery counter. However, it wasn't connected to a computer, and while it performed well, I found it cumbersome to mount on my specific doors and set up. I am aware that there are other options available. Eventually, we had our IT company change the system, allowing our security monitors to handle the counting and provide monthly reports.

Dorr Township Library- Reilly Brower

We have FacilitySight, and its has been wonderful. We had to pay the initial installation of the equipment (if I recall correctly, approximately $2,000 to $3,000) and pay $240 a year for the software and monitoring from the company.

We have been very happy with it, and it has been very budget friendly.

Orion Township Public Library- Steve Saunders
We've used Sensource for years and have been very happy with them.

Traverse Area District Library- Scott W. Morey
I don't have any experience with the companies that you listed, but if you want something really minimal, we have had success using this service at three of our locations for the last five years:
https://camlytics.com/solutions/people-counting

Doesn't require any equipment beyond a security camera or webcam. If you already have a security camera in place you may be able to reuse it. $144 a year to use the service per camera used to count people.

I am not sure what the other devices you referenced cost, but when we evaluated this, Camlytics was the most cost effective option.

Hope this helps.

People Counter Comparison

Service	Amazon	SenSource	FacilitySight	Camlytics
Hardware/Installation	$175 - $350	$4,267.00	$2,098.00	N/A
Subscription (annual)	N/A	$504.00	$480.00	$140
Total Start	$175 - $350	$4,771.00	$2,578.00	$140.00
Pros	Cost effective, easy install. Battery operated	Highly recommended by multiple libraries, 97+% accuracy, real time counting/occupancy, will still work if wifi goes out, analytics platform, mounted over door/ceiling	Recommended by Dorr, Optional add on for enviroment monitoring (additional $654 for equipment/install and $60/year subscription), overhead mount, can have off-brand sensors, enables privacy / no facial recognition & data processed locally, will still work if wifi goes out, reporting dashboard, more opportunity for system customization over time	Intigrates with existing video system, recommended by Traverse Area District Library, Low-Cost, analytic dashboard
Cons	Not as accurate / accuracy varies, has had to be replaced several times, need paperclip to reset, sensative to lighting, Add & divide	Cost, Annual subscription, have to run wires to sensor (inc in install)	Nick would need to run some wires/additional fee for installation, Annual subscription, cost	Uses AI (potential privacy risk) esp when intigrating w/ building-wide cameras
Method of Tracking	Light Beam	3D Video (enterence only)	Video Heat Map (enterence only)	3D Video (building-wide)

Deliver to Cierra
Wayland 49348
Industrial & Scientific
Enter key
EN
Hello, Cierra
Account for Michigan Librar...
Returns
& Orders
3
All
Labor Day Sale
Tech Refresh
Business Essentials
Add Users
Easy restock, everyday savings
Lists
Prime Business
Guided Buying
Group: Henika District Library
Mark product as preferred
View other policies
Industrial & Scientific
Lab
Test & Measurement
Safety
Janitorial & Facilities
Food Service
Education
Material Handling
Materials
Metalworking
Electrical

Purchased another variation 1 time
Last purchased Jul 2, 2021 | View item



VIDEO

Click to see full view

TWTADE/Infrared Wireless Visitor Counter Box 110-220VAC LED Auto Display Digital Counter 0-999999 6 Digits Count Mall People Flow Distance 2m NPN Photoelectric Switch Sensor + Reflector

Visit the TWTADE Store

4.3 (165) | Search this page

Best Price on Amazon

$85.99

Or pay later in 30 days or more. Select from 1 plan

Tomorrow

FREE Returns

Buy more, save more

3 units
-3% $250.23
$83.41/unit

Additional shipping fees may apply for items fullfilled directly by selling partners.

Buying multiple items? Go to multi-select

Style: **2m distance with small box**

2m distance with small...	2m distance	10cm distance	30cm distance
$85.99 FREE Delivery **Tomorrow**	$33.99 FREE Delivery **Thursday**	$24.99 FREE Delivery **Thursday**	$29.99 FREE Delivery **Tomorrow 10 AM - 3 PM**

Bundles with this item

- Please contact us if there is any problem with the product. Product name: Counter Box;Power supply: AC110-240V;Display range:0-999999;The meter retain the number automatically when power cut off.
- Output State: NPN NO;Detection distance: 2m.
- Overall dimension: 10 x 10 x 12cm / 3.93'' x 4.72'' x 3.93'';Sensor head dimention: M18x70mm;Power lead: 3m(10ft)
- Package content: 1 x Counter Box + 1 x Reflector panel + 1 x Power plug wire + 1 x Sensor mounting holder

Ask Alexa

- What is the counter made of?
- Does it require batteries?
- Can it count in both directions?
- Why you might like this
- Compare with similar
- Ask something else

$85.99

Tomorrow

FREE Returns

FREE delivery **Tomorrow, September 2**. Order within 3 hrs 29 mins

Shorter shipping distance

Deliver to Henika - Wayland 49348

Only 14 left in stock - order soon.

Quantity: 1

Add to cart

Need more than 122 units?

Request for Quote

Secure transaction

Sold by TAISHUN and Fulfilled by Amazon.

Return policy:
FREE 30-day refund/replacement

Support:
Product support included

Add a gift receipt for easy returns

Add to Auto Buy

Add to List

Deliver to Cierra
Wayland 49348
Industrial & Scientific
Enter key
EN
Hello, Cierra
Account for Michigan Librar...
Returns
& Orders
3
All
Labor Day Sale
Tech Refresh
Business Essentials
Add Users
Add bank for invoicing
Lists
Prime Business
Guided Buying
Group: Henika District Library
Mark product as preferred
View other policies
Industrial & Scientific
Lab
Test & Measurement
Safety
Janitorial & Facilities
Food Service
Education
Material Handling
Materials
Metalworking
Electrical
Sp
Industrial & Scientific › Test, Measure & Inspect › Electrical Testing › Frequency Counters

Purchased 5 times
Last purchased Mar 24, 2026
View order









Click to see full view

Ask Alexa
Can it count in both directions?
Does it work in low light?
Is it easy to install?
Why you might like this
Compare with similar
Ask something else

Retail People Counter Security Checkpoint - Smart Traffic Counter, Wireless Visitor Counter, Battery Operated Customer Counter, Easy to Install Door Counter

Brand: SmartCoounter
3.1 (143) | Search this page

Best Price on Amazon

List Price: ~~$99.00~~ Details
Business Price $89.00 Two-Day
FREE Returns
You Save: $10.00 (10%)

Or pay later in 30 days or more. Select from 1 plan

Buy more, save more

2 units	15 units Lowest price
-12% $174.44	-19% $1,201.50
$87.22/unit	$80.10/unit

Additional shipping fees may apply for items fullfilled directly by selling partners.

Save 5% on 2 select item(s) Shop items ›
Save 8% on 3 select item(s) Shop items ›

- EXTREMELY SENSITIVE! The device is extremely sensitive to changes in lighting conditions. Incorrect installation will cause incorrect performance of the device. Read the description carefully and do not hesitate to contact us if you have any questions.
- READ DESCRIPTION FOR CLARIFICATION! Simplify visitor tracking at your entrance/exit! Just insert batteries, install the wireless door traffic counter, and effortlessly monitor visitor count with utmost precision and ease of use.
- Long Battery Life: Powered by four 1.5v alkaline batteries, the Smart Counter lasts over a year on a single set, ensuring uninterrupted operation without frequent maintenance
- Versatile Usage: Ideal for retail stores, museums, libraries, and any indoor space requiring precise visitor tracking to optimize operations and enhance customer experience
- Easy Installation: Install effortlessly with self-tapping fasteners or adhesive tape, making setup quick and hassle-free for any retail environment
- Can be used as Retail Security Checkpoints counter. If numbers on display are getting higher during the off-hours, that could be a sign

$89.00
Two-Day
FREE Returns

FREE delivery **Thursday, September 3**. Order within 10 hrs 11 mins

Deliver to Henika - Wayland 49348

In Stock

Quantity: 1

Add to cart

Need more than 125 units?
Request for Quote

Secure transaction

Sold by PeopleCounting PRO and Fulfilled by Amazon.

Return policy:
FREE 30-day refund/replacement

Support:
Product support included

Add a gift receipt for easy returns

Add to List

Sponsored

Deliver to Cierra
Wayland 49348
Industrial & Scientific
Enter key
EN
Hello, Cierra
Account for Michigan Librar...
Returns & Orders
3
All
Labor Day Sale
Tech Refresh
Business Essentials
Add Users
Easy restock, everyday savings
Lists
Prime Business
Guided Buying
Group: Henika District Library
Mark product as preferred
View other policies
Industrial & Scientific
Lab
Test & Measurement
Safety
Janitorial & Facilities
Food Service
Education
Material Handling
Materials
Metalworking
Electrical

Purchased 2 times
Last purchased Feb 15, 2024
View order



Click to see full view

Smart Counter Retail People Counter with Display - Infrared & Wireless, Battery Operated & Protected from Unauthorized Reset, Black

Brand: SmartCoounter
3.1 (103) | Search this page

Best Price on Amazon

Typical price: ~~$176.69~~ Details
Business Price $159.45 Two-Day
FREE Returns
You Save: $17.24 (10%)

Or pay later in 30 days or more. Select from 1 plan

Buy more, save more

3 units	10 units Lowest price
-17% $440.07	-23% $1,355.30
$146.69/unit	$135.53/unit

Additional shipping fees may apply for items fullfilled directly by selling partners.

Coupon price $139.45 Terms

Save 5% on 2 select item(s) Shop items ›
Save 8% on 3 select item(s) Shop items ›

Bundles with this item

- Accurate Human Detection: Infrared beam technology counts only when the signal is physically interrupted, reducing false counts from lighting changes, air movement, or background motion. Designed for reliable footfall tracking at doors and entrances.
- Simple, Tool-Free Installation: Mount the transmitter and receiver using adhesive tape or screws. No Wi-Fi, apps, or calibration required. Ready to use in minutes.
- Long Battery Life: Powered by 4 AAA batteries, providing up to 12 months of continuous operation in typical retail environments.
- Protected Reset Control: Reset requires a magnetic key, preventing accidental resets and preserving accurate visitor data in busy environments.
- Ideal for Indoor Entrances: Suitable for retail stores, exhibitions, museums, libraries, and offices where simple, reliable visitor counting is required.

Report an issue with this product or seller

$159.45
Two-Day
FREE Returns

FREE delivery **Thursday, September 3**. Order within 10 hrs 11 mins

Deliver to Henika - Wayland 49348

In Stock

Quantity: 1

Add to cart

Need more than 74 units?
Request for Quote

Secure transaction

Sold by PeopleCounting PRO and Fulfilled by Amazon.

Return policy:
FREE 30-day refund/replacement

Support:
Product support included

Add a gift receipt for easy returns

Add to List



SmartCoounter Retail People Co...
3.8 77
$170.99

Sponsored

Ask Alexa

Can it count in both directions?
Does it work with pets?
Is it weatherproof?
Why you might like this
Compare with similar
Ask something else

RE: SenSource People Counting Solutions for your Library - Web Request

cierra < cierra@henikalibrary.org >

Chris Listorti < clistorti@Sensourceinc.com >

Tue, 25 Aug 2026 3:02:16 PM -0400

To "Cierra Bakovka"<cierra@henikalibrary.org>

Hi Cierra,

Thank you for your email and for sending the information.
I've attached our quote for the hardware, reporting and along with an installation estimate. Once we have the results of the site survey, I can send over the final quote. I can loop in our installation services team. I can loop in our installation services team to coordinate the details for when a technician can be onsite if you are interested in setting this up. The cost for the survey is $225.

For the side entrance, the sensor can be mounted directly to the drop tile ceiling. At the side entrance, I included a small pivot mount in case we have to surface mount the cable on the wood ceiling. If the cable can be ran above the ceiling, the mount would not be needed.

If you have any questions or need any additional information, please just let me know.

Thank you and have a nice rest of your day!

Best Regards,
Chris Listorti
Senior Account Manager. SenSource Inc.
E: clistorti@sensourceinc.com

SENSOURCE
Count People. Gain Insights

From: Cierra Bakovka <cierra@henikalibrary.org>
Sent: Tuesday, August 25, 2026 12:29 PM
To: Chris Listorti <clistorti@Sensourceinc.com>
Subject: Re: SenSource People Counting Solutions for your Library - Web Request

Hello,

Thank you for that information. The document you requested is attached.

