



**AGENDA**  
PLACENTIA LIBRARY DISTRICT  
BOARD OF TRUSTEES  
REGULAR DATE MEETING

December 19, 2022

6:30 p.m.

Community Meeting Room

History Room

411 E. Chapman Avenue

Call-in Number: (669) 900-6833

Meeting ID: 850 1206 7452









Password: 046086

ZOOM Link: [meetings.placentialibrary.org](https://meetings.placentialibrary.org)

**Mission Statement:**

Placentia Library District inspires, opens minds, innovates, and connects our community.

**District Goals:**

-  Strengthen connections and expand community relationships.
-  Provide equitable access.
-  Adapt to community needs.
-  Cultivate thriving collections of resources.
-  Provide and promote relevant library services.
-  Maintain fiscal responsibility and integrity.
-  Support and empower staff.
-  Provide an inviting, pleasant, and safe place to explore.

**AGENDA DESCRIPTIONS:** *The Agenda descriptions are intended to give members of the public notice and a general summary of items of business to be transacted or discussed. The Board may take any action which it deems to be appropriate on the Agenda and is not limited in any way by the notice of the recommended action.*

**REPORTS AND DOCUMENTATION:** *Reports and documentation relating to Agenda items are on file in the Administrative Office and the Reference Department of Placentia Library District, and are available for public inspection. A copy of the Agenda packet will be available for use during the Board Meetings. Any person having any question concerning any Agenda item may call the Library Director at 714-528-1925, Extension 200.*

**PLEDGE OF ALLEGIANCE**      Library Board President

**CALL TO ORDER**

1. Call to Order      Library Board President
2. Roll Call      Recorder

Placentia Library District Board of Trustees Regular Date Meeting Agenda, December 19, 2022

3. Adoption of Agenda

*This is the opportunity for Board members to delete items from the Agenda, to continue items, to re-order items, and to make additions pursuant to Government Code Section 54954.2(b).*

Presentation: Library Director

Recommendation: Adopt by Motion

4. Oral Communications

*Members of the public may address the Library Board of Trustees on any matter within the jurisdiction of the Board. Presentations by the public are limited to 5 minutes per person. Members of the public are also permitted to address the Library Board of Trustees on specific Agenda Items before and at the time that an Item is being considered by the Board. Action may not be taken on items not on the Agenda except in emergencies or as otherwise authorized. Reference: California Government Code Sections 54954.3, 54954.2(b).*

**TRUSTEE & ORGANIZATIONAL REPORTS**

5. Board President Report - oral

*The President makes announcements of general interest to the community and the Library Board of Trustees as well as conducting any ceremonial matters.*

6. Trustee Reports

*The Trustees make announcements of general interest to the community and the Library Board of Trustees, and report on meetings attended on behalf of the Board of Trustees.*

7. Library Director Report

8. Placentia Library Friends Foundation Board of Director's Report

**CONSENT CALENDAR (Items 9 – 24)**

Presentation: Library Director

Recommendation: Approve by Motion

*Items 9 – 24 may be considered together as one motion to approve the Consent Calendar. Items may be removed for individual consideration before the Consent Calendar is adopted. Items removed must then each have a separate motion.*

**MINUTES (Item 9)**

9. Minutes of the Library Board of Trustees Regular Date Meeting on November 21, 2022. (Receive & File and Approve)

**CASH FLOW ANALYSIS (Items 10 – 11)**

10. Check Register for November 2022. (Receive & File and Approve)

11. FY2021-2022 Fund Balance through November 2022; the Schedule of Anticipated Property Tax Revenues for FY2022-2023 as provided by the Orange County Auditor. (Receive & File).

**TREASURER'S REPORTS (Items 12 – 16)**

12. Financial Reports for November 2022 for Placentia Library District Accounts on Deposit with the Orange County Treasurer. (Receive & File)

13. Revenue and Expenditure Reports for November 2022. (Receive & File)

14. Acquisitions Report for November 2022. (Receive & File)

15. Entrepreneurial Activities Report and November 2022. (Receive & File)

16. Library Impact Fee Report for November 2022. (Receive & File)



Placentia Library District Board of Trustees Regular Date Meeting Agenda, December 19, 2022

**GENERAL CONSENT REPORTS (Items 17 – 20)**

17. Personnel Report for November 2022. (Receive, File, and Ratify Appointments)
18. Review Shared Maintenance Costs with the City of Placentia under the JPA. (Receive & File)
19. Administration Report for November 2022.
20. Circulation Report for November 2022.

**STAFF REPORTS (Items 21 – 24)**

21. Children's Services Report for November 2022.
22. Adult and Teen Services Report for November 2022.
23. Technology and Website Report for November 2022.
24. Customer Service Report for November 2022.

**NEW BUSINESS (Items 25-35)**

25. Adoption of Resolution 2022-08: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Certify the Appointments for the Office of Trustee of the Placentia Library District; Administration of the Oath of Office.
26. Election of Officers
  - Current Board President: Jo-Anne W. Martin
  - Current Board Secretary: Gayle Carline
27. Appointment of Library Board Representatives for 2023 by the Board President:  
Current 2022 Representatives:
  - Representative to Special District Local Area Formation Commission (LAFCO) – Secretary Carline and Trustee Shkoler as alternate.
  - Representative to the Orange County Council of Governments (OCCOG) – Trustee Dahl and Secretary Carline as alternate.
  - Representative to the Placentia Library Friends Foundation (PLFF) – Trustee Dahl and President Martin as alternate.
  - Representative to the Independent Special District of Orange County (ISDOC) – Secretary Carline and President Martin as alternate.
  - Personnel Committee – Secretary Carline and Trustee Dahl
  - Joint Use Agreement Committee – President Martin and Secretary Carline
28. Employee of the Year Recognition by Board President.
29. Association of Bookmobile & Outreach Services and Internet Librarian Conference Reports from Children's Supervising Librarian.
30. District-Based Elections Ordinance and Adoption of Resolution 2022-09.
31. Adoption of Resolution 2022-10: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Establish the Board of Trustees Regular Meeting Dates for Calendar Year 2023.
32. Adoption of Resolution 2022-11: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Establish the Holiday and Library Closure Schedule for Fiscal Year 2023-2025.
33. Authorization for closure on March 9, 2023 for Staff Development Training.

Placentia Library District Board of Trustees Regular Date Meeting Agenda, December 19, 2022

34. Discussion of Website Proposals Received.

35. Legislative Updates from Trustee Carline.

**AGENDA DEVELOPMENT**

36. Agenda Preparation for the January Regular Date Meeting which will be held on January 16, 2023 unless re-scheduled by the Library Board of Trustees.

**ADJOURNMENT**

37. The Library Board of Trustees will adjourn the Regular Date December 19, 2022 meeting.

\*\*\*\*\*CERTIFICATION OF POSTING\*\*\*\*\*

I, Lina Nguyen, Executive Assistant of the Placentia Library District, hereby certify that the Agenda for December 19, 2022 Regular Date Meeting of the Library Board of Trustees of the Placentia Library District was posted on December 14, 2022.

  
\_\_\_\_\_  
Lina Nguyen, Executive Assistant

MINUTES  
 PLACENTIA LIBRARY DISTRICT  
 REGULAR DATE MEETING OF THE LIBRARY BOARD OF TRUSTEES  
 November 21, 2022

**CALL TO ORDER**

President Martin called the Regular Date Meeting of the Placentia Library District (PLD) Board of Trustees to order on November 21, 2022 at 6:32 p.m.

**Members Present:** President Jo-Anne Martin, Secretary Gayle Carline, Trustee Stephanie Beverage, Trustee Sherri Dahl, Trustee Scott Nelson.

**Members Absent:** None.

**Staff Present:** Jeanette Contreras, Library Director; Yesenia Baltierra, Assistant Library Director; Lina Nguyen, Executive Assistant.

**Counsel Present:** David DeBerry, Woodruff, Spradlin & Smart (via Zoom).

**Guests:** Laura DeLeon, Library Clerk; Jeremy Yamaguchi, IT Consultant; Dominic Samaniego, CSUF journalism student.

**ADOPTION OF AGENDA**

On behalf of legal counsel, President Martin requested to amend the agenda by moving Agenda Item 25 up before Oral Communication. It was motioned by Secretary Carline and seconded by Trustee Dahl to adopt the agenda as amended (Item 3).

AYES:	Martin, Carline, Beverage, Nelson, Dahl
NOES:	None
ABSENT:	None

**ORAL COMMUNICATION**

None (Item 4).

**BOARD PRESIDENT REPORT**

President Martin reported she attended the Veteran’s Day Ceremony hosted by the City, the City Council Meeting where the impact fee was presented, an interview with CSUF journalism student Dominic Samaniego, Staff Appreciation Night, the Financial Partners Credit Union board meeting and open house, and a financial meeting for the 2023 budget. She also volunteered at Charity’s Closet.

**TRUSTEE &  
 ORGANIZATIONAL  
 REPORTS**

Before the Trustees reported out on their activities for the past month, Director Contreras had two new staff members introduce themselves to the Board: Joyce Leton, on-call clerk, and Elizabeth Tapia, Library Assistant for Children’s Services.

Secretary Carline attended the Veteran’s Day Ceremony, the Prayer Breakfast sponsored by the Rotary Club of Placentia and the Placentia Round Table Women’s Club, Staff Appreciation Night, and the ISDOC quarterly luncheon via Zoom. She was unable to attend the LAFCO meeting but was able to preview the agenda and saw nothing of interest to the District.