Cierra Bakovka, MLIS
She/Her
Director
Henika District Library

3890 Oakwood Ave., Youngstown, OH 44515
Phone # 800-239-1226 Fax # 877-517-2586

Quotation

23277

Date
8/21/2026
Terms
Net 30

Bill To:

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

Ship To

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

THIS IS NOT AN INVOICE

Rep Contact: Chris Listorti x124

Item	Description	Qty	Price/Ea.	Total
	QUOTE ESTIMATE			
	HARDWARE			
	Side Door (1), Front Door (1)			
-/PC-VIDX-SE	3D Stereo Video Sensor - Standard Model (White)	2	925.00	1,850.00
Notes	PoE ports are available		0.00	0.00
	Main Entance (1)			
SS-BRKT-MOUNT-PIVOT	Sensor Mount 360 Degree Adjustable Indoor/Outdoor, White Aluminum	1	35.00	35.00
WSP-VID-SUPPORT-CONFIGURA...	Remote SenSource Technical Support to Configure & Commission sensors	2	75.00	150.00
WSP-HDW-5YR	5 Year Hardware Warranty	2	150.00	300.00
	Subtotal ==========>			2,335.00
	REPORTING			
SRVC-VEACLOUD-YEAR	Annual Data Hosting Service Fee w/ VeaCloud Platform - Traffic	1	300.00	300.00
SRVC-VEACLOUD-YEAR-ADD	Annual Data Hosting Service Fee w/ VeaCloud Platform, Additional Sensor at Same Facility - Traffic	1	204.00	204.00
	Subtotal ==========>			504.00
	INSTALLATION ESTIMTE			
	Upon receipt of site survey details a final quote will be provided			
Site Survey	Site Survey for 1 Location	1	225.00	225.00
Installation	SenSource tech will install sensors in designated mounting position	1	1,600.00	1,600.00
Raceway	Front Door	1	75.00	75.00
	Subtotal ==========>			1,900.00
Shipping & Handling	UPS GROUND	1	32.00	32.00

Quote only valid for 30 days. Sales tax will be added where applicable.
Shipping charges will be applied at current UPS rates upon shipping.

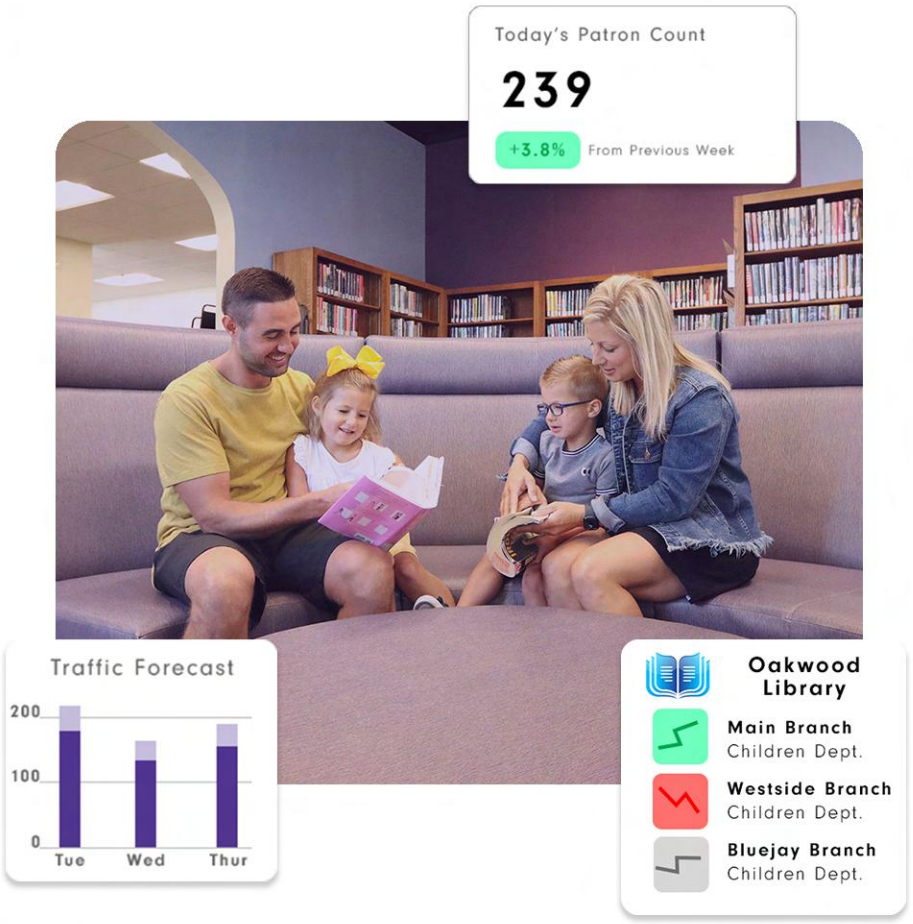
Sales Tax (0.0%) USD 0.00

Total USD 4,771.00

SENSOURCE

Real-time patron counting for libraries

Make data-driven decisions to efficiently operate and grow your library.



Definitive Data to Make Strategic Decisions for Your Library

SenSource technologies are used by libraries across North America for data-driven decisions. Not only do we offer the most accurate people counting system, it's also expandable to new features such as occupancy monitoring, securing your investment for years to come.

Patron traffic data is used to determine total library usage to report for government funding; to optimize staff and scheduled events based on forecasted traffic; and to justify the need for expansion or remodel.

97% or greater accurate people counting data, guaranteed

Analyze, report and share data with Vea Reporting Platform with API

More than just people counting, expand your solution with occupancy monitoring

Contact Us Today! www.sensourceinc.com/contact-sensource
800.239.1226 3890 Oakwood Avenue, Youngstown, OH 44515

SENSOURCE

Count people, gain **insights.**



Leading people counter systems

- ✓ **Count** people with precision
- ✓ **Transmit** data instantly
- ✓ **Visualize** facility usage

sensourceinc.com

3890 Oakwood Ave
Youngstown, Ohio 44515

1-800-239-1226
sales@sensourceinc.com



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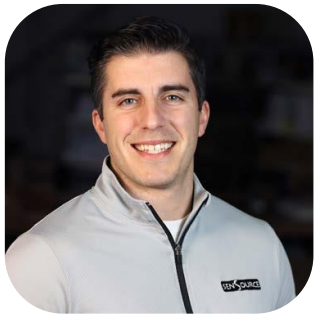
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SENSOURCE

A Word from SenSource



Since 2002 SenSource has been committed to providing innovative technology solutions to help make better business decisions. We pride ourselves on exceeding customer expectations with our hardware, software and support. We manage the complexities of selecting, installing and managing a traffic monitoring system and continually develop Vea Analytics Platform to unlock the power of that data. When companies decide to move forward with SenSource, they aren't just taking on a new supplier, they are gaining a committed partner invested in the success of your business.

> *At SenSource, we operate under a simple mission which is to provide a cost-effective and simple way to collect and access foot traffic data that you can use to guide impactful business decisions.*
>
> **- Dan Aluise, SenSource GM**

With SenSource as a partner, our customers can focus on what really matters: Efficiently managing operations to maximize customer experience with impact to profits. At SenSource, we operate under a simple mission which is to provide a cost-effective and simple way to collect and access foot traffic data that you can use to guide impactful business decisions.

We sincerely appreciate your interest and consideration of partnering with SenSource and we look forward to the opportunity to learn more about your application!

Our Values

At SenSource we strive to be the absolute best at what we do and deliver our best to all we serve.

Deliver Service
We strive to deliver exceptional service to all we encounter. This commitment crosses all borders, whether internally with co-workers or externally with customers and partners.

Keep Commitments
We keep our commitments to our team, clients and partners by meeting our responsibilities and doing what we say we will do.

Have Fun
It's not just OK to have a little fun, it's necessary! We believe having fun encourages a healthy work environment, healthy minds and creative thinking.

Passionate Purpose
We're all about "Making Better Decisions." This drives all we do and how we serve internally with each other, our community, and our clients.

The Most Accurate People Counting Systems

Our people counters measure foot traffic with precision, while our analytics platform gives you accessible data to make critical decisions.

Count

With the power of 3D video and machine learning, SenSource people counters measure footfall, track and count individuals entering, exiting and dwelling with precision. With 97% or greater accuracy, you know your data will be trustworthy.

Transmit

Using PoE a single cable provides power and network connectivity. Data is processed on the sensor itself, no additional servers are needed, making real-time data available for immediate action.

WiFi capabilities are available, but is not ideal for most applications.

Report

Make the most of your people counting solution with Vea cloud-based reporting and analytics platform. Visualize facility usage and performance in a new way. Gain insight into the future and make strategic decisions.

Vea's intuitive drag-and-drop functionality makes reporting simple and customized.

A Solution for Any Space

What sets SenSource apart from other people counting providers is our willingness and knowledge to serve a variety of industries, applications and project sizes. While each has its own uses for footfall data, the end results are all the same - footfall data is used to make better business decisions.



Getting Started with SenSource

Sometimes it feels like a huge commitment to reach out to a company and give up your contact info.

We understand!

Let's break-down what the process looks like to work with SenSource from start to finish. Click or Scan to watch our Getting Started video!

The Hardware

Continuously striving to offer the very best technology to our customers, SenSource tailors the hardware selection that best fits your application.



Sensors to accomplish your counting objective

- ✓ 3D stereo vision technology
- ✓ Widest viewing angle on the market
- ✓ Continuous tracking, despite crowd size
- ✓ Up to 9 counting lines per sensor
- ✓ Up to 8 zones per sensor
- ✓ Up to 9 sensors can be stitched together
- ✓ Resistant to external influences
- ✓ 25 year MTB - Future proofed investment
- ✓ WiFi option available

The Hardware

Everyday Counting

Our bread and butter people counting sensor is designed to cover the broadest range of applications.

- Unmatched 97%+ accuracy
- Mounted heights 7.5 - 19 feet high
- Layered with machine learning for ongoing accuracy improvement





High Ceiling Sensors

For applications where the sensor is to be mounted over 19 feet, the high ceiling sensor is an optimal choice.

- Mounted heights 20 - 65 feet
- Consistent accuracy and performance
- Nine sensors can be stitched together to cover large areas



Weatherproof Outdoor Counting

The same power and performance as our standard people counting sensor, but built rugged enough to withstand the elements.

- Outdoor-rated network connection (IP 65)
- Temperature range from -13 ° to 104°F
- Mounted heights from 7.5 ft. - 65 ft.

Refined Results

Group counting, **logic**, and **employee exclusion** ensure the sensor is detecting and outputting the most accurate data set.

Remote calibration takes the guess-work out of maintaining your sensor's health.

Privacy filters allow you to restrict the sensor's video validation tool.



Group Counting

U-Turns

Privacy Filters

Employee Exclusion

The Reporting

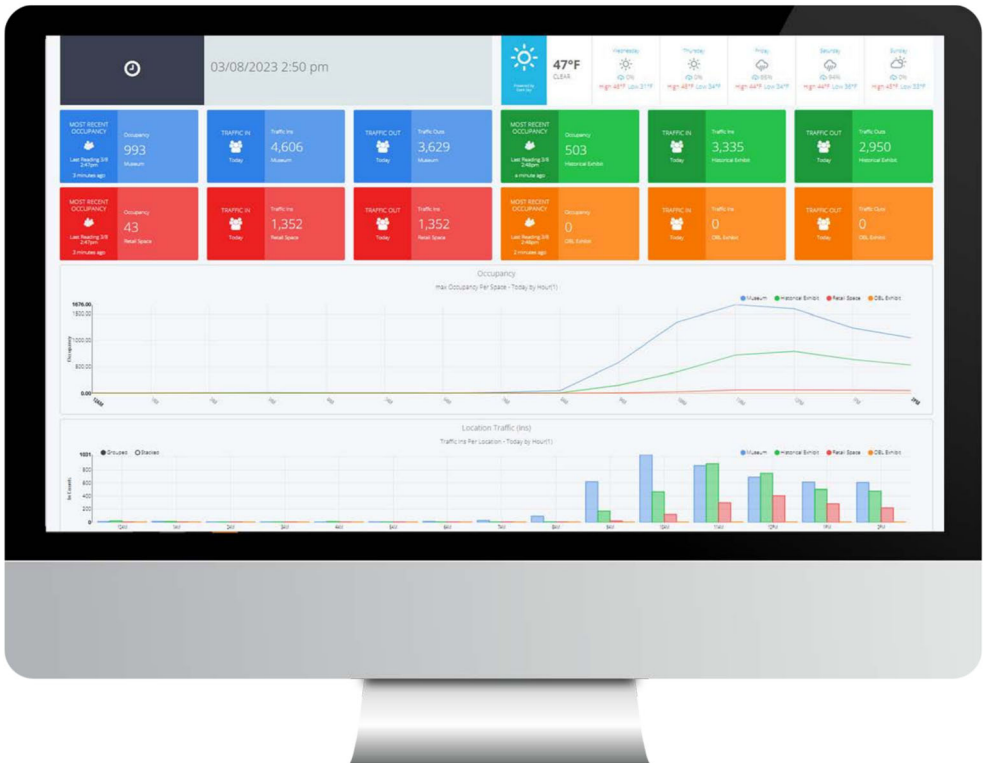
Translate your raw foot traffic data into rich analytics to reveal patterns and profitable insights.