Trustee Dahl attended the Rotary Club meeting with Todd Spitzer as the speaker, a zoom meeting called “What Does the Orange County Board of Supervisors Do?”, the Monster Mash, the Orange County Council of Governments October and November meeting, the PLFF meeting, the Prayer Breakfast, and Staff Appreciation Night. She did personnel committee work with Secretary Carline. For the Placentia Round Table Women’s Club, she went to their monthly meeting, worked with



Assistant Library Director Baltierra on the scholarship committee, sold soup at the Yorba Linda craft fair and volunteered 10 hours at their Soup Workshop.

Trustee Beverage graduated from the Citizen’s Academy. She also attended Staff Appreciation Night and the Veteran’s Day Ceremony.

Trustee Nelson attended Staff Appreciation Night.

**LIBRARY DIRECTOR REPORT**

Before Director Contreras reported out on her month, President Martin awarded Simon Park, on-call for support services, with a 1-year service pin and Yesenia Baltierra, Assistant Library Director, with a 20-year service pin.

Library Director Contreras started with thanking the Staff Appreciation Night Committee for their work: Laura DeLeon, Megan Tolman, Angie Fuentes, and Lina Nguyen. In October, she attended her last CLA meeting as a CLA board member. She also attended the Library Director’s Forum, the Boys and Girls Club diversity conference, Monster Mash and the Special Districts quarterly luncheon. She also conducted Supervising Librarian interviews.

Director Contreras gave an update on donations and grants which were received by the District. The District received a \$6,000 donation from Judy Anderson which has been specifically earmarked for certain programs. The PLFF received a grant through Edison \$2,500 which will be used towards STEM programs.

**FRIENDS FOUNDATION REPORT**

Trustee Dahl gave an update on behalf of the new Placentia Library Friends Foundation (PLFF) President, Rueben Skipper. They are currently still working on their membership drive and will be sending out another letter. They have found an author for the 2023 Author’s Luncheon: Shawn Nocher. She is a local author. Marian Kalman has stepped back into her Vice President role with the new President in place. The book store is doing well. Though they are looking for a new place to discard books as opposed to throwing them away in the trash. They will have a Spring-cleaning yard sale in April and are still working on a date. No fundraisers are planned for the rest of the year. They’re having their two-day book sale on December 10<sup>th</sup> and 11<sup>th</sup>. They’ve also scheduled their 2023 book sale dates: March, June, September, and December. They recently voted in new members who will be taking on certain duties.

During the last Director’s Forum, Jeanette learned another library set up automatic renewals for memberships. This is something the PLFF may want to consider for the future.

**CONSENT CALENDAR**

The Board discussed questions in regards to Agenda Item 23 with staff. It was then moved by Secretary Carline and seconded by Trustee Beverage to approve Agenda Items 9-24 as presented. A roll call vote was taken:

AYES: Martin, Carline, Beverage, Nelson, Dahl  
NOES: None  
ABSENT: None

**MINUTES FOR OCTOBER 17, 2022 REGULAR DATE MEETING.**

The minutes for the October 17, 2022 Regular Date Meeting were received, reviewed and filed (Item 9).

AYES: Martin, Carline, Beverage, Nelson, Dahl  
NOES: None

ABSENT: None

**CASH FLOW ANALYSIS  
AND  
TREASURER’S REPORTS**

Check Registers for October 2022 (Item 10)  
Fund 707 Balance Report for October 2022 (Item 11)  
Financial Reports through October 2022 for Placentia Library District Accounts on Deposit with the Orange County Treasurer and Placentia Library District General Ledger: Summary of Cash and Investments. (Item 12)

**GENERAL CONSENT  
REPORTS**

Balance Sheets for October 2022 (Item 13)  
Acquisitions Report for October 2022 (Item 14)  
Service Revenue Report for October 2022 (Item 15)  
Library Impact Fee Report for October 2022 (Item 16)  
Personnel Report for October 2022 (Item 17)  
Circulation Report for October 2022 (Item 18)  
Review of Shared Maintenance Costs with the City of Placentia (Item 19)

**STAFF REPORTS**

Administration Report for October 2022 (Item 20)  
Children’s Services Report October 2022 (Item 21)  
Adult Services Report for October 2022 (Item 22)  
Placentia Library Website Technology Report for October 2022 (Item 23)

**PUBLIC HEARING: THIRD  
HEARING ON DISTRICT-  
BASED ELECTIONS.**

Counsel DeBerry gave a brief overview of the process of transitioning to district-based elections and stated the Board needs to consider adoption of Ordinance 2022-01, An Ordinance of the Board of Trustees of the Placentia Library District Establishing by-District Elections of Five Trustees. An ordinance requires two readings. The first will be at tonight’s meeting and the second reading, in which the ordinance will be adopted, will be read during the December Board Meeting. Director Contreras reported the District did not receive any public comments via electronic mail or in writing. President Martin opened the Public Hearing on the proposed map and the sequencing of Trustees via Districts. As there were no residents who requested to make any comments, the hearing was closed. Trustee Dahl made a motion to introduce Ordinance 2022-01, An Ordinance of the Board of Trustees of the Placentia Library District Establishing By-District Elections of Five Trustees. It was seconded by Trustee Beverage. A roll call vote was taken:

AYES: Martin, Carline, Beverage, Dahl, Nelson  
NOES: None  
ABSENT: None

**CLOSED SESSION REPORT  
OUT BY PRESIDENT  
MARTIN.**

President Martin reported the Trustees met at 6:00 p.m. this night to discuss recommendations from the personnel committee, which consisted of Secretary Carline and Trustee Dahl, regarding Director Contreras’ annual compensation. The committee recommendations are as follows:

- 7% COLA
- Vacation - additional 40 hours
- Automobile allowance increase to \$500/month

Secretary Carline made a motion to approve compensation as submitted. It was seconded by Trustee Dahl. A roll call vote was taken:

AYES: Martin, Carline, Beverage, Dahl, Nelson  
NOES: None  
ABSENT: None

**INTERNET LIBRARIAN  
CONFERENCE REPORT  
FROM IT CONSULTANT.**

Director Contreras first thanked the Board for authorizing staff to send the Children’s Supervising Librarian and the District’s IT Consultant to the Internet Librarian Conference. The District’s IT Consultant, Jeremy Yamaguchi, reported out on his experience, what he learned and his main takeaways from the conference.

President Martin thanked Mr. Yamaguchi for his report and requested staff to work with Mr. Yamaguchi in order to acquire funding, through various grants, in order to stay on par with other library systems. Director Contreras reported staff have been keeping an eye on the California State Library grants and will work with Mr. Yamaguchi to see which items can be covered by any potential new grants.

Mr. Yamaguchi also reported the website RFP closed and the District received multiple responses.

**AGENDA DEVELOPMENT**

Director Contreras reported the website RFP will be presented at the December Board Meeting.

**ADJOURNMENT**

The next Board Meeting will be on December 19, 2022 at 6:30 p.m.

The Board of Trustees Regular Date Meeting of November 21, 2022 was adjourned at 07:17 p.m.

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Jo-Anne Martin, President  
Library Board of Trustees

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Gayle Carline, Secretary  
Library Board of Trustees



12:42 P.M.  
 12/8/22  
 Accrual Basis

**Placentia Library District  
 Check Register  
 November 2022**

Date	Ref No.	Payee	Memo	Payment	Type
11/01/2022	12621	Public Agency Retirement Services	Contributions for payroll on 8/31/22, 9/14/22, & 9/28/22	8,258.31	Bill Payment
11/01/2022	12622	Public Agency Retirement Services	Contributions payroll on 10/12/22	2,487.48	Bill Payment
11/01/2022	12623	KCCI	New phone system	13,889.32	Bill Payment
11/01/2022	12624	Johnson Controls Security Solutions	Recurring Service Nov 22 - Jan 23	1,018.63	Bill Payment
11/01/2022	12625	Placentia Library District	Payroll on 11/9/22	70,000.00	Bill Payment
11/01/2022	12626	FM Thomas Air Conditioning	HVAC AC 7 fuse replacements	1,181.62	Bill Payment
11/01/2022	12627	Midwest Tape	Audio Books	880.68	Bill Payment
11/01/2022	12628	Baker & Taylor	Books	5,066.82	Bill Payment
11/01/2022	12629	American Library Association	Trustee Membership Renewal	211.00	Bill Payment
11/01/2022	12630	Brodart Co.	Bilingual Books	269.49	Bill Payment
11/01/2022	12631	Cintas	Janitorial Supplies 10/28/22	449.83	Bill Payment
11/01/2022	12632	Golden State Water Company	Service 9/22/22-10/21/22	1,060.14	Bill Payment
11/01/2022	12633	Dick's Lock & Safe	Re-keyed 4 doors and new knobs.	406.14	Bill Payment
11/01/2022	12634	Charter Communications	Cable Service 10/12/22-11/11/22	74.18	Bill Payment
11/01/2022	12635	Trabuco Canyon Water District	General Manager's Luncheon	20.00	Bill Payment
11/01/2022	12636	Lina L Nguyen	Mileage Reimbursement 8/19-9/15/22	44.25	Bill Payment
11/01/2022	12637	Woodruff, Spradlin & Smart	Services rendered through 09/30/22	561.00	Bill Payment
11/01/2022	12638	Midwest Tape-Hoopla	Digital Content Sep. 22	5,181.70	Bill Payment
11/01/2022	12639	OverDrive	E-Books	59.99	Bill Payment
11/02/2022	12640	SoCalGas	Service for 09/19/22-10/18/22	49.45	Bill Payment
11/02/2022	12641	CPS HR Consulting	Supervisor Recruitment	5,000.00	Bill Payment
11/02/2022	12642	Arcelia Janitorial Service	Cleaning services Oct. 22	3,696.00	Bill Payment
11/08/2022	12643	OverDrive	E-Books	2,957.79	Bill Payment
11/08/2022	12644	Midwest Tape-Hoopla	Audio Books	5,375.84	Bill Payment
11/08/2022	12645	Laura DeLeon	Reimbursement for Staff Appreciation	73.40	Bill Payment
11/08/2022	12646	Venessa Faber	Internet Librarian Conference Reimbursement	458.85	Bill Payment
11/08/2022	12647	Victor Meza.	Reimbursement for Monster Mash	99.39	Bill Payment
11/08/2022	12648	Cintas	Cleaning Supplies 11/4/22	158.51	Bill Payment
11/08/2022	12649	Placentia Library District	Payroll on 11/23/22	75,000.00	Bill Payment
11/16/2022	12650	Advantage, Inc.	Newsletter Sept-Feb 2023	14,329.73	Bill Payment
11/16/2022	12651	City of Placentia	Courtyard Trellis Project	11,065.60	Bill Payment
11/16/2022	12652	Republic Services	Recycling Service Oct. 22	169.68	Bill Payment
11/16/2022	12653	Southern California Edison	Service Oct. 22	3,915.12	Bill Payment
11/16/2022	12654	Dewey Pest Control	Recurring Service Nov. 22	86.00	Bill Payment
11/16/2022	12655	OverDrive	Audio Books	49.99	Bill Payment
11/16/2022	12656	Staples, Inc.	New Literacy Office Chairs	326.21	Bill Payment
11/16/2022	12657	Baker & Taylor	Books	5,611.93	Bill Payment
11/16/2022	12658	Olive Pit Grill	Staff Appreciation Night	1,338.75	Bill Payment
11/16/2022	12659	Phoenix Motorcars Leasing, LLC	Bookmobile Down Payment	53,160.00	Bill Payment
11/16/2022	12660	Glasby Maintenance Supply	Janitorial Supplies 11/15/22	453.75	Bill Payment
11/16/2022	12661	JV Plumbing	Service Call	349.00	Bill Payment
11/16/2022	12662	Midwest Tape	Audio Books	407.10	Bill Payment
11/16/2022	12663	Legacy Integrative Solutions	Maintenance 08/17/22-11/01/22	1,827.81	Bill Payment
11/16/2022	12664	Placentia Library District	Payroll on 12/7/22	70,000.00	Bill Payment
11/16/2022	12665	Findaway World LLC	Wonderbooks	2,052.34	Bill Payment
11/18/2022	12666	CALNET3	Phone Service Nov. 22	194.80	Bill Payment

12:42 P.M.  
12/8/22  
Accrual Basis

**Placentia Library District  
Check Register  
November 2022**

11/18/2022	12667	State of CA - Department of Justice	Recruitment Background Check	32.00	Bill Payment
11/18/2022	12668	Fernando Maldonado	Building Supplies Reimbursement	162.33	Bill Payment
11/18/2022	12669	Staples, Inc.	Headsets	347.57	Bill Payment
11/18/2022	12670	SDRMA	Dec. 22 Medical and Ancillary Benefits	27,403.94	Bill Payment
11/18/2022	12671	MD Medical Clinics	Recruitment Emp. Physical	271.00	Bill Payment
11/18/2022	12672	Placentia-Yorba Linda Unified School Dist	Business Cards	56.55	Bill Payment
11/18/2022	12673	FireMaster	Fire Extinguisher Yearly Inspection	317.77	Bill Payment
11/18/2022	12674	Cintas	Janitorial Supplies 11/18/22	291.32	Bill Payment
11/18/2022	12675	Lina L Nguyen	Mileage Reimbursement	53.25	Bill Payment
11/18/2022	12676	Findaway World LLC	Wonderbooks	295.42	Bill Payment
11/18/2022	12677	Yamada Enterprises	Info Desk Power Cables Cover Attachment	1,065.00	Bill Payment
11/29/2022	12678	Tim Balen	Reimbursement Program Supplies	19.56	Bill Payment
11/29/2022	12679	Mariposa Landscapes, Inc.	Mainline Leak Repair	1,396.32	Bill Payment
11/29/2022	12680	Amazon- Zip Books CA State Grant	Zip Books	529.37	Bill Payment
11/29/2022	12681	OverDrive	Audio Books	2,242.80	Bill Payment
11/29/2022	12682	Jeanette Contreras	Staff Development Day Supplies Reimbursement	697.89	Bill Payment
11/29/2022	12683	Laura DeLeon	Employee Recognition Dinner Photo Booth Reimbursement	200.00	Bill Payment
11/29/2022	12684	Megan Tolman	Employee Recognition Dinner Prizes and Desserts Reimbursement	35.23	Bill Payment
11/29/2022	12685	Staples, Inc.	Printer Toner	475.12	Bill Payment
11/29/2022	12686	Eagle Multi Media Productions	IT Support Services Oct. 2022	6,440.42	Bill Payment
11/29/2022	12687	Placentia Library District	For payroll on 12/21/22	65,000.00	Bill Payment
				<u>\$ 476,660.48</u>	

**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Jeanette Contreras, Library Director

**FROM:** Fernando Maldonado, Business Manager

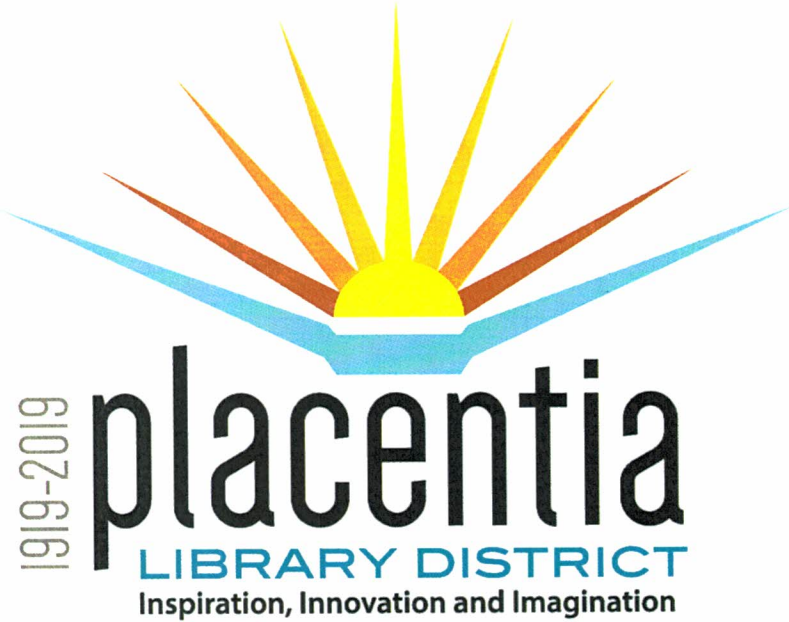
**SUBJECT:** Fund Balance Report through November 2022 for Placentia Library District Fund 9LX with Orange County Treasurer

**DATE:** December 19, 2022

<b>Fiscal Year 2022-2023</b>	
7/31/2022	801,938.74
8/31/2022	802,335.62
9/30/2022	802,800.58
10/31/2022	803,277.00
11/30/2022	803,944.79
12/31/2022	
1/31/2023	
2/28/2023	
3/31/2023	
4/30/2023	
5/31/2023	
6/30/2023	

<b>Fiscal Year 2021-2022</b>	
7/31/2021	797,842.63
8/31/2021	798,184.45
9/30/2021	798,537.58
10/31/2021	798,901.40
11/30/2021	799,252.48
12/31/2021	799,583.47
1/31/2022	799,893.16
2/28/2022	800,192.11
3/31/2022	800,425.89
4/30/2022	800,659.68
5/31/2022	800,890.91
6/30/2022	801,591.77





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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** **Financial Reports through November 2022 for the Placentia Library District Accounts on Deposit with the Orange County Treasurer and the Placentia Library District General Ledger**

**DATE:** December 19, 2022

**Summary of Cash and Investments as of November 30, 2022**

Cash with Orange County Treasurer Fund 9LX	\$	803,944.79
General Fund Checking – Bank of the West	\$	254,135.95
General Fund Savings – Bank of the West	\$	1,575,722.79
<i>(Impact Fees in Savings – Restricted)</i>	\$	705,958.74
Payroll Checking – Wells Fargo Bank	\$	19,051.66
<b>Total Cash and Investments</b>	<b>\$</b>	<b>2,652,855.19</b>

I hereby certify that the investments are in compliance with Placentia Library District Policy 3035 – Investment of District Funds, as adopted by the Library Board of Trustees, and California Government Code Section 53646(b)(1); and that Placentia Library District has the ability to meet its budgeted expenditures for the next six (6) months.