Traffic Analysis

Historical Comparisons

Predictive Traffic

Occupancy Monitoring



Modern Architecture

Vea is developed by SenSource's in-house team of software engineers using modern micro-services based architecture. Thoughtful separation between application components enables a high-performing, scalable platform.

Included API

A RESTful API is available by default for all Vea application features to integrate traffic data with your existing business software. Robust API documentation included.

Fleet Visibility

Vea puts you in control of your people counting system with visibility to your device fleet, including off-line sensor monitoring, date of last data push, and current sensor status.

Secure

All aspects of Vea are developed with security by design, such as login authentication, cloud hosting environment, and customer data schemas.

Vea is equipped with Enterprise SSO (single sign-on) authentication for simpler administration, better network security, and improved user productivity.

Want to see Vea in action? Click or Scan below to visit our YouTube channel.

We help businesses make better decisions.

We work with customers of all sizes and industries, including retail, libraries, amusement, universities, museums, casinos, and churches. We continually develop and refine features, products, and software as new applications emerge.

Want to see how people counting works for your specific industry? Click or Scan below!



Interior

Go beyond the door with interior counting. Uncover how people are using spaces within your facility, such as a department with a retail store, an exhibit at a museum, or a meeting space in an office.

Armed with interior analytics, you can make efficient business decisions such as changing floor plans, repurposing spaces, or adding new programing.



Threshold

Threshold counting is the most common application, where sensors are placed at the entrance to determine how many people enter and exit.

It's the foundational metric for retailers to determine conversion rate.

Further insights are gleaned when comparing threshold counts over time or to other locations, such as branches within a library system.

Occupancy

Born out of covid regulations, SenSource's real-time occupancy solution has found a permanent place in our offerings. Simply outfit each entrance to your facility with our people counting system and Vea will calculate your current occupancy.

Easily display that number on a smart TV or tablet, communicating to guests if they can enter or wait, avoiding crowding and enhancing visitor safety and experience.



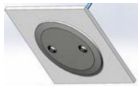


INSTALLATION SERVICES

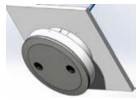
The expertise behind accurate data
Our team of experts will custom configure the sensor settings during installation to ensure optimal accuracy. Accuracy is validated by video to meet our standards. Your sensor's health is continually monitored by our team for instances such as off-line status or out of scope accuracy.

Installation services
Full installation services are available for single sites as well as full roll-outs. Certified technicians will run cable, install the sensor, and test for functionality and accuracy. Documentation is available for self-installation.

Mounting accessories
Each sensor comes with a standard mount kit that includes fasteners to mount the sensor to a drywall or drop-tile ceiling. It also includes a 1/4-20 back plate to accommodate accessory mounts or standard camera mounts.



Recessed Mount
Includes a white-finished mounting box, ring, and screws.



Surface Mount
Includes white cover with 3-side-breakouts for Ethernet cable and screws.



Extension Pole
Available in 22-40" or 10-18" (in silver, white, or black). Includes pole with bracket and screws.



Pivot Mount
Available in small and medium based on sensor model. Includes pivot mount and screws.

Why You Should Choose Us

We manage the complexities of selecting, installing, and managing a people counting system. Numerous clients have switched to SenSource from our competition because of our system accuracy, support, and cost-savings.

4 Reasons Why We're Different

1 SERVICE

We take pride in our commitment to providing outstanding service to our customers. Our philosophy is to be the best at what we do and deliver our best to all we serve.

Our size offers us the agility to move quickly on custom opportunities and the ever changing applications for foot traffic data.

2 INSTALLATION

The data you receive is only as valued and accurate as the system capturing it. Our installation and calibration services are how we reach an optimal level of accuracy for our customers. Full installation services are available, as well as a guided, self-installation option.

3 100% IN-HOUSE

Aside from our Canadian sales rep, our team is based out of our home office in Youngstown, Ohio. That means when you call in, you're speaking with someone right here with immediate access to a full, supportive team. And unlike most tech companies these days, we host our own internal software development department.

4 TICKETING SYSTEM

To maintain continuous communication and transparency between customers and our support team, we've developed a robust ticketing system. Customers can easily access the platform by sending an email to support or logging into the ticketing system.

People We've Worked With.

When you choose SenSource, you're choosing a partner. We'll see you through successful implementation of your people counting system, provide ongoing maintenance, and be here to ensure your continued satisfaction into the future.

Some of our largest customers have been with us for over a decade! And many have switched from competing systems for the cost-savings and support found at SenSource.

Some of Our Favorite Clients

Forever 21

Francesca's

Disney World

Wichita State University

Toronto Public Library

MGM Grand Casino

Hershey Park

University of Nebraska

Express

Our Clients

From a single location, rural library to a 1,000 location retail chain, SenSource has a scalable people counting solution to meet each unique application.

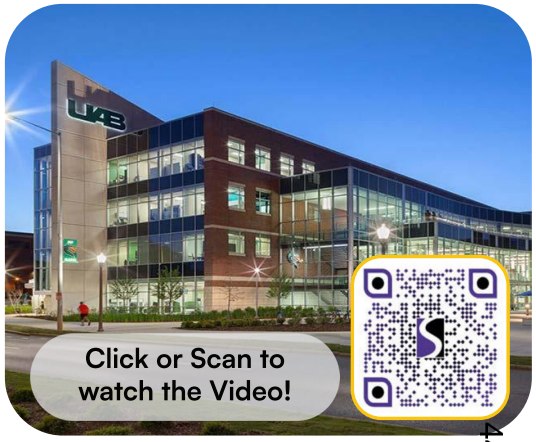
What They Say About Us

"The SPARC Group prides itself on leveraging strategic partners to win the competitive battle of brick-and-mortar retail. SenSource continues to prove themselves to be an extremely valuable partner in this battle. We look forward to strengthening the relationship between SenSource and many SPARC Group brands." - Jay Eaton, SPARC Group

FOREVER 21 AÉROPOSTALE Reebok

"We're being asked quite often these days to express the impact we're having on our campus. Thanks to SenSource, traffic data is something we can capture very accurately and use that to tell our stories."

- Jeremiah Johnson,
Director of Hill Center at UAB



The People you can count on

Over the past 20 years, Joe Varacalli and Kevin Stefko, owners of SenSource, have invested in the culture of their company. They recognize the direct connection of a great group of people and a successful company.



> *We followed the opportunities in front of us and hired the best talent the world had to offer. It was no accident that most of them are pretty local to right here in Youngstown, Ohio."*
>
> - Joe Varacalli, SenSource President & Co-Owner





Our Commitment

At SenSource we believe in offering the best solutions for our individual client's needs. If the product you purchase does not meet or exceed your expectations, we will replace it with a product that does or refund your money.



Company & Team Statistics

22	215	0	100%
Team Members	Combined Years of Experience	Outsourcing	Passion

We pursue excellence through learning and growth. We make small, positive adjustments daily to be better individuals and better team members. We believe excellence is a lifelong journey, not a destination.

FacilitySight

ESTIMATE

FS-20261106-F4549892AB6C

PREPARED FOR

Henika District Library

Cierra Bakovka / cierra@henikalibrary.org

ISSUED Nov 6, 2026

EXPIRES Feb 4, 2027

FIRST YEAR

$3,326.00

One-time + first-year recurring

Equipment, install & services	$2,752.00
Shipping	$34.00
Annual recurring	$540.00

SECOND YEAR

$540

Annual recurring

- No built-in price increases
- No additional support costs

PROJECT SCOPE — Equipment & services

Henika District Library

- Customer self-installation

Entrance 1

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FacilitySight People Counter	1	$874.00	$874.00
Supporting Hardware Pack	1	$25.00	$25.00
Entrance License (annual)	1	$240.00	$240.00

FacilitySight

ESTIMATE

FS-20261106-F4549892AB6C

Henika District Library (continued)

Entrance 2

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FacilitySight People Counter	1	$874.00	$874.00
Supporting Hardware Pack	1	$25.00	$25.00
Entrance License (annual)	1	$240.00	$240.00

Shared equipment & installation

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FS Sound Level Sensor	1	$104.00	$104.00
FacilitySight WIreless Gateway (INDR)	1	$550.00	$550.00
Class 1 Environmental License (annual)	1	$60.00	$60.00

Project-wide services & licenses

Shared across this project

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Remote Sensor Services and Onboarding	2	$150.00	$300.00

Your FacilitySight contact: Anjelo / anjelo@facilitysight.io

USD. Tax is not included. Valid for 90 days. Year totals describe estimated service costs, not an invoice or payment schedule.

FacilitySight

ESTIMATE

FS-20261106-19965BEC15B3

PREPARED FOR

Henika District Library

Cierra Bakovka / cierra@henikalibrary.org

ISSUED Nov 6, 2026

EXPIRES Feb 4, 2027

FIRST YEAR

$2,568.00

One-time + first-year recurring

Equipment, install & services	$1,994.00
Shipping	$34.00
Annual recurring	$540.00

SECOND YEAR

$540

Annual recurring

- No built-in price increases
- No additional support costs

PROJECT SCOPE — Equipment & services

Henika District Library

- Customer self-installation

Entrance 1

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Renewed Enhanced Analytics Sensor	1	$500.00	$500.00
Drop Ceiling Mounting Kit	1	$20.00	$20.00
Entrance License (annual)	1	$240.00	$240.00

FacilitySight

ESTIMATE

FS-20261106-19965BEC15B3

Henika District Library (continued)

Entrance 2

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Renewed Enhanced Analytics Sensor	1	$500.00	$500.00
Drop Ceiling Mounting Kit	1	$20.00	$20.00
Entrance License (annual)	1	$240.00	$240.00

Shared equipment & installation

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FS Sound Level Sensor	1	$104.00	$104.00
FacilitySight WIreless Gateway (INDR)	1	$550.00	$550.00
Class 1 Environmental License (annual)	1	$60.00	$60.00

Project-wide services & licenses

Shared across this project

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Remote Sensor Services and Onboarding	2	$150.00	$300.00

Your FacilitySight contact: Anjelo / anjelo@facilitysight.io

USD. Tax is not included. Valid for 90 days. Year totals describe estimated service costs, not an invoice or payment schedule.

FacilitySight

ESTIMATE

FS-20261106-E8402E0F0D34

PREPARED FOR

Henika District Library

Cierra Bakovka / cierra@henikalibrary.org

ISSUED Nov 6, 2026

EXPIRES Feb 4, 2027

FIRST YEAR

$2,612.00

One-time + first-year recurring

Equipment, install & services	$2,098.00
Shipping	$34.00
Annual recurring	$480.00

SECOND YEAR

$480

Annual recurring

- No built-in price increases
- No additional support costs

PROJECT SCOPE — Equipment & services

Henika District Library

- Customer self-installation

Entrance 1

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FacilitySight People Counter	1	$874.00	$874.00
Supporting Hardware Pack	1	$25.00	$25.00
Entrance License (annual)	1	$240.00	$240.00

FacilitySight

ESTIMATE

FS-20261106-E8402E0F0D34

Henika District Library (continued)

Entrance 2

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
FacilitySight People Counter	1	$874.00	$874.00
Supporting Hardware Pack	1	$25.00	$25.00
Entrance License (annual)	1	$240.00	$240.00

Project-wide services & licenses

Shared across this project

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Remote Sensor Services and Onboarding	2	$150.00	$300.00

Your FacilitySight contact: Anjelo / anjelo@facilitysight.io

USD. Tax is not included. Valid for 90 days. Year totals describe estimated service costs, not an invoice or payment schedule.