Jeanette Contreras  
Library Director





PLACENTIA LIBRARY DISTRICT  
 YTD REVENUE REPORT  
 As of November 30, 2022

Acct #	DESCRIPTION	BUDGET	YTD ACTUAL	BALANCE	PERCENT % RECEIVED
<b>PROPERTY TAX REVENUE</b>					
4010	Property Taxes - Current Secured	2,863,761	610,756	(2,253,005)	21.3%
4020	Property Taxes - Current Unsecured	95,849	39,095	(56,754)	40.8%
4050	Property Taxes - Curr Supplemental	53,482	43,343	(10,139)	81.0%
* 4070	Interest on Unapport Tax	0	0	0	-
4080	Penalties & Costs on Delinq Taxes	21,729	21,782	53	100.2%
4090	Taxes Special Dist Augmentation	10,173	0	(10,173)	0.0%
4190	State - Homeowners Property Tax Relief	13,415	0	(13,415)	0.0%
	Sub Total	3,058,409	714,975	(2,343,434)	23.4%
<b>INTEREST REVENUE</b>					
4600	Interest	8,500	1,851	(6,649)	21.8%
	Sub Total	8,500	1,851	(6,649)	21.8%
<b>GRANT REVENUE</b>					
4210, 4421	State Grants	330,254	34,046	(296,208)	10.3%
4220, 4230	Fed/Other Grants	10,000	1,000	(9,000)	10.0%
	Sub Total	340,254	35,046	(305,208)	10.3%
<b>MISCELLANEOUS REVENUES</b>					
4410, 4414C	PLFF Grants	35,000	0	(35,000)	0.0%
4310	Fines & Fees	20,000	5,558	(14,442)	27.8%
4320, 4330	Passport/Photos	266,875	95,877	(170,998)	35.9%
4340	Meeting Room Fees	100	175	75	175.0%
4350	Test Proctor	2,400	820	(1,580)	34.2%
4430	Other: Miscellaneous	0	5	5	-
	Sub Total	324,375	102,435	(221,940)	31.6%
<b>TOTAL REVENUES YTD FOR FY 22/23:</b>		3,723,038	854,307	(2,877,231)	22.9%
4440	Cash/Investments	3,778,908		(3,778,908)	0.0%
4500	Impact Fees - Restricted Funds	623,224	81,769	(541,455)	13.1%

\* Mathematically unable to divide by zero.

**PLACENTIA LIBRARY DISTRICT**  
**EXPENDITURES REPORT**  
 November 30, 2022  
 41.66% of the year completed.

ACCOUNT	DESCRIPTION	APPROPRIATIONS	EXPENDED	CURRENT	REMAINDER
<b>SALARIES &amp; EMPLOYEE BENEFITS</b>					
5010, 5020	Salaries & Wages	2,583,332	703,171	0.27	\$1,880,161
5030	Retirement & Post Employment Trust 115	79,100	38,359	0.48	\$40,741
5040	Unemployment Insurance	3,000	0	0.00	\$3,000
5050	Health Insurance	318,258	118,404	0.37	\$199,854
5060	Life Insurance	9,740	1,710	0.18	\$8,030
5064	Dental Insurance	16,845	5,554	0.33	\$11,291
5066	AD & D Insurance	7,600	2,515	0.33	\$5,085
5068	Vision Insurance	3,334	1,052	0.32	\$2,282
5070	Workers' Compensation Insurance	34,353	13,069	0.38	\$21,284
5090	Education Assistance Program	5,000	0	0.00	\$5,000
	<b>TOTAL</b>	<b>\$3,060,562</b>	<b>\$883,833</b>	<b>0.29</b>	<b>\$2,176,729</b>
<b>SERVICES &amp; SUPPLIES</b>					
5099	Property & Liability Insurance	45,000	23,881	0.53	\$21,120
5100	Communications	55,000	18,963	0.34	\$36,037
5150, 5170, 5180	Janitorial Supplies & Services	50,000	21,711	0.43	\$28,289
5160	Refuse Disposal	5,200	902	0.17	\$4,298
5205	Maintenance Equipment	15,000	6,241	0.42	\$8,759
5210-5280	Building Maintenance	165,000	56,275	0.34	\$108,725
5290	Memberships	25,000	5,316	0.21	\$19,684
5300-5350	Office Expenses & Postage	136,198	23,969	0.18	\$112,229
5400-5480	Prof./Specialized Services	307,305	65,998	0.21	\$241,307
5490	Loan Obligation (i-bank)	73,844	56,832	0.77	\$17,012
5495, 5910, 5920	Programs	55,000	27,922	0.51	\$27,078
5500	Books/Library Materials	535,000	91,679	0.17	\$443,321
5600	Travel & Meetings/Professional Development	65,000	11,542	0.18	\$53,458
5700	Mileage/Parking	1,000	396	0.40	\$604
5800	Utilities	28,500	5,116	0.18	\$23,384
5900	Bookmobile - Vehicle	240,000	53,160	0.22	\$186,840
5901	Bookmobile - Collection	35,000	0	0.00	\$35,000
5902	Bookmobile - Supplies & Materials	6,500	0	0.00	\$6,500
5903	Bookmobile - Charging Station	70,000	0	0.00	\$70,000
5904	Bookmobile - Other	2,500	0	0.00	\$2,500
5295, 6000	Other	10,000	1,315	0.13	\$8,685
	<b>TOTAL</b>	<b>\$1,926,047</b>	<b>\$471,217</b>	<b>0.24</b>	<b>\$1,454,830</b>
<b>OPERATING EXPENSES</b>		<b>\$4,986,609</b>	<b>\$1,355,051</b>	<b>0.27</b>	<b>\$3,631,558</b>
<b>FIXED ASSETS &amp; TAXES</b>					
1310	Building Improvements	\$292,000	35,620	0.12	\$256,380
1320	Equipment & Furniture	\$50,000	20,143	0.40	\$29,857
6100	Taxes and Assessments	\$17,500	8799.4	0.50	\$8,701
	<b>TOTAL</b>	<b>\$359,500</b>	<b>\$64,562</b>	<b>0.18</b>	<b>\$294,938</b>
<b>TOTAL BUDGET</b>		<b>\$5,346,109</b>	<b>\$1,419,612</b>	<b>0.27</b>	<b>\$3,926,497</b>

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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**


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**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Acquisitions Report for November 2022

**DATE:** December 19, 2022

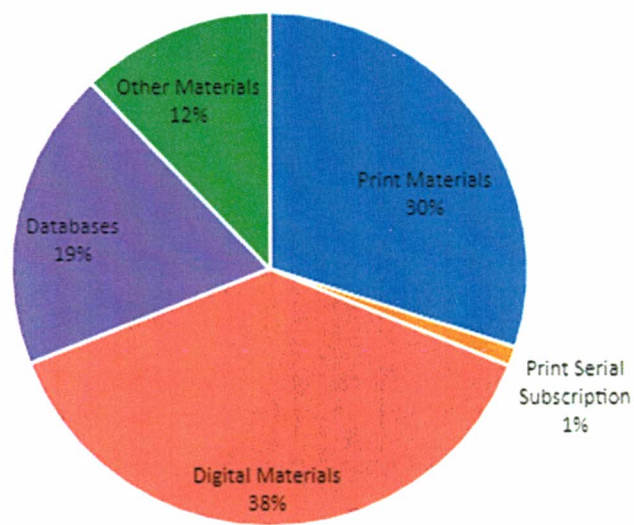
**MONTHLY STATISTICS**

Total Budget	FY 2022-23	% Spent	FY 2021-22	% Spent
	\$535,000.00	20%	\$314,000.00	38%

Collection Expenditures	November 2022	November 2021	FY-T-D 2022-23	FY-T-D 2021-22	FY-T-D % changed
Print Materials	\$6,608	\$14,877	\$32,205	\$49,247	-35%
Print Serial Subscription	\$431	\$0	\$1,313	\$1,349	-3%
<b>Total Print Materials</b>	<b>\$7,039</b>	<b>\$14,877</b>	<b>\$33,518</b>	<b>\$50,596</b>	<b>-34%</b>
Digital Materials	\$11,865	\$5,546	\$40,593	\$27,853	46%
Databases	\$0	\$0	\$20,302	\$30,819	-34%
<b>Total Electronic Content</b>	<b>\$11,865</b>	<b>\$5,546</b>	<b>\$60,895</b>	<b>\$58,672</b>	<b>4%</b>
Other Materials	\$4,575	\$1,671	\$13,005	\$8,604	51%
<b>Total Collection Expenditures</b>	<b>\$23,479</b>	<b>\$22,094</b>	<b>\$107,418</b>	<b>\$117,872</b>	<b>-9%</b>



### COLLECTION EXPENDITURES



■ Print Materials ■ Print Serial Subscription ■ Digital Materials ■ Databases ■ Other Materials

Titles Added	November 2022	November 2021	FY-T-D 2022-23	FY-T-D 2021-22	FY-T-D % changed
Print Materials	317	680	1,456	2,249	-35%
Print Serial Subscription	1	-	2	2	0%
<b>Total Print Materials</b>	<b>318</b>	<b>680</b>	<b>1,458</b>	<b>2,251</b>	<b>-35%</b>
Digital Materials	2,937	2,215	18,412	9,383	96%
Databases	-	-	6	11	-45%
<b>Total Electronic Content</b>	<b>2,937</b>	<b>2,215</b>	<b>18,418</b>	<b>9,394</b>	<b>96%</b>
Other Materials	28	39	128	230	-44%
<b>Total Titles Added</b>	<b>3,283</b>	<b>2,934</b>	<b>20,004</b>	<b>11,875</b>	<b>68%</b>

All Materials Held	November	October	Month to Month
	2022	2022	% changed
Total Materials Physical	81,069	80,252	1%
Total Materials Digital	1,446,907	1,421,102	2%
Total All Materials	1,527,976	1,501,354	2%

Children's Physical Materials Held	November	October	Month to Month
	2022	2022	% change
Children's Fiction	24,701	24,441	1%
Children's Nonfiction	13,677	13,664	0%
Children's Magazine	159	155	3%
Children's Audiobook	629	629	0%
Children's DVD/Video	1,799	1,795	0%
Children's LOTs	54	53	2%
<b>TOTAL All Children's Physical Material</b>	<b>41,019</b>	<b>40,737</b>	<b>1%</b>

Adult/Teen Physical Materials Held	November	October	Month to Month
	2022	2022	% change
Adult Fiction	16,804	16,765	0%
Adult Nonfiction	14,098	13,639	3%
Adult Magazine	97	88	10%
Adult Audiobook	1,243	1,234	1%
Adult DVD/Video	3,997	3,992	0%
Adult LOTs	113	113	0%
Video Games	350	350	0%
Teen Fiction	3,348	3,334	0%
<b>TOTAL All Adult/Teen Physical Material</b>	<b>40,050</b>	<b>39,515</b>	<b>1%</b>

Digital Material Held	November	October	Month to Month
	2022	2022	% change
eBooks	812,919	792,311	3%
Digital Audiobooks	189,243	188,796	0%
Digital Videos	93,909	92,946	1%
Digital Magazines	4,440	4,440	0%
Digital Music	346,379	342,592	1%
Databases	17	17	0%
<b>TOTAL All Digital Material</b>	<b>1,446,907</b>	<b>1,421,102</b>	<b>2%</b>



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Jeanette Contreras, Library Director

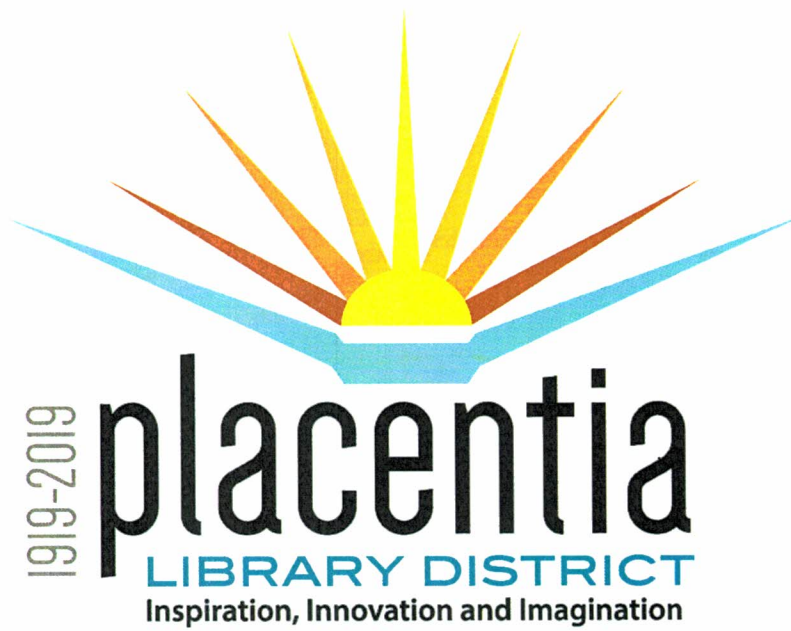
**FROM:** Fernando Maldonado, Business Manager

**SUBJECT:** Service Revenue Activities Report for November 2022

**DATE:** December 19, 2022

**Net Revenue Summary for November 2022**

			YTD	YTD
	Nov-22	Nov-21	2022-2023	2021-2022
Passport	11,620	12,775	74,865	88,396
Passport Photos	3,504	3,214	21,012	20,044
Test Proctor	50	500	820	1,200
Fines & Fees	919	978	5,558	8,149
Meeting Room	55	0	175	0
<b>TOTAL</b>	<b>\$ 16,148</b>	<b>\$ 17,467</b>	<b>\$ 102,430</b>	<b>\$ 117,789</b>



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Jeanette Contreras, Library Director

**FROM:** Fernando Maldonado, Business Manager

**SUBJECT:** Library Impact Fee Report – November 30, 2022

**DATE:** December 19, 2022

<b>Total Monthly Fees Collected</b>			YTD	YTD
	Nov-22	Nov-21	2022-2023	2021-2022
	\$61,741.12	\$12,703.36	\$81,768.60	\$26,783.04

**Development Projects List**

	<b>Developer/Builder Name</b>	<b>Project Description</b>	<b>Address</b>	<b>Sq. Ft</b>	<b>Fee Paid to Library</b>	<b>Date</b>
1	Jesus Rodriguez	New 1 Bedroom ADU	604 Twilight St.	504	\$ 463.68	7/25/2022
2	Ernesto Ramos	2 Single Fam.Residence	119 S. Main St.	3,972	\$ 3,654.24	8/3/2022
3	Kris Kakkar	Single Fam. Residence	2234 California St.	4,800	\$ 4,416.00	8/16/2022
4	Whitestone Properties Inc.	Single Fam. Residence	2236 California St.	3,600	\$ 3,312.00	8/25/2022
5	Whitestone Properties Inc.	Single Fam. Residence	2238 California St.	3,000	\$ 2,760.00	8/25/2022
6	George Arechiga	1 SFD Addition	248 Wilson Ave.	1,065	\$ 979.80	9/15/2022
7	Ted Romios	1 SFD Addition	2401 Rose Dr.	1,678	\$ 1,543.76	9/21/2022
8	Melanie Mallers	New 1 Story ADU	427 Windflower Circle.	748	\$ 688.16	10/4/2022
9	Rocco Enterprises	Single Fam. Residence	1663 Oak St.	1,220	\$ 1,122.40	10/13/2022
10	Eric Chang	New 3-Bedroom ADU	949 Cobb Ave. Unit B	1,182	\$ 1,087.44	10/19/2022
11	National Core	65 Senior Housing Units	1314 N. Angelina Dr.	55,126	\$ 61,741.12	11/18/2022
12						
13						
14						
15						
16						
17						
18						
19						
20						
	<b>2022/2023 YTD Total</b>				<b>\$ 81,768.60</b>	
	<b>Ending Balance as of 6/30/22</b>				<b>\$ 624,190.14</b>	
	<b>Running Total as of last zero (0) balance (12/31/2019).</b>				<b>\$ 705,958.74</b>	





**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Jeanette Contreras, Library Director  
**FROM:** Fernando Maldonado, Business Manager  
**SUBJECT:** Personnel Report for November 2022  
**DATE:** December 19, 2022

			YTD	YTD
	Nov-22	Nov-21	2022-2023	2021-2022
Separation	2	0	3	2
Retirement	0	0	1	1
Appointments	3	2	7	7
Open Positions	0	2	8	9
Workers' Compensation Leave	0	0	0	0
<b>TOTAL</b>	5	4	19	19

**SEPARATION:**

Victor Meza, Library Assistant-Teens Full-Time- Public Services  
 Sabrina Rosengren, Library Assistant-Literacy Full-Time-Public Services

**RETIREMENT:**

None

**APPOINTMENTS:**

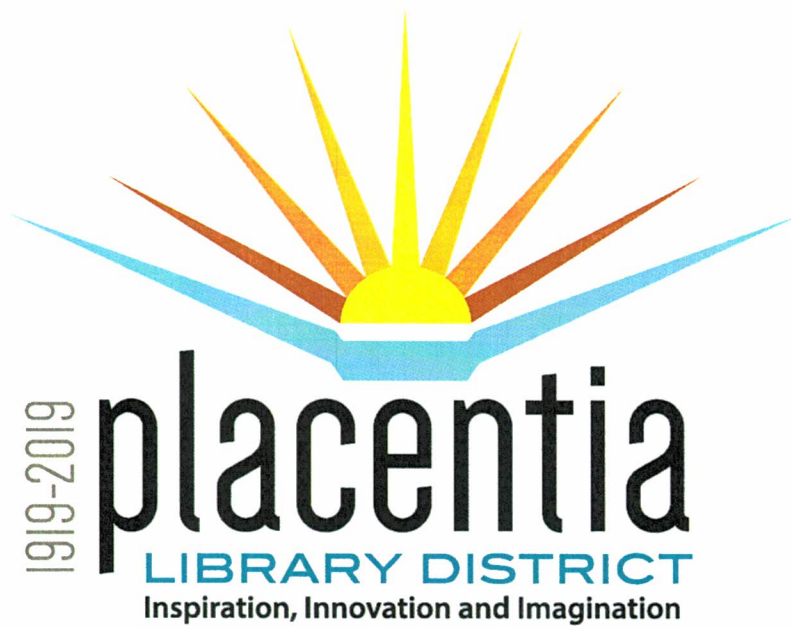
Elizabeth Tapia, Library Assistant-Children’s Full-Time-Public Services  
 Margaret Hatanaka, Supervising Librarian-Adults/Teen’s Full-Time- Public Services  
 Sally Federman, Library Assistant-Literacy Full-Time-Public Services

**OPEN POSITIONS:**

None

**WORKERS COMPENSATION LEAVE:**

None



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Jeanette Contreras, Library Director  
**FROM:** Fernando Maldonado, Business Manager  
**SUBJECT:** City of Placentia - Shared Maintenance Costs through November 2022  
**DATE:** DECEMBER 19, 2022

**CITY OF PLACENTIA INVOICES**

PERIOD COVERED FY 2022-2023	INVOICE DATE	SO. CAL EDISON	TURF (Merchants)	GROUNDS (SA Aquatics)	AT&T	FACILITY MAINT	TOTAL
Jul-22	7/25/2022	0.00	1,655.06	249.60	9.33	0.00	1,913.99
Aug-22	8/31/2022	0.00	1,655.06	0.00	10.20	0.00	1,665.26
Sep-22	*	*	*	*	*	*	0.00
Oct-22	10/4/2022	0.00	1,655.06	574.08	11.00	0.00	2,240.14
Nov-22	11/21/2022	0.00	3,310.12	574.08	10.35	0.00	3,894.55
Dec-22							0.00
Jan-23							0.00
Feb-23							0.00
Mar-23							0.00
Apr-23							0.00
May-23							0.00
Jun-23							0.00
	<b>TOTAL</b>	<b>\$0.00</b>	<b>\$8,275.30</b>	<b>\$1,397.76</b>	<b>\$40.88</b>	<b>\$0.00</b>	<b>\$9,713.94</b>