FacilitySight

ESTIMATE

FS-20261106-7529A699AB51

PREPARED FOR

Henika District Library

Cierra Bakovka / cierra@henikalibrary.org

ISSUED Nov 6, 2026

EXPIRES Feb 4, 2027

FIRST YEAR

$1,854.00

One-time + first-year recurring

Equipment, install & services	$1,340.00
Shipping	$34.00
Annual recurring	$480.00

SECOND YEAR

$480

Annual recurring

- No built-in price increases
- No additional support costs

PROJECT SCOPE — Equipment & services

Henika District Library

- Customer self-installation

Entrance 1

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Renewed Enhanced Analytics Sensor	1	$500.00	$500.00
Drop Ceiling Mounting Kit	1	$20.00	$20.00
Entrance License (annual)	1	$240.00	$240.00

FacilitySight

ESTIMATE

FS-20261106-7529A699AB51

Henika District Library (continued)

Entrance 2

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Renewed Enhanced Analytics Sensor	1	$500.00	$500.00
Drop Ceiling Mounting Kit	1	$20.00	$20.00
Entrance License (annual)	1	$240.00	$240.00

Project-wide services & licenses

Shared across this project

EQUIPMENT / SERVICE	QTY	RATE	AMOUNT
Remote Sensor Services and Onboarding	2	$150.00	$300.00

Your FacilitySight contact: Anjelo / anjelo@facilitysight.io

USD. Tax is not included. Valid for 90 days. Year totals describe estimated service costs, not an invoice or payment schedule.

Re: FacilitySight | Pricing Request

cierra < cierra@henikalibrary.org >

Anjelo Pina < anjelo@facilitysight.io >

Tue, 25 Aug 2026 4:53:19 PM -0400

To "Cierra Bakovka"<cierra@henikalibrary.org>

Cierra,
Thanks for the clarification. To help stay organized, I updated the original ballpark below. You'll see two options: Option 1 includes entrance counters + noise monitoring | Option 2 includes entrance counters only. You'll also notice that the noise monitoring sensor requires an additional piece of hardware (a gateway) to transmit data.

OPTION 1

One Branch, Two Entrances + Environmental Monitoring (Noise Sensing)

One-time charges: $2,752

Hardware (Standard sensor & mounting): $1,798

Qty: 2 @ $899 each

Remote Sensor configuration: $300

Qty: 2 @ $150 each

Hardware (Environmental [decibel] Sensor & mounting): $104

Qty: 1 @ $104 each

Hardware (Sensor Gateway): $550

Qty: 1 @ $550 each

Annual recurring:$540

Entry Licenses: $480 /year

Qty: 2 @ $240 /year per entrance

Environmental Licenses: $60 /year

Qty: 1 @ $60 /year per entrance

Total cost for Year 1: $3,292

**installation not included.*

Annual cost beginning Year 2: $540

OPTION 2

Single Branch, Two Entrances | No Environmental Monitoring

One Branch with Two Entrances:

One-time charges: $2,098

Hardware (Standard Sensor & mounting): $1,798

Qty: 2 @ $899 each

Remote Sensor configuration: $300

Qty: 2 @ $150 each

Annual recurring:$480

Entry Licenses: $480 /year

Qty: 2 @ $240 /year per entrance

Total cost for Year 1: **$2,578**

**installation not included.*

Annual cost beginning Year 2: **$480**

Installation: People counting sensors must be mounted overhead. Multiple options exist, but installation is usually on the entryway ceiling or affixed to the wall/doorframe with a provided mount. Most libraries rely on internal facilities/IT staff or an existing MSP to install the sensors because it's relatively simple and the most cost-effective option. You'll just want to confirm that whoever installs can run an Ethernet cable from your networking stack to your entrances. The noise sensor is battery powered. If needed, I can get a ballpark quote from a trusted 3rd party installer.

I want to give you enough time to review/digest. When might be a good time for me to check back?

Also, let me know if you have any questions or would like to coordinate a demo/scope review. Here's a link to my booking page if that's easer. 🙂

Have a great evening,
Anjelo

Anjelo Pina
Director of Growth & Partnerships

FacilitySight

Phone (380) 212-2825
Website FacilitySight.io
Google Calendar Book a meeting with me
Smarter Spaces | **Deeper Insights.**

On Tue, Aug 25, 2026 at 12:30 PM Cierra Bakovka <cierra@henikalibrary.org> wrote:

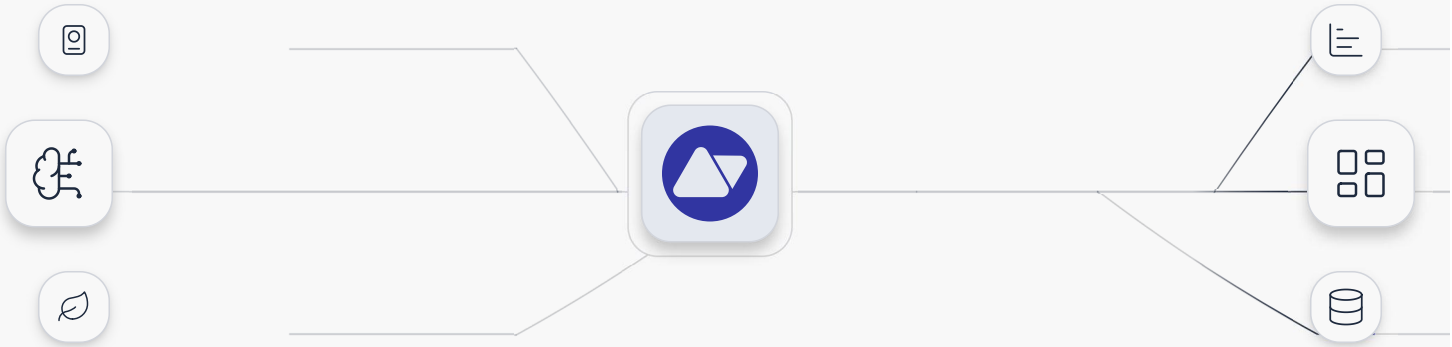
> Hi,

Accurate and Reliable

Smart, Affordable, Easy to Install Sensors

Our sensors are designed to be easy to use and integrate with your existing infrastructure. We offer a range of sensors to choose from, including door sensors, environmental sensors, and more.

Get started →



Budget-Friendly

Affordable Sensing for Every Facility

Enterprise-grade insights shouldn't be priced out of reach. We believe in making facility intelligence accessible to everyone.

No Hardware Lock in

Use sensors you already own. We support major brands and do not force proprietary hardware.

$0 Conversion Fee

Switching from another provider? We'll migrate your existing compatible sensors at no cost.

Right-Sized Hardware

No upsell treadmill. Just the smallest footprint that still delivers trustworthy data and useful decisions.

Simple Installation, Maximum Coverage

Our sensors are designed for effortless deployment. Wall or ceiling mount, your choice based on what works best for your space.

Doorway Placement

One sensor per doorway can cover an entire room. Strategic placement means you get comprehensive coverage with minimal hardware. Count everyone who enters and exits with precision.

Ceiling Mount

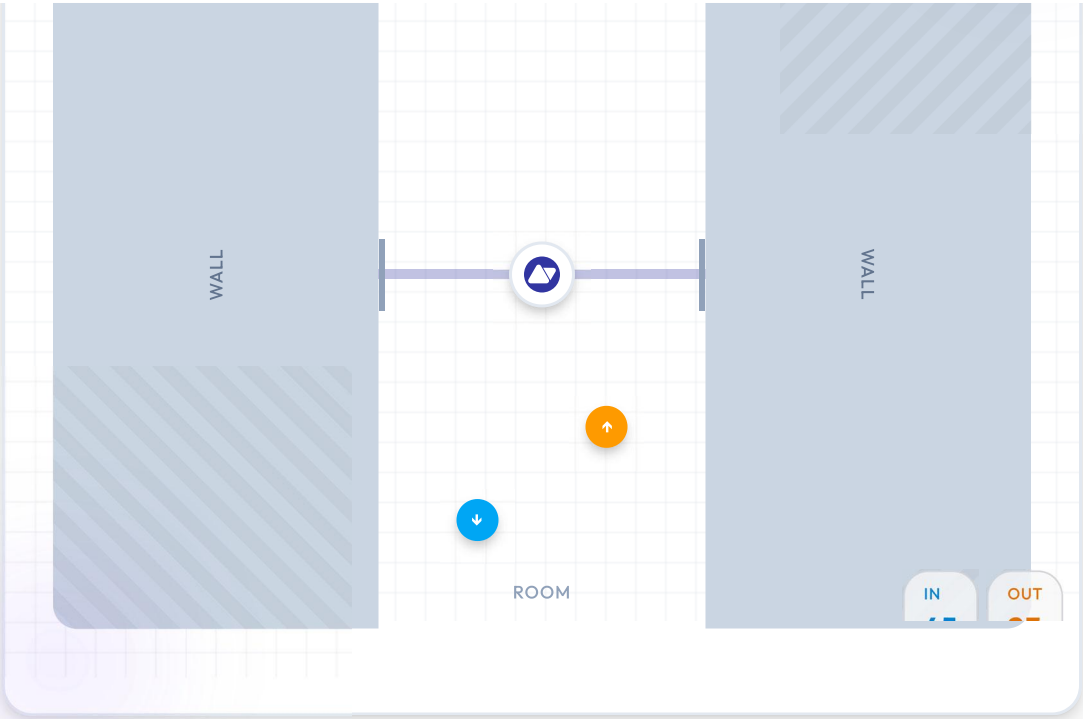
Ideal for wide-area coverage. Perfect for open spaces, retail floors, and corridors.

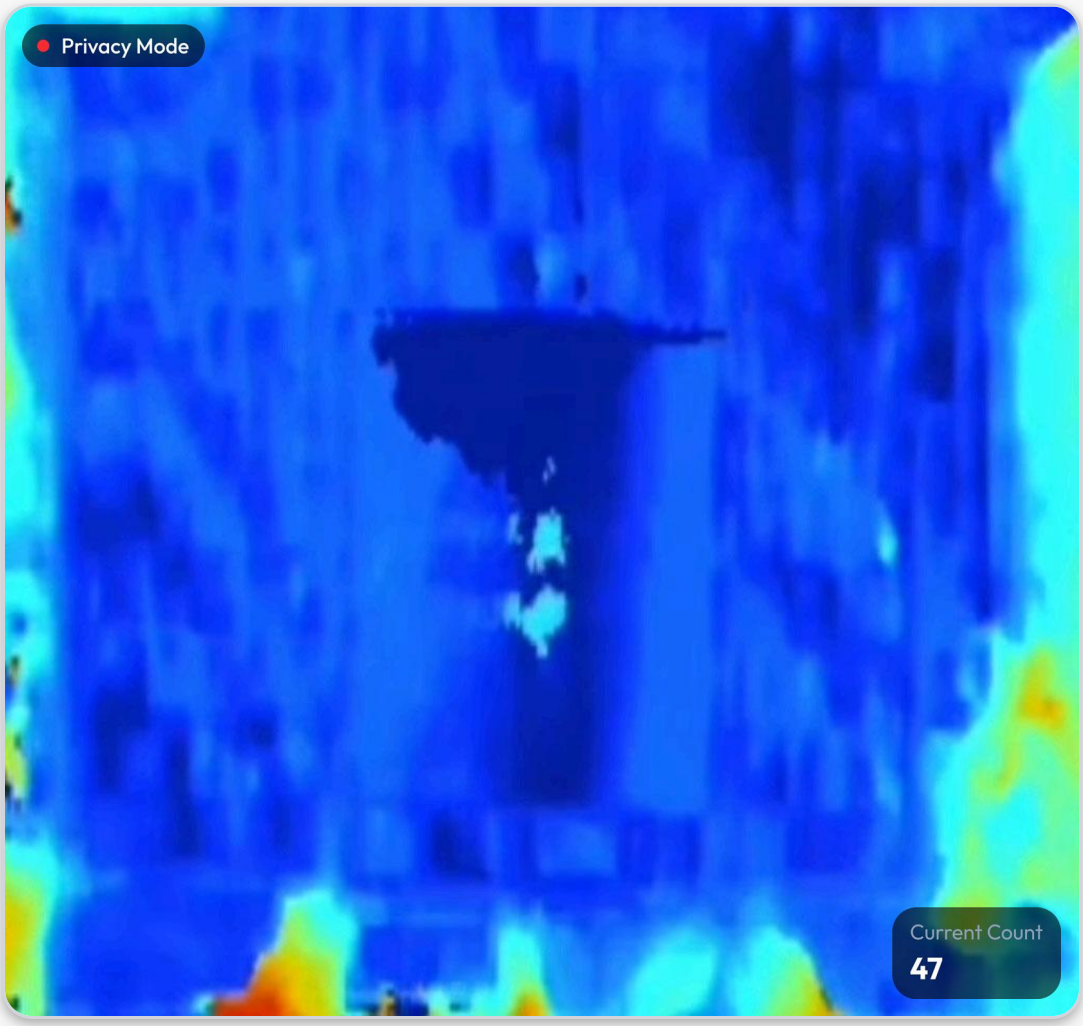
Wall Mount

Great for doorways and entrances. Easy installation without ceiling access.