\* City Billing Not Received

PERIOD COVERED FY 2021-2022	INVOICE DATE	SO. CAL EDISON	TURF (Merchants)	GROUNDS (SA Aquatics)	AT&T	FACILITY MAINT	TOTAL
Jul-21	7/21/2021	0.00	1,600.40	499.20	9.85	0.00	2,109.45
Aug-21	8/25/2021	0.00	1,655.06	0.00	9.73	0.00	1,664.79
Sep-21	*	*	*	*	*	*	0.00
Oct-21	10/12/2021	0.00	3,310.12	499.20	9.68	0.00	3,819.00
Nov-21	11/8/2021	0.00	1,655.06	499.20	9.73	0.00	2,163.99
Dec-21	*	*	*	*	*	*	0.00
Jan-22	1/12/2022	0.00	1,655.06	0.00	18.95	677.91	2,351.92
Feb-22	2/16/2022	0.00	3,310.12	499.20	18.80	0.00	3,828.12
Mar-22	3/23/2002	0.00	1,655.06	499.20	9.38	338.87	2,502.51
Apr-22	4/18/2022	0.00	1,655.06	249.60	9.38	0.00	1,914.04
May-22	5/23/2022	0.00	1,655.06	249.60	9.31	1,022.88	2,936.85
Jun-22	6/20/2022	0.00	1,655.06	249.60	9.33	0.00	1,913.99
	<b>TOTAL</b>	<b>\$0.00</b>	<b>\$19,806.06</b>	<b>\$3,244.80</b>	<b>\$114.14</b>	<b>\$2,039.66</b>	<b>\$25,204.66</b>



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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

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**TO:** Library Board of Trustees  
**FROM:** Jeanette Contreras, Library Director  
**SUBJECT:** **Administration Report for November 2022**  
**DATE:** December 19, 2022

### Meetings:

- Board of Trustees Meeting: November 21<sup>st</sup>
- All Staff Meeting: November 22<sup>nd</sup>
- City Council Meeting: November 15<sup>th</sup>
- Library Director's Network Call: November 16<sup>th</sup>
- PRTWC Scholarship Committee Meeting: November 1<sup>st</sup>
- Bank of the West Meeting: November 1<sup>st</sup>
- Supervisor's Meeting: November 3<sup>rd</sup>
- Impact Fee Meeting: November 3<sup>rd</sup>
- One on One Meetings: November 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, 10<sup>th</sup>, 22<sup>nd</sup>, 29<sup>th</sup>, 30<sup>th</sup>
- Weekly Huddles: November 3<sup>rd</sup>, 10<sup>th</sup>, and 17<sup>th</sup>
- PRTWC General Meeting: November 2<sup>nd</sup>
- Collection HQ Training: November 3<sup>rd</sup>
- Personnel Meeting: November 7<sup>th</sup>
- Bookmobile Grant Meeting: November 7<sup>th</sup> and 10<sup>th</sup>
- IT Meeting: November 9<sup>th</sup>
- Kiwanis Board Meeting: November 10<sup>th</sup>
- Personnel Meeting: November 10<sup>th</sup>
- Personnel Meeting: November 14<sup>th</sup>
- Santiago Executive Council Meeting: November 15<sup>th</sup>
- Board of Trustees Meeting: November 21<sup>st</sup>
- All Staff Meeting: November 22<sup>nd</sup>
- Local Author Meeting: November 22<sup>nd</sup>
- Superintendent Matthews: November 9<sup>th</sup>
- Torrance Library Director: November 30<sup>th</sup>

### Training/Professional Development:

- Boys & Girls Club of America Board Development Day – November 3<sup>rd</sup>

### Community Events/Functions:

- Sabrina & Victor's Farewell – November 10<sup>th</sup>
- Margaret's Welcome – November 16<sup>th</sup>
- Community Prayer Breakfast – November 17<sup>th</sup>
- Staff Appreciation & Recognition Awards – November 18<sup>th</sup>



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**


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**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Circulation Activity Report for November 2022

**DATE:** December 19, 2022

<b>All Circulation</b>	<b>November 2022</b>	<b>November 2021</b>	<b>FY-T-D 2022-23</b>	<b>FY-T-D 2021-22</b>	<b>FY-T-D % change</b>
Total Circulation Physical	17,626	9,140	94,089	81,216	16%
Total Circulation Digital	7,681	7,294	40,132	38,574	4%
<b>Total All Circulation</b>	<b>25,307</b>	<b>16,434</b>	<b>134,221</b>	<b>119,790</b>	<b>12%</b>
Non-English Language Circulation	526	584	2,701	2,826	-4%

<b>Children's Circulation</b>	<b>November 2022</b>	<b>November 2021</b>	<b>FY-T-D 2022-23</b>	<b>FY-T-D 2021-22</b>	<b>FY-T-D % change</b>
Children's Fiction Physical	9,830	1,575	51,880	41,127	26%
Children's Fiction Digital	839	791	4,279	4,378	-2%
<b>Children's Fiction TOTAL</b>	<b>10,669</b>	<b>2,366</b>	<b>56,159</b>	<b>45,505</b>	<b>23%</b>
Children's Nonfiction Physical	2,316	2,067	12,177	10,154	20%
Children's Nonfiction Digital	103	145	519	577	-10%
<b>Children's Non-Fiction TOTAL</b>	<b>2,419</b>	<b>2,212</b>	<b>12,696</b>	<b>10,731</b>	<b>18%</b>
Children's Magazine Physical	23	15	122	59	107%
Children's Magazine Digital	241	5	1,453	26	5488%
<b>Children's Magazine TOTAL</b>	<b>264</b>	<b>20</b>	<b>1,575</b>	<b>85</b>	<b>1753%</b>
Children's Audiobook Physical	391	177	1,852	575	222%
Children's Audiobook Digital	456	429	2,230	2,055	9%
<b>Children's Audiobook TOTAL</b>	<b>847</b>	<b>606</b>	<b>4,082</b>	<b>2,630</b>	<b>55%</b>
Children's DVD/Video Physical	283	312	1,677	1,907	-12%
Children's DVD/Video Digital	84	52	279	206	35%
<b>Children's DVD/Video TOTAL</b>	<b>367</b>	<b>364</b>	<b>1,956</b>	<b>2,113</b>	<b>-7%</b>
Children's LOT's	20	26	134	133	1%
Music Digital	12	25	60	124	-52%
<b>TOTAL All Children's Physical Content</b>	<b>12,863</b>	<b>4,172</b>	<b>67,842</b>	<b>53,955</b>	<b>26%</b>
<b>TOTAL All Children's Digital Content</b>	<b>1,735</b>	<b>1,447</b>	<b>8,820</b>	<b>7,366</b>	<b>20%</b>
<b>TOTAL All Children's Content</b>	<b>14,598</b>	<b>5,619</b>	<b>76,662</b>	<b>61,321</b>	<b>25%</b>



<b>Adult/Teen Circulation</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Adult Fiction Physical	2,092	2,276	11,289	12,624	-11%
Adult Fiction Digital	692	1,828	7,363	10,475	-30%
<b>Adult Fiction TOTAL</b>	<b>2,784</b>	<b>4,104</b>	<b>18,652</b>	<b>23,099</b>	<b>-19%</b>
Adult Nonfiction Physical	1,395	1,257	7,857	6,956	13%
Adult Nonfiction Digital	1,313	509	3,667	2,923	25%
<b>Adult Non-Fiction TOTAL</b>	<b>2,708</b>	<b>1,766</b>	<b>11,524</b>	<b>9,879</b>	<b>17%</b>
Adult Magazine Physical	19	14	102	133	-23%
Adult Magazine Digital	252	242	1,446	1,077	34%
<b>Adult Magazine TOTAL</b>	<b>271</b>	<b>256</b>	<b>1,548</b>	<b>1,210</b>	<b>28%</b>
Adult Audiobook Physical	113	125	654	866	-24%
Adult Audiobook Digital	3,046	2,686	15,660	13,651	15%
<b>Adult Audiobook TOTAL</b>	<b>3,159</b>	<b>2,811</b>	<b>16,314</b>	<b>14,517</b>	<b>12%</b>
Adult DVD/Video Physical	632	772	3,468	3,531	-2%
Adult DVD/Video Digital	365	224	1,680	1,379	22%
<b>Adult DVD/Video TOTAL</b>	<b>997</b>	<b>996</b>	<b>5,148</b>	<b>4,910</b>	<b>5%</b>
Adult LOT's	72	48	382	259	47%
Video Games	196	246	902	1,083	-17%
Music Digital	80	82	357	380	-6%
Teen Fiction Physical	244	230	1,593	1,809	-12%
Teen Fiction Digital	198	276	1,139	1,323	-14%
<b>Teen Fiction Total</b>	<b>442</b>	<b>506</b>	<b>2,732</b>	<b>3,132</b>	<b>-13%</b>
<b>TOTAL All Adult/Teen Physical Content</b>	<b>4,763</b>	<b>4,968</b>	<b>26,247</b>	<b>27,261</b>	<b>-4%</b>
<b>TOTAL All Adult/Teen Digital Content</b>	<b>5,946</b>	<b>5,847</b>	<b>31,312</b>	<b>31,208</b>	<b>0%</b>
<b>TOTAL All Adult/Teen Content</b>	<b>10,709</b>	<b>10,815</b>	<b>57,559</b>	<b>58,469</b>	<b>-2%</b>



Online Database Usage	November	November	FY-T-D	FY-T-D	FY-T-D
<i>Funded by Placentia Library District</i>	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
ABC Mouse	2,475	2,798	27,615	7,737	257%
Creative Bug	32	40	152	254	-40%
Data Axle	139	262	385	1,720	-78%
Freegal	1,042	958	5,175	4,696	10%
Heritage Quest	2	9	280	360	-22%
Novelist	404	76	1,588	173	818%
<b>TOTAL PLD DATABASE USAGE</b>	<b>4,094</b>	<b>4,143</b>	<b>35,195</b>	<b>14,940</b>	<b>136%</b>

Online Database Usage	November	November	FY-T-D	FY-T-D	FY-T-D
<i>Funded by California State Library</i>	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Brainfuse VetNow	13	8	98	188	-48%
Brainfuse HelpNow	57		220	0	-
Britannica	13	13	203	93	118%
LinkedIn Learning	306		1,739	0	-
ProQuest	4	0	32	20	60%
ProQuest Culture Grams	0	13	20	23	-13%
Skillshare	1	6	6	6	0%
Teaching Books and Book Connections	385	178	860	372	131%
National Geographic Kids (Gale)	28		48	0	-
Gale in Context: Environmental Studies	0		2	0	-
Gale Interactive: Science	6		26	0	-
Coursera	7		15	0	-
EBSCO LearningExpress Library	3		3	0	-
GetSetUp	0		20	0	-
Northstar	0	0	0	0	-
<b>TOTAL CSL DATABASE USAGE</b>	<b>823</b>	<b>218</b>	<b>3,292</b>	<b>702</b>	<b>369%</b>
<b>TOTAL ALL DATABASE USAGE</b>	<b>4,917</b>	<b>4,361</b>	<b>38,487</b>	<b>15,642</b>	<b>146%</b>

\*Mathematically unable to divide by zero



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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Children's Services Report for November 2022

**DATE:** December 19, 2022

Number of Programs by Type	November 2022	November 2021	FY-T-D 2022-23	FY-T-D 2021-22	FY-T-D % change
Storytime	9	8	45	38	18%
Children's Programs	7	1	39	16	144%
Outreach	0	0	2	1	100%
<b>TOTAL Children</b>	<b>16</b>	<b>9</b>	<b>86</b>	<b>55</b>	<b>56%</b>

Program Attendance by Type	November 2022	November 2021	FY-T-D 2022-23	FY-T-D 2021-22	FY-T-D % change
Storytime	320	233	2,248	1,771	27%
Children's Programs	316	53	3,508	3,137	12%
Outreach	0	0	395	49	706%
<b>TOTAL Children</b>	<b>636</b>	<b>286</b>	<b>6,151</b>	<b>4,957</b>	<b>24%</b>

### ACHIEVEMENTS

- Elizabeth Tapia led the Morning Meet Ups program three times this month on November 14, 21, and 28.
- Elizabeth Tapia created a passive program for the month of November called *Disguise the Turkey* that was set up on the tree display in the lobby beginning November 10 through November 30.
- Elizabeth Tapia conducted the Luna, Luna! Bilingual Pajama Storytime on November 30.
- Mayli Apontti planned and conducted Family Storytime on November 5, 12, and 19.
- Mayli Apontti assisted a patron during a Book a Librarian appointment on November 29.
- Daisy Badge planned and conducted 3 Luna, Luna! Bilingual Pajama Storytimes on November 2, 9 and 16.
- Daisy Badge planned and conducted 2 Once Upon a Storytimes on November 3 and 17.
- Daisy Badge assisted a patron during a Book a Librarian appointment on November 4.



**MEETINGS**

- Venessa Faber, Daisy Badge, and Mayli Apontti met for a Children's Meeting on November 2.
- Daisy Badge, Mayli Apontti, and Elizabeth Tapia attended the All Staff Meeting on November 22.
- The Children's staff attended the Children's Services Team Meeting on November 9.
- Elizabeth met with Venessa Faber for one-to-one meetings on November 14 and 29.
- Mayli Apontti met with Venessa Faber for a one-to-one meeting on November 8 and 29.
- Daisy Badge met with Venessa Faber for one-to-one meetings on November 8 and 29.
- Daisy Badge met with Mayli Apontii on November 12 to discuss Winter Wonderland.
- Elizabeth Tapia met with Daisy Badge to receive training on library program, variance, and board reports on November 9 and 15.
- Elizabeth Tapia met with Daisy Badge to receive training on publicity and social media requests on November 15.
- Venessa Faber met with Placentia City, Fire, and Police department representatives for the monthly meeting on November 3.
- Venessa Faber assisted on an interview panel for Newport Beach Public Library on November 17.
- Venessa Faber met with Margaret Hatanaka on November 29.

**PROFESSIONAL DEVELOPMENT**

- Elizabeth Tapia observed Venessa Faber's *Read to the Dogs* program on November 7.
- Elizabeth Tapia shadowed the information desk for opening procedures, day to day operations, and closing procedures on the week of November 7 to November 10 and on the week of November 13 to November 15.
- Elizabeth Tapia observed Daisy Badge lead the *Luna, Luna Pajama Bilingual Storytime* on November 9.
- Elizabeth Tapia observed Mayli Apontti lead *Once Upon a Storytime* on November 10.
- Venessa Faber, Daisy Badge, and Mayli Apontti attended 3 training sessions on Collection HQ on November 3, 9, and 10.



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**


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**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Adult Services Report for November 2022

**DATE:** December 19, 2022

**MONTHLY STATISTICS**

<b>Number of Programs by Type</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Adult Programs	5	4	5	4	25%
Hangar	1	1	1	1	0%
History Room	1	0	1	0	-
Literacy	14	10	14	10	40%
Teen Programs	3	2	0	2	-100%
General Interest	1	0	0	0	-
Self Directed	0	2	0	2	-100%
<b>TOTAL Adult/Teen</b>	<b>25</b>	<b>19</b>	<b>21</b>	<b>19</b>	<b>11%</b>

<b>Program Attendance by Type</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Adult Programs	22	28	22	28	-21%
Hangar	322	239	322	239	35%
History Room	0	0	0	0	-
Literacy	92	35	92	35	163%
Teen Programs	40	30	40	30	33%
General Interest	19	0	19	0	-
Self Directed	0	305	0	305	-100%
<b>TOTAL Adult/Teen</b>	<b>495</b>	<b>637</b>	<b>495</b>	<b>637</b>	<b>-22%</b>

<b>Proctored Tests</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Number of Tests	1	10	17	25	-32%

History Room Activity	November	November	FY-T-D	FY-T-D	FY-T-D
	2022	2021	2022-23	2021-22	% change
History Room Visitors	7	2	39	9	333%

The Hangar Makerspace	November	November	FY-T-D	FY-T-D	FY-T-D
	2022	2021	2022-23	2021-22	% change
Hangar Open Hour Visits	82	67	386	168	130%
Hangar Users	21	21	106	45	136%
Hangar Tours	13	16	142	77	84%

Volunteer Hours	November	November	FY-T-D	FY-T-D	FY-T-D
	2022	2021	2022-23	2021-22	% change
History Room	31.03	44	91	287	-68%
PLFF	255.75	187	1,141	1,357	-16%
General Library	182.5	249	1,347	1,361	-1%
Adult Literacy	194	178	992	937	6%
PTAC	58.5	40	338	238	42%
<b>Total Volunteer Hours</b>	<b>721.78</b>	<b>698</b>	<b>3908.08</b>	<b>4180</b>	<b>-7%</b>
<b>FTE Equivalent</b>	<b>4.16</b>	<b>4.03</b>	<b>22.55</b>	<b>24.12</b>	<b>-7%</b>

Literacy	FY-T-D	FY-T-D	FY-T-D
	2022-23	2021-22	% change
Adult Literacy & ESL Students	50	43	16%
Adult Literacy & ESL Tutors	42	37	14%

## ACHIEVEMENTS

- Megan Tolman coordinated the History Room Open House on November 5.
- Megan Tolman coordinated 7 Memory Lab appointments.
- Michelle Meades coordinated Book Club on November 8.
- Michelle Meades coordinated 4 Book a Librarian appointments.
- Michelle Meades created 3 lobby display on November 1<sup>st</sup>.
- Michelle Meades and Esther Canedo attended outreach at the Whitten Center on November 28.
- Tim Balen coordinated the PTAC meeting on November 17.
- Michelle Meades and Mayli Apontti interviewed a potential YA intern from SJSU on November 8.
- Shellie McCurdy coordinated the November Hangar Take & Make.
- Sally Federman coordinated Literacy Reads – Beginner Book Club on November 2, 9, 16, and 30.
- Sally Federman coordinated Literacy Reads – Int. Book Club on November 1, 8, 15, and 29.
- Sally Federman coordinated Read, Write, Speak Club on November 4 and 18.
- Sabrina Rosengren and Sally Federman coordinated a Tutor In-Service on November 7.
- Sabrina Rosengren and Sally Federman coordinated a Learner Roundtable on November 7.
- Sally Federman facilitated an ESL Beginner Conversation Group: Trial Class on November 3.