No electrician required for most installations. Our sensors are plug-and-play ready.




WALL
WALL
ROOM
IN
OUT


Privacy Mode
Current Count
47

Privacy First

Count People, Not Identities

Our sensors detect presence and movement. That's it. We never capture faces, never store images, and never track individuals. Your visitors' privacy is non-negotiable.

No Facial Recognition
We count people, not identities. No biometric data is ever collected or stored.

Privacy by Design
Our sensors process data locally. Raw video never leaves the device.

GDPR & CCPA Ready
Built to meet the strictest privacy regulations from day one.

Built for Reliability

Internet Down?
Your Data Isn't.

Our sensors have built-in offline protection. When your internet connection drops, sensors continue counting and queue the data locally. Once connectivity is restored, everything syncs automatically. No data loss, no gaps in your reports.

Local Storage | Auto-Sync | Zero Data Loss



Data queued locally until connection restored

Connect Your Way

Whether you prefer the reliability of wired connections or the flexibility of wireless, we support both. Choose what works for your infrastructure.

Power over Ethernet (PoE)

One cable for power and data. Cleanest installation with the most reliable connection.

- Single cable run
- Most reliable
- Best for new installs

WiFi / Cellular

Flexible placement without running cables. Perfect for retrofits and temporary deployments.

- No cable routing
- Easy repositioning
- Quick deployment

Beyond People Counting

Environmental sensors give you a complete picture of your facility. Track conditions that affect comfort, safety, and operations, all in one platform.

People Counting

Door Counters
Track entrances and exits

Climate & Air

Temperature
Monitor thermal comfort

Humidity
Prevent mold and discomfort

Air Quality
CO2, VOC, PM2.5 levels

Safety & Compliance

Facilities

facilitysight

Login Get a Demo

Live Insights

Real-Time Occupancy

Understanding how visitors use your space is essential, not just for comfort and safety, but for real impact. FacilitySight shows you exactly how your space is used so you can plan smarter, staff more effectively, and focus resources where they matter most. All without adding to your workload.

Start Tracking →

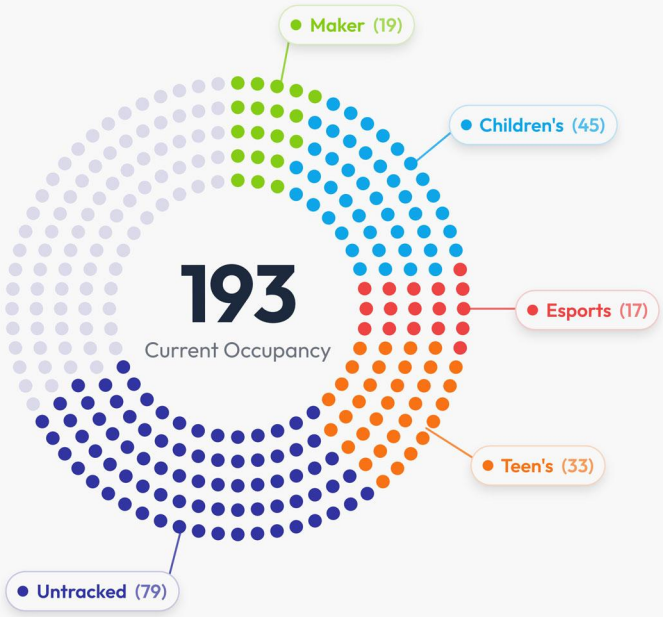
500+ Facilities

1M+ Daily Events

Track Every Zone
Monitor occupancy across floors, rooms, and custom zones in real-...

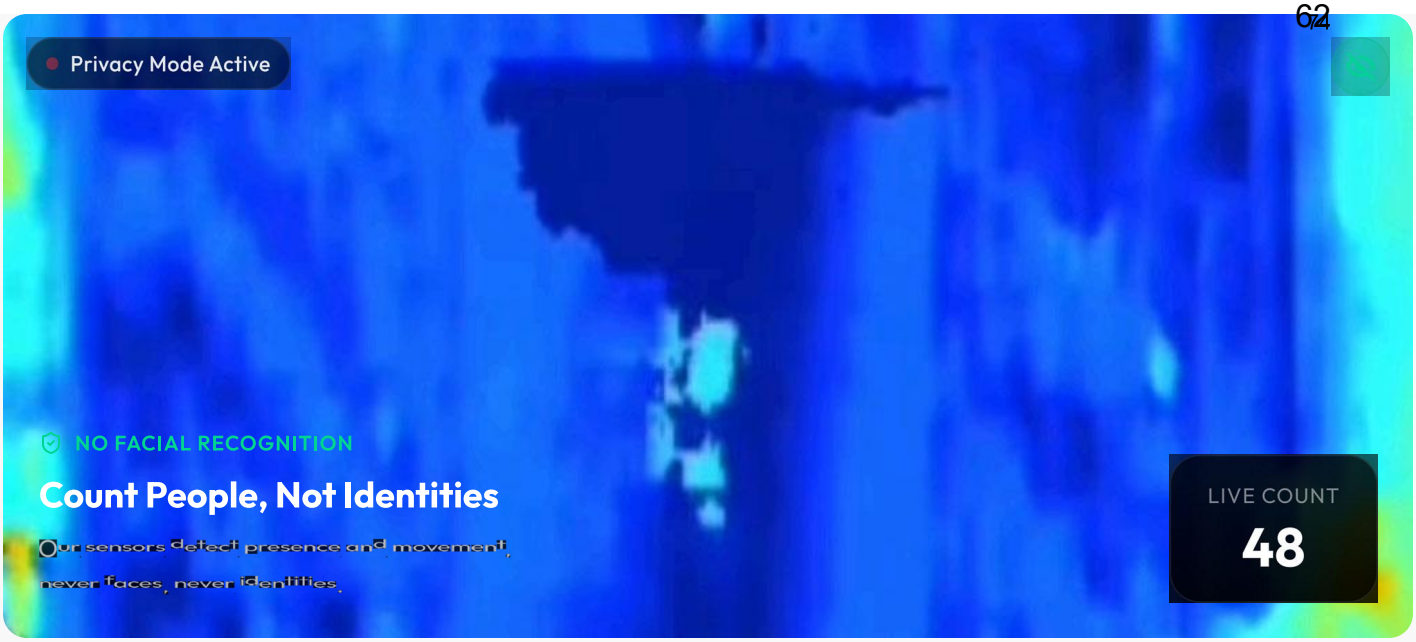
Live Sensor Data
Sub-second latency with 99.9% uptime guaranteed

Anonymous Counting
Privacy-first approach with no facial recognition



See Your Building Like Never Before

Real-time occupancy data transforms how you manage your facility. Know exactly who's where, when, and why, so you can act with confidence.



Dwell Time
Avg visit duration

+11% vs last week

Morning	Midday	Evening
18 min	32 min	24 min

Popular Times
Hourly traffic patterns

Busier than usual



Sensor Heartbeat
Continuous monitoring & alerts

All Online



Uptime: **99.97%**

<200ms

Sensor-to-dashboard latency

Real-time updates, no refresh required

Offline Protection
6+ months of local storage

Data queued locally until connection restored

Know Your Busiest Moments

See how today's traffic compares to your historical patterns. Spot anomalies, plan for peaks, and understand your facility's rhythm at a glance.



Predict Before It Peaks

Historical patterns help you staff up before the rush, not during it. Know when your next surge is coming.

Day-of-Week Patterns

Saturdays busy? Mondays slow? We learn your unique weekly rhythm and adjust expectations automatically.

Weather-Adjusted

Rain brings people indoors. We factor in local weather so predictions stay accurate even when conditions change.

Every Zone, Inside & Out

Track occupancy across interior rooms, outdoor spaces, parking areas, and custom zones, all in real-time with one unified view.

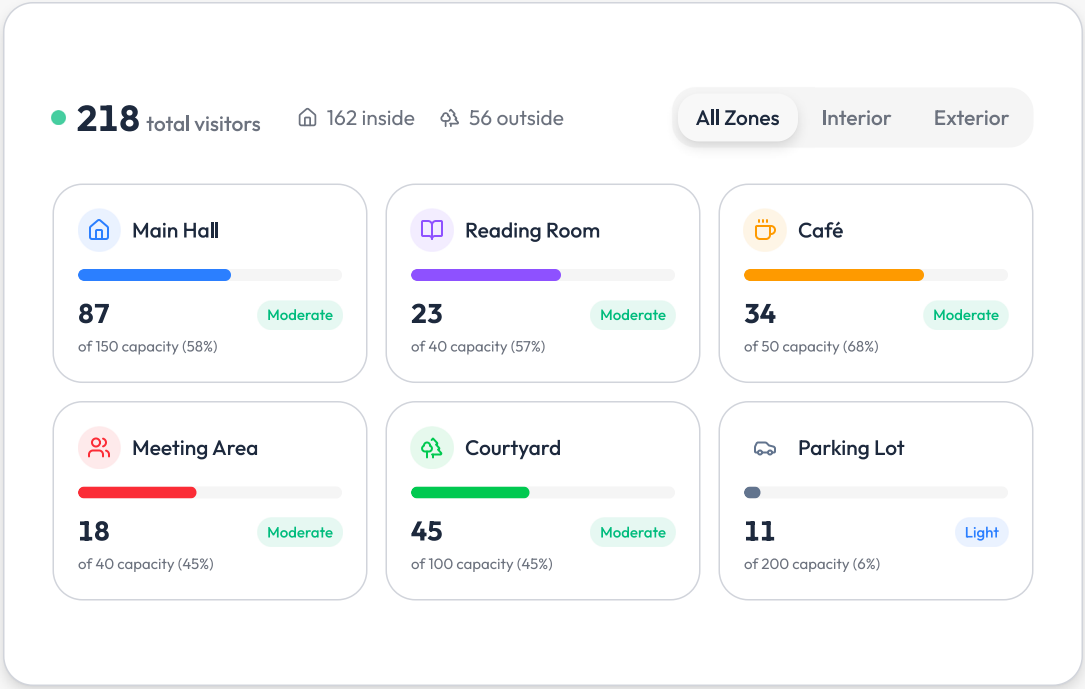
Complete Visibility

From lobbies to parking lots, from meeting rooms to outdoor patios, see the full picture of how your space is being used.

Interior Zones
Track individual rooms, floors, and areas with precision down to the zone level.

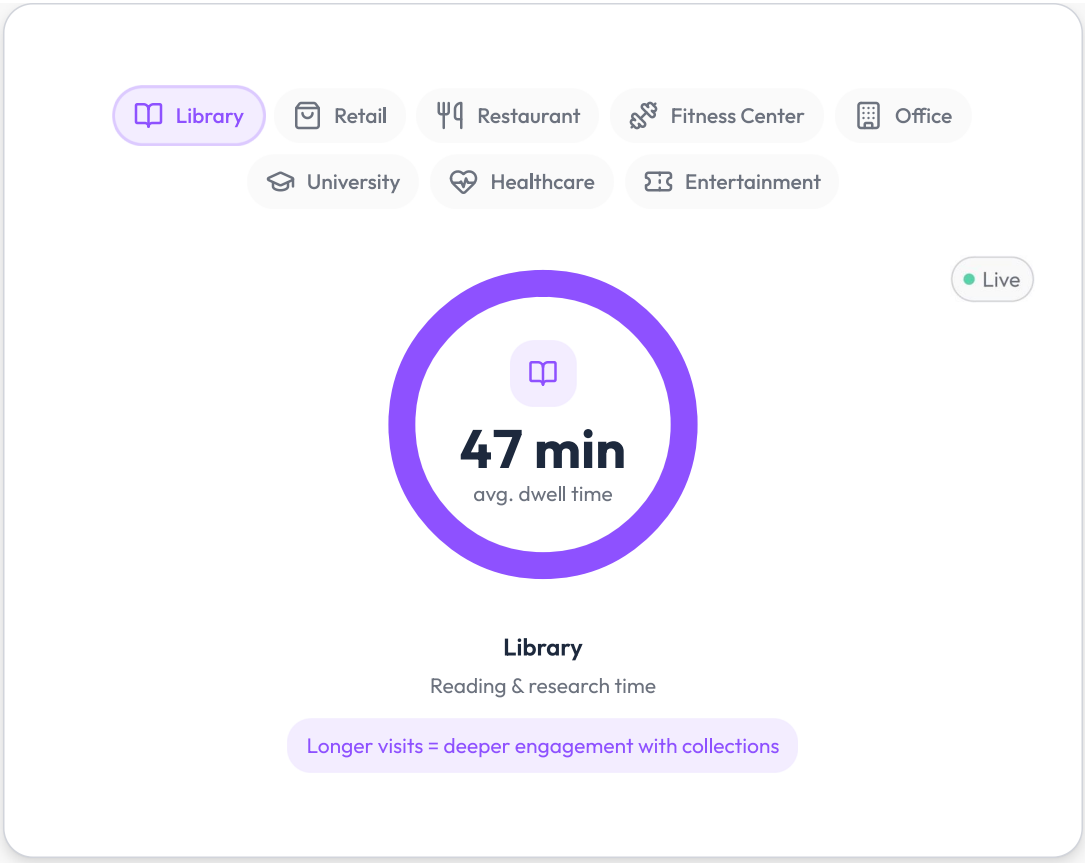
Exterior Areas
Monitor courtyards, parking lots, and outdoor spaces often missed by traditional systems.

Custom Boundaries
Define your own zones that match your operational needs, not just physical walls.



Understand Visitor Engagement

Dwell time tells you more than headcount. See how long visitors stay and what that means for your specific industry.



More Than Just Counting

Raw occupancy numbers only tell part of the story. Dwell time reveals engagement: are visitors browsing deeply or just passing through?

Measure Real Engagement
Longer stays often mean more value: more purchases, deeper learning, better experiences.

Optimize Flow
Identify bottlenecks where people linger too long, or spots they rush through too fast.

Industry Context
A 20-minute visit means something different at a library than a coffee shop. We understand the nuance.

Turn Data Into Action

Real-time occupancy isn't just interesting, it's transformative. Here's what facility managers actually do with live data.

Smarter Staffing | Emergency Response | Fire Code Compliance

Space Optimization

OPERATIONS

Smarter Staffing

Know exactly when to add staff or scale back. Match labor to actual demand, not guesswork.

23% labor cost reduction

- Staff-to-visitor ratio alerts
- Peak hour predictions
- Automated scheduling hints
- Service level monitoring



Coming in 2026

Object Detection

Beyond pedestrians: track all types of mobility

Bicycles

Wheelchairs

Strollers

Mobility Scooters

facilitysight

Login

Get a Demo

Health Monitoring

Environmental Conditions

Track air quality, temperature, humidity, CO_2 levels and more to maintain healthier, more comfortable spaces. Get real-time alerts when conditions fall outside optimal ranges and make data-driven decisions about HVAC and ventilation.

Start Monitoring →

10+
Sensor Types

99.9%
Uptime

Air Quality
Monitor CO_2, PM2.5, VOCs, and particulate matter in real-time

Climate Control
Track temperature and humidity across all zones

Smart Alerts
Get notified before conditions affect occupant comfort



Command Center

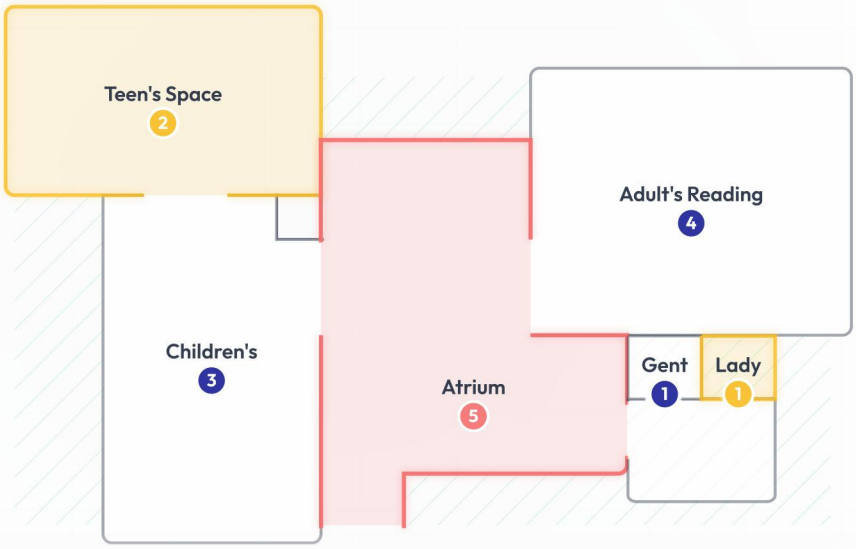
Complete Facility Visibility

Every sensor. Every room. Every metric. Monitor your entire facility from a single, intelligent dashboard.

Live Facility Map

Click any room to view details

LIVE



73.4 °F

AVG TEMPERATURE

847 ppm

CO_2 LEVEL

45 %

HUMIDITY

System Health

100%

UPTIME

100%

SENSORS

Sensor Network

Everything FacilitySight can monitor

Leak Detection
Water & pipe monitoring

Temperature
Climate control tracking

Odor Detection
Air quality monitoring

Trash Fill Level
Smart waste management

Vape Detection
Policy compliance alerts

Humidity
Moisture level tracking

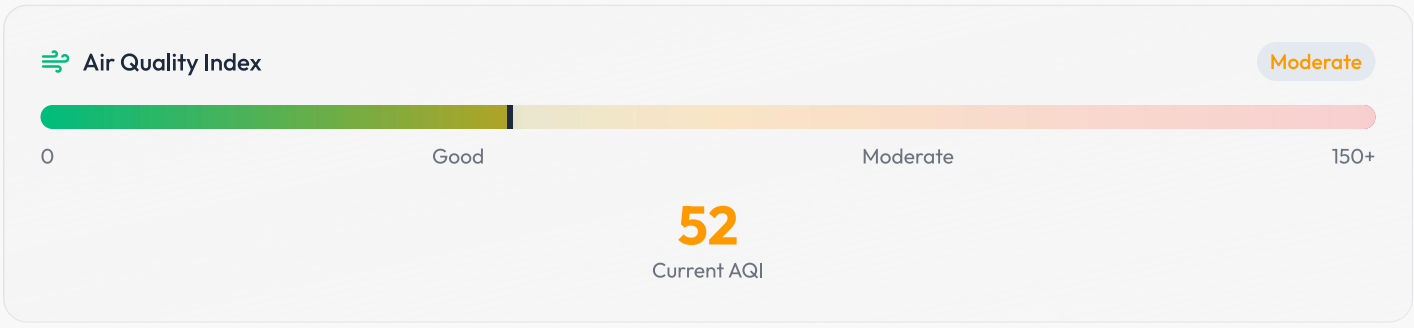
Fall Detection
Safety & emergency alerts

Noise Levels
Acoustic monitoring

Air Quality & Climate

Breathe Easy. Work Better.

Poor indoor air quality costs businesses billions in lost productivity and sick days. Know your air quality in real-time and create healthier spaces.



Temperature
72°F
Target: 68-76°F

Humidity
45%
Target: 40-60%

CO_2 Level

580 ppm

Target: < 800 ppm

PM2.5

12 µg/m³

Target: < 35 µg/m³

The Hidden Productivity Killer

Temperature wars
Staff constantly adjusting thermostats, complaints flooding facilities

35%
of complaints

Invisible air quality issues
High CO_2 levels cause drowsiness and poor concentration

15%
productivity loss

Sick building syndrome
Poor ventilation leads to increased sick days

$1,500
per employee/year

Safety & Compliance

Stop False Alarms.
Detect Real Emergencies.

From vape detection that prevents costly false fire alarms to privacy-preserving fall detection, keep your facility safe and compliant.

Vape Detection

Detect vaping without triggering fire systems

Detected

Vape activity detected - Restroom B, 2nd Floor

The Cost of False Fire Alarms

Vape smoke triggers fire alarms, causing costly evacuations and fire department responses

$5,000+	2-4 hrs	100s
per incident	disruption	affected

How it helps

Prevent false fire alarms
Targeted vape alerts without triggering building-wide evacuations

Save thousands per incident
Avoid fire department fees, lost productivity, and reputation damage

Maintain compliance
Document vaping incidents for policy enforcement

Fall Detection

Privacy-preserving safety monitoring

Privacy-First



Response time < 30 seconds

Every Second Counts

Fall incidents in low-traffic areas can go unnoticed for extended periods, increasing injury severity

<30s	100%
detection time	privacy-safe

How it helps

Rapid response
Instant alerts when a fall is detected, reducing response time dramatically

Privacy-first design
No cameras or video. Uses motion sensors to detect falls safely

Reduce liability
Document incidents and response times for compliance

Water & Facilities

From Reactive to Proactive Maintenance

Stop discovering issues when visitors complain. Smart sensors tell your team what needs attention before it becomes a problem.

Housekeeping Intelligence

Smart scheduling based on actual need, not guesswork

Trashcan Fill Levels

Lobby - North	Full	95%
Break Room	OK	60%
Conference Area	OK	35%

Restroom Odor Status

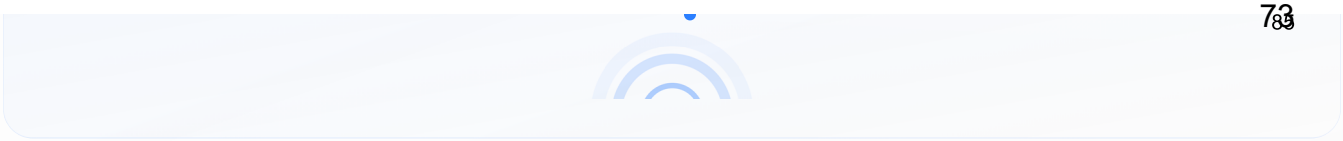
Restroom - 2nd Floor	Needs Attention
Restroom - Lobby	Moderate
Restroom - 3rd Floor	Fresh

40% reduction in reactive maintenance calls

Leak Detection

Catch leaks early





Noise Monitoring

Maintain quiet zones



42 dB

Quiet

Service Thresholds

Usage-based scheduling

Restroom Traffic

Visits since last service 56

0 Service threshold: 150

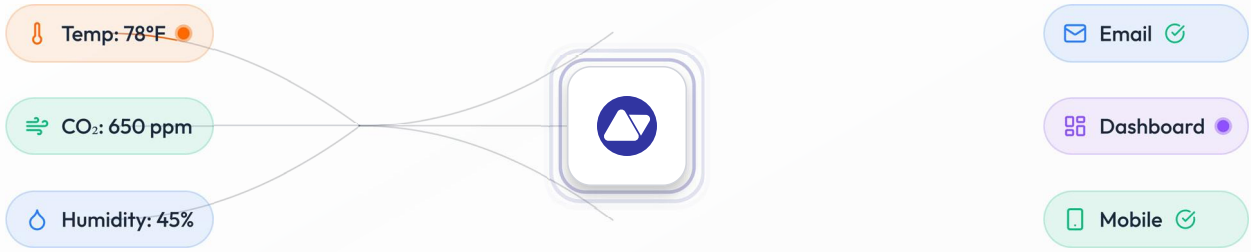
Alerts & Notifications

The Right Alert. The Right Channel. The Right Time.

From threshold breaches to system anomalies, get notified instantly via email, dashboard, and mobile.

How Alerts Flow

Sensors detect issues → FacilitySight processes → You get notified instantly



5	3	24/7

Recent Alerts

Temperature threshold exceeded — New
Server Room - 3rd Floor
2 minutes ago

Water leak detected — Acknowledged
Restroom - 2nd Floor
15 minutes ago

CO_2 level elevated — Resolved
Conference Room A
1 hour ago

Instant Delivery
Alerts reach your team within seconds of detection

Smart Filtering
Customize thresholds to reduce alert fatigue

Cross-Facility
Nexus users see alerts across all member buildings

Problems to Outcomes

We Know the Pain Points. Here Are the Outcomes.

Every environmental monitoring challenge has a solution. See how FacilitySight transforms reactive frustration into proactive confidence.

THE PROBLEM

8+ hrs
avg detection delay

Reactive maintenance

You only find out about environmental issues when staff complains, or when something breaks. By then, comfort has suffered and productivity has dropped.

THE SOLUTION

< 5 sec
alert latency

Proactive alerting

Smart thresholds notify your team the moment conditions start drifting outside optimal ranges, before anyone notices a problem.

THE PROBLEM

Weekly
inspection gaps

Flying blind between inspections

Without continuous monitoring, you...

Click to see the solution

THE PROBLEM

3+
separate systems

Scattered systems, fragmented view

Temperature sensors on one...

THE PROBLEM

10+ hrs
report prep time

Manual compliance scramble

When audits come around, you're...

Click to see the solution

Click to see the solution

The ROI of Visibility

Every hour of delayed detection costs productivity, comfort, and potentially equipment. A single prevented water leak saves **$10,000+**. A single prevented false fire alarm saves **$5,000+**. Environmental monitoring pays for itself within months.

90%+
of issues preventable

facilitysight

Smart facility management powered by real-time occupancy data and AI-driven insights.

Insights

- Real-Time Occupancy
- Space Insights
- Safety & Incidents
- Environmental
- Forecasting
- Ask FacilitySight
- Reporting
- Fleet Overview

Company

- About Us
- News
- Careers
- Nexus Platform
- Sensors
- Pricing
- Contact
- System Status

Legal

- Privacy Policy
- Terms of Service
- Cookie Policy

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Contract for Services
Henika District Library

SERVICES

Kennari Consulting will provide the following services for Henika District Library:

Campaign Consulting

Timetable: Twelve Months (December 1, 2026 – November 30, 2027)

Kennari Consulting will serve as fundraising counsel with the goal of providing direction, planning, and coaching for the library expansion campaign. Services include:

- Advising on overall campaign strategy, including lead gift solicitation and campaign goal attainment
- Continuing to develop and add to a list of individuals and corporate donors and prospects for philanthropic support, sponsorship, and naming opportunities; this includes reviewing current Henika Library donors and/or donor prospects and key community and corporate funders.
- Continuing to add to the grant prospects list including foundations and public funding sources, submission deadlines, contact information, appropriate ask amount, and strategies
- Providing guidance on strategies to complete solicitations and successfully meet the campaign goal
- Supporting planning and strategies for campaign activities with targeted prospect groups
- Motivating campaign leadership, volunteers, and staff to continue forward momentum with campaign
- Strategizing with campaign volunteers on the solicitation of funds
- Responding to and offering feedback on the creation of campaign literature/materials (PLEASE NOTE: Design and printing of pieces are outside the scope of this contract.)
- Providing fundraising event strategies as it relates to the campaign project. This would include advising on timing, program flow, event audience, and mission-related activities at the event. (PLEASE NOTE: This does not include Kennari Consulting acting as the event planner or manager.)
- Strategizing with staff on groundbreaking and/or ribbon cutting events to garner excitement and support for the campaign
- Assisting with determination of a donor recognition display. (PLEASE NOTE: Design, production, and associated costs are responsibility of Henika District Library)
- Collaborating with organization staff to develop campaign completion strategies for garnering broad community support
- Submitting monthly campaign updates to the Library Board including campaign progress, challenges, and next steps

Note: Campaign Completion services are renewable, as needed, until the campaign goal is met. If Kennari Consulting and Henika District Library determine that additional Campaign Completion

activities are needed, additional time/activities and the cost to complete these activities will be negotiated and a new contract executed.

Kennari clients benefit from free access to Fundkit (powered by Kennari Consulting), including a library of educational training videos and tools.

FEES

Contract fees and payment terms remain effective for 90 days after issuance.

Consulting Services

Campaign Consulting: $30,600

Payment Structure

Invoices for services will be generated on the 1st of the month and due for payment on the 15th of the month. Optional services and direct costs will be invoiced separately on a monthly basis.

12 payments – due 12/15/26 – 11/15/27 @ $2,550 = $30,600

Direct Costs

Direct costs may include but are not limited to printing, binders, postage, and cabinet meeting refreshments. These costs will be invoiced as they are incurred in addition to consulting fees.

Optional Services

Optional services are available at the discretion of Henika District Library and will be agreed upon in advance by both parties.

Wealth Screening: wealth data services are available through a partnership with DonorSearch to provide insight on Henika District Library's existing individual donors. Depending on the number of records, screenings will cost $0.25 – 0.35 per record plus a $350-450 processing fee, billed separately at the end of the month.

Travel: six (6) in-person meetings are included in this contract, with all other meetings and work conducted virtually. Additional in-person meetings and the associated fees will be agreed upon by both parties in advance.

TERMS

Henika District Library and Kennari Consulting agree to the following terms and conditions:

1. **No Custody or Control of Funds:** At no time will Kennari Consulting receive, for any purpose, funds on behalf of, or in the name of, Henika District Library.

2. **Confidentiality:** All information relative to Henika District Library's business practices, finances, internal operations, and donor data which are designated confidential by Henika District Library and made available to Kennari Consulting in order to carry out this contract, will be protected by Kennari Consulting from unauthorized use and disclosure.

3. **Use of Materials:** Kennari Consulting retains ownership of services, materials, and intellectual property utilized, performed, and shared during the contract period and in perpetuity. Henika District Library will not reproduce, distribute, or prepare derivative works or share outside contracted organization without approval from Kennari Consulting.

4. **Indemnification:** Kennari Consulting shall defend, indemnify, and hold harmless Henika District Library from any liability arising from activities undertaken by Kennari Consulting not directly associated with advice, consultation, or direct act of Henika District Library or its agents.

5. **No Supervision of Work:** The parties acknowledge and agree that Kennari Consulting has no right to control the steps in the process of performance of the stated services and may only specify the result desired to be accomplished. Henika District Library shall have final approval over the content and volume of any and all solicitations it makes.

6. **Assistants:** The parties acknowledge and agree that Kennari Consulting may utilize assistants, at Kennari Consulting's discretion, to perform the services, provided, however, that Kennari Consulting shall be and remain personally and solely responsible for the performance of the services at all times during the term of this contract.

7. **Artificial Intelligence:** Kennari Consulting may utilize Artificial Intelligence (AI) in its operations. Kennari Consulting agrees to mitigate the risks associated with the use of AI and protecting Henika District Library's privacy and data security by using AI to create new works; uploading only information that is already publicly available; and reviewing all AI produced materials for errors, inconsistencies, biases, or other issues prior to usage.

8. **Non-Exclusive Arrangement:** Henika District Library acknowledges that Kennari Consulting provides or may provide services similar to the services outlined in the agreement to other organizations or to the general public. In conforming with the foregoing status of the parties, nothing in this agreement shall be interpreted as preventing Kennari Consulting from entering into similar agreements with others or holding itself out to the public as available to engage in such agreements with others.

9. **Not an Employee:** Henika District Library and Kennari Consulting agree and understand that Kennari Consulting is an independent contractor for federal income tax purposes, federal unemployment tax purposes, social security tax purposes, Fair Labor Standards Act purposes, state unemployment compensation purposes, workers' compensation purposes, and all other purposes and that Henika District Library shall have no responsibility for any obligations incurred and assumed by Kennari Consulting. Henika District Library and Kennari Consulting agree and understand that there are no obligations of Henika District Library to Kennari Consulting related to employee pension plans, health insurance plans, and other benefits.

10. **No-Poach:** Henika District Library agrees that during the term of this agreement (as it may be extended or renewed) and for a period of twelve (12) months after the end of such term, it will not solicit any employee of Kennari Consulting for employment or engagement for services with Henika District Library, or otherwise attempt to induce any such employee or terminate his or her relationship with Kennari Consulting. Henika District Library will refrain from hiring any such employee during such period, unless written consent to such hiring or engagement is given by Kennari Consulting.

11. **Insurance:** Kennari Consulting represents that it currently has in effect, and agrees that it will provide, at its own expense and continuously during the course of the provision of the services, appropriate workers' compensation coverage and general liability insurance to protect Henika District Library and Kennari Consulting against liability arising from Kennari Consulting (or any assistants') rendering of services pursuant to this agreement. Kennari Consulting acknowledges that Henika District Library does not maintain, and is not obligated to maintain, workers' compensation insurance and general liability insurance for the benefit of Kennari Consulting or any assistants.

12. **Marketing:** Kennari Consulting reserves the right to share public, positive news or updates about Henika District Library through Kennari Consulting's marketing channels, including but not limited to: social media platforms, website, and newsletters. Henika District Library will notify Kennari Consulting in writing if Henika District Library does not agree to this recognition policy.

13. **Covenants of the Contractor:** Kennari Consulting agrees to:
    a. Comply with all laws, rules, ordinances and regulations, and federal, state, or local political bodies having jurisdiction over the services;
    b. Obtain all permits and licenses necessary for performance of the services;
    c. Pay all taxes due with respect to all amounts paid by Henika District Library to Kennari Consulting under this agreement, including self-employment taxes; and
    d. Not hold itself out to be an employee or agent of Henika District Library.

14. **Governing Law:** This contract shall be construed and interpreted in accordance with the laws of the State of Michigan.

15. **License to Solicit:** Henika District Library must obtain and/or keep current a License to Solicit with the State of Michigan Attorney General's office, and other appropriate states' licensing offices, unless exempt.

16. **Payment Policy:** Invoices are to be paid within 14 days of the invoice date. If payment is not received within 30 days of due date, Kennari Consulting reserves the right to suspend meetings and other additional support until payment is received or a payment plan is agreed upon.

17. **Termination:** Except as otherwise provided in this contract, this contract may be terminated by either party with 30 days written notice, provided that any termination by either party will result in a pro rata refund to Henika District Library of fees previously paid based on the number of days service is provided in the termination month divided by the number of days in the month of termination.

18. **Modification:** This agreement constitutes the entire agreement among parties to it and supersedes any prior understanding or agreement. Only a written instrument executed by all parties to it may amend this agreement. Henika District Library and Kennari Consulting will determine additional service beyond the length and terms of this agreement and confirm through a separate contract.



By signing below, Henika District Library and Kennari Consulting agree to the terms and conditions within this contract.

HENIKA DISTRICT LIBRARY	KENNARI CONSULTING
By_____	By _____
Print Name _____	Print Name _____
Title _____	Title _____
Date_____	Date _____
MI Charitable Solicitation License #_____	

cierra < cierra@henikalibrary.org >

Re: Contract Renewal

Kirstin VanderMolen < kirstin@kennariconsulting.com >

Wed, 04 Nov 2026 4:16:06 PM -0500

To "Cierra Bakovka"<cierra@henikalibrary.org>

Cc "Kim Kvorka"<kim@kennariconsulting.com>

Thank you for this information. I am attending the board meeting on the 10th and happy to discuss this further with the full board. Along with the board report, I would like to add this graphic to their board packet if there is still time (attached). If not, I can bring copies that evening. I'd like to address where your campaign is in the scheme of an overall campaign timeline.

Regarding securing a gift before year-end, I can't guarantee that as we are not your acting solicitor. Our services do not extend to soliciting gifts for you and we aren't licensed to perform that work. Therefore, securing a gift is very contingent on factors out of our control. The ACCF gift was rather large and unexpected, and resulted in large part from our work with you and our relationship with the Foundation. That said, I understand their concern as the expenses of running a campaign with a consultant should be considered.

I will be happy to address all of this at the board meeting next week and we can certainly draft up a one month extension so it is ready to go.

Thank you so much, Cierra! Kim and I have enjoyed working together and hope to continue helping see this project to completion!

Kirstin

Kirstin VanderMolen

Senior Strategist

Kennari Consulting

Cell 269.355.5574

Follow Kennari on Facebook and LinkedIn

On Mon, Nov 2, 2026 at 2:55 PM Cierra Bakovka <cierra@henikalibrary.org> wrote:

> Hello,
>
> The Planning committee met and went over the contract renewal. Their recommendation is that they would like to extend services until Dec. 31, 2026, with the understanding that Kennari will have until then to secure at least one

FULL CAMPAIGN -ESTIMATED TIMELINE



PRE-FEASIBILITY PREPARATION

Preparing the project and donors to ensure readiness for a successful feasibility study.

Timeline: 2 - 6 months, renewable

Variables that determine length of pre-feasibility phase include status of project development, budget, and existing donor base.



FEASIBILITY STUDY

Conducting a study to determine community support for the proposed project.

Timeline: 4 months



CAMPAIGN DEVELOPMENT

Utilizing the information garnered in the feasibility study to produce a plan for the campaign effort.

Timeline: 6 months



CAMPAIGN IMPLEMENTATION

Executing the campaign plan.

Timeline: 12 months



CAMPAIGN COMPLETION

Continuing campaign activities and implementing strategies to complete campaign.

Timeline: 12 months, renewable

Many variables determine length of campaign completion phase.

TOTAL *: 36-40 MONTHS

*** NOTE:** Actual timeframe will be clarified through the campaign process, with contracts presented for each phase.

Current:

To encourage community and personal growth through diverse materials, services, and experiences.

Recommended Change:

To serve the community and foster personal growth through diverse materials, services, and experiences.

Estimate

MJA Landscape

4256-12th St.
Wayland, MI 49348

Name/Address
Henika Library 149 S Main Wayland MI 49348

Jeremy Apol 616-813-6331

Date	Estimate No.
09/25/26	814-Snow

GL Number	P.O. No.

Item	Description	Quantity	Cost	Total
Snow plow	Snow will be plowed after 2" of accumulation from snow fall or drifting for the 2026-2027 season. The South lot from Division Street to the East, per time	1	81.00	81.00
Salt	Salt - Parking lot, per time	1	70.20	70.20
Shoveling	Snow will be shoveled from walkways after 1.5" of accumulation, per time	1	73.44	73.44
Salt - walkway	Salt was spread on walkway, per time.	1	32.40	32.40
			Total	$257.04

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RECIPIENT:

Cierra Bakovka
149 South Main Street
Wayland, Michigan 49348

Quote #568

Sent on Nov 03, 2026

Product/Service	Description	Total
Seasonal Commercial Snow Plowing — 20 Prepaid Services	**Seasonal Commercial Snow Plowing — 20 Prepaid Services** Includes up to 20 qualifying commercial snow plowing services during the service season of November 1, 2026 through April 1, 2027. Snow plowing will commence when new snowfall accumulation reaches 2" at the property. Estimated service time is 6–8 hours after the 2" service trigger has been reached. During extended or continuous snow events, multiple visits may be required to maintain reasonable access and conditions. Excessive drifting, additional accumulation reaching the service threshold, and cleanup plowing resulting from additional accumulation or drifting may each qualify as an additional service and count toward the 20 prepaid services. Service includes plowing the designated parking lots, private roadways, driveways, loading areas, fire lanes, and other automobile-use areas identified within the accepted quote or property service plan. Areas obstructed by parked vehicles, trailers, dumpsters, equipment, stored materials, or other obstacles may not be fully cleared. The Contractor will make reasonable efforts to clear around obstacles while maintaining approximately 2 feet of clearance from vehicles, mailboxes, snow markers, structures, and other objects when necessary for safe operation. During significant winter weather, including National Weather Service winter weather advisories or warnings affecting the service area, heavy snowfall rates, significant drifting, freezing precipitation, reduced visibility, hazardous travel conditions, or similar conditions beyond the Contractor's reasonable control, the estimated service timeframe may be extended by up to an additional 4 hours. Extraordinary conditions may require additional reasonable delays when necessary for safe operations. Once all 20 prepaid plowing services have been used, qualifying services will continue at the Additional Commercial Snow Plowing rate established on this quote. Unused prepaid services expire at the end of the service season and are non-refundable, non-transferable, and do not carry over to a future season. All services are subject to the Commercial Snow & Ice Management Agreement included with this quote.	$1,500.00

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Product/Service	Description	Total
10 Additional Plow Pushes – After Initial 20 Pushes Have Been Reached	Additional 10 Plow Services – After Initial 20 Provides up to 10 additional qualifying snow-plowing services after the initial 20 seasonal services have been used. Each dispatch where plowing, drift removal, cleanup, reopening access, or other qualifying snow-removal work is performed counts as one service. Multiple qualifying dispatches during the same storm may each count separately. These services remain subject to the same 2" snow trigger, estimated service timing, severe-weather provisions, access requirements, service definitions, property protections, liability provisions, and Terms of Service applicable to the original seasonal snow-plowing agreement. Unused visits remaining at the end of the contracted service season have no cash value, refund, or credit.	$750.00
Commercial Salt — 20 Prepaid Applications	**Ice Management Service Level — Post-Plow** This property's standard ice-management service level is Post-Plow Salting. Salt will be applied following qualifying snow plowing services when conditions warrant treatment. Post-Plow service is intended to treat residual snow and ice remaining after plowing. This service level does not include automatic pre-treatment, treatment of freezing rain or freezing drizzle, treatment of snow events below the contracted plowing trigger, or additional treatment for melt-and-refreeze conditions unless separately requested or authorized. Clients requiring more proactive ice management may request a Low-Tolerance or Zero-Tolerance service level. Salt applications are subject to the prepaid quantity and additional per-application pricing established on this quote.	$1,500.00
Additional Commercial Salt — Per Application After 20	Additional Commercial Salt — Per Application After 20 Once all 20 prepaid commercial salt applications have been used, additional qualifying salt applications will continue according to the selected Ice Management Service Level and will be billed at the per-application rate established on this quote. The Contractor is authorized to continue qualifying applications without obtaining separate approval for each application.	$80.00

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Product/Service	Description	Total
Customer Declines Salt	**DECLINED — Commercial Salting & Ice Management** Client has elected to decline commercial salting and ice-management services for the automobile-use areas of the property. Client acknowledges that snow plowing alone does not remove all snow or ice and that slippery conditions, packed snow, black ice, refreezing, and other winter hazards may remain or develop before, during, or after plowing. By declining salting and ice-management services, Client accepts responsibility for monitoring and addressing ice conditions within the declined service areas. Zdubs Mowing And More LLC will not be responsible for providing salting, deicing, pre-treatment, refreeze treatment, or other ice-management services unless separately requested and authorized. During active winter weather events, properties receiving proactive ice management or lower-tolerance services may receive higher route priority based on their contracted service requirements. Plow-only properties will continue to be serviced according to their contracted 2" trigger and applicable estimated service timeframe. Client acknowledges and accepts the increased risk associated with declining ice-management services and agrees that the Contractor is not responsible for conditions resulting from services specifically declined by the Client, to the fullest extent permitted by law.	$0.00
Sidewalk Snow Clearing — 20 Prepaid Services	**Sidewalk Snow Clearing — 20 Prepaid Services** Includes up to 20 qualifying snow-clearing services for the designated sidewalks, entrances, and pedestrian areas identified within the accepted quote or property service plan. Unless otherwise specified, sidewalk clearing will commence when snow accumulation reaches approximately 1.5". Each qualifying sidewalk clearing counts as one service toward the 20 prepaid services. Additional accumulation, drifting, or return clearing may qualify as an additional service. Areas obstructed by vehicles, equipment, stored materials, or other obstacles may not be fully cleared. Once all 20 prepaid services have been used, additional qualifying sidewalk clearing will continue at the additional per-service rate established on this quote.	$1,500.00

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Product/Service	Description	Total
Additional Sidewalk Snow Clearing — Per Service After 20	**Additional Sidewalk Snow Clearing — Per Service After 20** Once all 20 prepaid sidewalk snow-clearing services have been used, additional qualifying sidewalk clearing will continue at the per-service rate established on this quote. The same service trigger, designated service areas, and service qualifications apply. **Rate After 20 Services: $_____ per service**	$80.00
Sidewalk Ice Melt — 20 Prepaid Applications	**Sidewalk Ice Melt — 20 Prepaid Applications** Includes 20 prepaid ice-melt applications for the designated sidewalks, entrances, and pedestrian areas identified within the accepted quote or property service plan. Applications will be performed according to the selected sidewalk ice-management service level. Each qualifying treatment counts as one application toward the 20 prepaid applications. Ice-melting products are intended to reduce snow and ice hazards but do not guarantee continuously bare, dry, or ice-free walking surfaces. Once all 20 prepaid applications have been used, additional qualifying applications will continue at the additional per-application rate established on this quote.	$1,500.00
Additional Sidewalk Ice Melt — Per Application After 20	**Additional Sidewalk Ice Melt — Per Application After 20** Once all 20 prepaid sidewalk ice-melt applications have been used, additional qualifying applications will continue according to the selected service level and will be billed at the per-application rate established on this quote.	$80.00
Additional Snow Relocation / Stacking — Hourly	**Additional Snow Relocation / Stacking — Hourly** Standard plowing includes pushing and stacking snow in reasonable designated locations on the property. When snow accumulation, limited storage space, excessive snowbanks, drifting, or site conditions require additional equipment or labor to push back, relocate, or stack snow beyond normal plowing operations, additional work will be billed at the hourly rate established on this quote. Additional snow relocation or stacking is not included within a standard qualifying plow service.	$200.00

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Product/Service	Description	Total
Snow Hauling & Off-Site Removal	**Snow Hauling & Off-Site Removal** When available on-site snow storage becomes insufficient or off-site removal is requested, snow may be loaded and transported from the property. Loading, equipment, labor, transportation, hauling, and disposal are not included within standard snow plowing services and will be billed according to the rate established on this quote. Snow hauling will be performed when authorized or otherwise agreed upon by the Client and Contractor.	$240.00

COMMERCIAL SNOW & ICE MANAGEMENT — GENERAL TERMS

This quote, its selected line items, service descriptions, pricing, and these General Terms constitute the Snow & Ice Management Agreement between the Client and Zdubs Mowing And More LLC for the property listed on this quote.

Payment: Full payment of all prepaid seasonal services is required before service begins unless otherwise stated on this quote. Additional services exceeding prepaid quantities will be billed at the predetermined rates listed on this quote. All prepaid seasonal services are non-refundable, non-transferable, and expire at the end of the contracted service season. Unused services have no cash value and do not carry over to a future season.

Property & Access: Client is responsible for identifying or clearly marking curbs, drains, utility structures, speed bumps, pavement edges, landscaping, decorative features, and other objects that may be difficult to see when covered by snow. Contractor is not responsible for damage to hidden, unmarked, deteriorated, improperly installed, or pre-existing property conditions. Areas obstructed by vehicles, equipment, dumpsters, stored materials, or other obstacles may not be fully serviced.

Snow & Ice Conditions: Snow and ice management is intended to reduce winter hazards but cannot eliminate all slippery or hazardous conditions. Snow and ice may accumulate, drift, melt, or refreeze before, during, or after service and between visits. Salt and ice-melting products do not guarantee bare, dry, or continuously ice-free surfaces.

Liability & Declined Services: Contractor's responsibility is limited to the services and service areas specifically included on this quote. Contractor assumes no responsibility for performing services specifically declined or excluded by the Client. Client remains responsible for reasonable monitoring of the property between Contractor visits and for conditions outside the contracted scope of work. Contractor is responsible for direct physical property damage caused by Contractor negligence, subject to applicable law.

Additional Work: Snow relocation, excessive stacking, loading, hauling, off-site removal, or additional equipment beyond normal contracted operations is not included unless specifically stated on this quote and may be billed separately at the applicable rates.

Weather & Conditions Beyond Control: Service timing may be affected by severe weather, hazardous travel, road closures, governmental restrictions, equipment failures despite reasonable maintenance, or other circumstances beyond Contractor's reasonable control. Contractor will make reasonable efforts to perform services as safely and promptly as conditions permit.

Termination: Contractor may suspend or terminate service for nonpayment, unsafe or inaccessible site conditions, repeated interference with operations, abusive or threatening conduct, or material breach of this agreement. Amounts already due remain payable.

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Agreement: By approving this quote, Client acknowledges that they have reviewed and accepted the selected services, quantities, pricing, service descriptions, and these General Terms. This quote constitutes the entire agreement between the parties and may only be modified by written agreement of both parties.