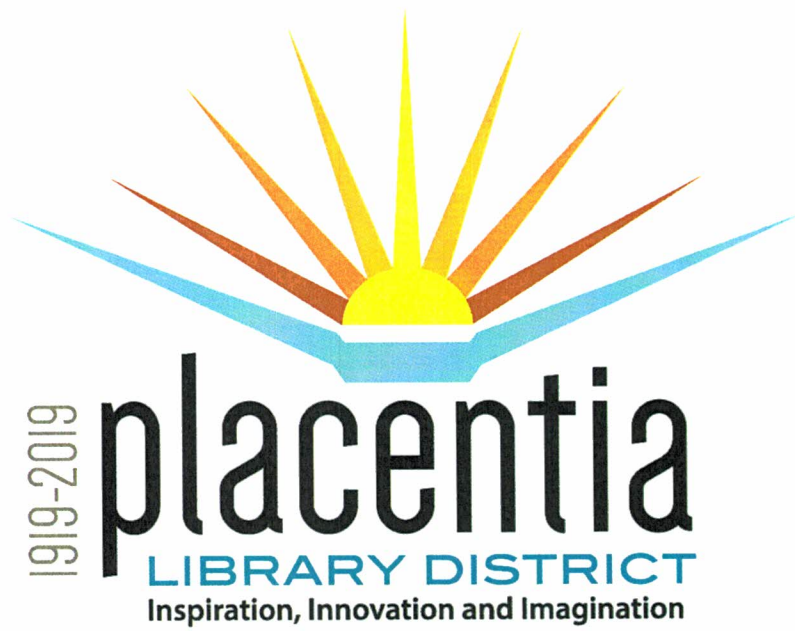


**MEETINGS**

- Adult and Teen Service's staff attended the all-staff meeting on November 22.
- Katie Matas attended weekly Thursday Huddles in November.
- Shellie McCurdy met with Yesenia Baltierra on November 2.
- Shellie McCurdy met with Tim Balen on November 12.
- Shellie McCurdy met with Margaret Hatanaka on November 22.
- Shellie McCurdy met with Megan Tolman on November 30.
- Katie Matas met with Margaret Hatanaka on November 17, and 29.
- Katie Matas met with Daisy Badge on November 29.
- Tim Balen met with Yesenia Baltierra on November 9 and 22.
- Tim Balen with Fernando Maldonado on November 18.
- Victor Meza met with Tim Balen on November 8 and 9.
- Megan Tolman met with Tim Balen on November 2.
- Tim Balen met with Margaret Hatanaka on November 30.
- Megan Tolman met with Yesenia Baltierra on November 10.
- Michelle Meades met with Margaret Hatanaka on November 22.
- Michelle Meades, Megan Tolman, Shellie McCurdy, and Tim Balen met with Yesenia Baltierra on November 2.
- Michelle Meades met with Judy Anderson on November 7.
- Michelle Meades met with Esther Canedo on November 22.
- Michelle Meades met with Tim Balen on November 8 and November 22.
- Sabrina Rosengren and Yesenia Baltierra met on November 4.
- Sally Federman attended Americorps Member training on November 7.
- Sally Federman and Yesenia Baltierra met on November 16.
- Margaret Hatanaka met with Yesenia Baltierra on November 16, 17, 22, 29 and 30.
- Margaret Hatanaka attended Prayer Breakfast at Placentia Round Table Women's Club on November 17.
- Margaret Hatanaka met with Fernando Maldonado on November 16 and 18.
- Margaret Hatanaka met with Estella Wnek on November 17.
- Margaret Hatanaka met with Sally Federman on November 18.
- Margaret Hatanaka met with Venessa Faber on November 18 and 29.

**PROFESSIONAL DEVELOPMENT**

- Katie Matas, Michelle Meades, and Tim Balen attended Collection HQ administrator training on November 3, 9 and 10.





**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Technology and Website Report for November 2022

**DATE:** December 19, 2022

**MONTHLY STATISTICS**

<b>Computer and Wi-Fi Usage</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Children Computer Usage	269	304	1,262	821	54%
Teen Computer Usage	58	137	589	442	33%
Adult Computer Usage	920	904	4,408	3,094	42%
<b>Total Computer Usage</b>	<b>1,247</b>	<b>1,345</b>	<b>6,259</b>	<b>4,357</b>	<b>44%</b>
Wi-Fi Usage	1,648	1,234	6,204	4,456	39%
Guest Passes	36	56	313	151	107%

<b>Website Traffic</b>	<b>November</b>	<b>November</b>	<b>FY-T-D</b>	<b>FY-T-D</b>	<b>FY-T-D</b>
	<b>2022</b>	<b>2021</b>	<b>2022-23</b>	<b>2021-22</b>	<b>% change</b>
Website visits	11,572	12,006	68,497	58,130	18%
Page Hits	19,558	18,565	116,788	99,694	17%
Users	7,453	8,231	42,838	35,206	22%
Pages/Session	1.55	1.55			
Avg. Session Duration	00:01:46	00:01:25			
% New Sessions	79	82			
Placentia Library Online Catalog Usage	4,024	3,500	23,962	20,366	18%

**Technology Updates**

**Completed Projects:**

- Printer Network Security Upgrades
- Shared drive review and updates
- User account audit, security permissions update, subscriptions review.
- Staff training on cybersecurity, IT updates, and knowbe4 portal.
- Updated internal helpdesk/ technology ticket system

**Ongoing Projects:**

- Network Segmentation and security updates
- Workstations Preventative Maintenance
- New Website RFP Review
- Update Virtual Library Card Application Process
- High Speed Networks Grant Application
- Building Maintenance reporting system

**Upcoming Projects:**

- Online Fine/fee payment processing
- Credit Card Processing update
- Google Chrome Managed Browsers Project
- Self-Check Machine replacements/ Updates
- Library Mobile App
- Automate Meeting room, study room, and history room bookings online

**System Updates:**

We have continued to update and adjust new phone system to meet needs of staff and patrons. We completed the installation and setup of four new workstations in the literacy office for grant program. This included new phones and computers for staff.

Due to Microsoft security updates, we had to overhaul the network printer authentication protocols. This was long overdue as many machines were connecting directly to the printers without any network level authentications.

Website RFP responses have been received and staff and consultant have been in review process.

**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Jeanette Contreras, Library Director

**FROM:** Yesenia Baltierra, Assistant Library Director

**SUBJECT:** Customer Service Report for November 2022

**DATE:** December 19, 2022

<b>Attendance</b>	<b>November 2022</b>	<b>November 2021</b>	<b>FY-T-D 2022-23</b>	<b>FY-T-D 2021-22</b>	<b>FY-T-D % change</b>
Number of Days Open	28	28	149	139	7%
Number of Hours Open	259	256	1,341	1,269	6%
Attendance	12,811	13,846	84,251	74,422	13%

<b>Card Holders</b>	<b>November 2022</b>	<b>November 2021</b>	<b>FY-T-D 2022-23</b>	<b>FY-T-D 2021-22</b>	<b>FY-T-D % change</b>
Active Borrowers ~	4,845	4,482			8%
Child Card Holders *	14,098				-
Teen Card Holders *	4,476				-
Adult Card Holders *	43,446				-
<b>Total Card Holders</b>	<b>62,020</b>	<b>58,474</b>			6%
New Patron Registration	266	211	1,900	2,571	-26%
New Virtual Library Cards	52	25	437	576	-24%

~FY-T-D- comparison not applicable

\*FY 2021-22 data not available

<b>Information Desk Activity</b>	<b>November 2022</b>	<b>November 2021</b>	<b>FY-T-D 2022-23</b>	<b>FY-T-D 2021-22</b>	<b>FY-T-D % change</b>
Reference Questions -- in person	1,554	1,481	8,929	8,012	11%
Reference Questions -- telephone	489	706	2,937	3,990	-26%
Reference Questions -- email/chat	5	10	44	99	-56%
<b>Total Reference Questions</b>	<b>2,048</b>	<b>2,197</b>	<b>11,910</b>	<b>12,101</b>	<b>-2%</b>
Assistance in Spanish	48	32	338	115	194%
Assistance with Passports	253		1,196		-
Curbside Usage	13	27	76	165	-54%
Study Room Usage	138	96	775	410	89%

\*New Statistic for FY 2022-23



Passport Activity	November 2022	November 2021	FY-T-D 2022-23	FY-T-D 2021-22	FY-T-D % change
Passports Processed	357	373	2,187	2,546	-14%
Consultations Only	34		185		-
Unfilled Appointments	191		604		-
No Show Appointments	63		395		-
Photo Only (Walk-in)	1		48		-

*\*\*New Statistic for FY 2022-23*

### ACHIEVEMENTS

- The meeting room was used for 21 library programs
- The meeting room was rented by two outside organizations/patrons.
- One library partner used the meeting room.
- A total of 549 requests were pulled and filled from the Pull List by the staff.
- The staff pulled 271 expired items from the hold shelf.
- Eric mailed out 55 billing notices.
- This month 38 new patrons checked out LOT's items.

### MEETINGS

- Estella Wnek attended the huddle meetings on November 3, 17.
- Estella Wnek met with Laura on November 6.
- Estella Wnek met with Yesenia Baltierra on November 3.
- Estella Wnek attended the Supervisor's meeting on November 3.
- Estella Wnek met with Yomara Solis-Cabral on November 7.
- Estella Wnek met with Yesenia Baltierra on November 17.
- Estella Wnek, Laura de Leon, Angie Fuentes, Eric Grimm, Sandra Vazquez, Yomara Solis-Cabral and Iesu Loane attended the Support Services meeting on November 17.
- Estella Wnek met with Sandra Vazquez on November 20.
- Eric and Angie met on November 27 to discuss budget needs.

### PROFESSIONAL DEVELOPMENT

- None



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT: Adoption of Resolution 2022-08: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Certify the Appointments for the Office of Trustee of the Placentia Library District; Administration of the Oath of Office.**

**DATE:** December 19, 2022

**BACKGROUND**

On December 2, 2022 Orange County Registrar of Voters Bob Page certified the appointments of Jo-Anne W. Martin, Stephanie Beverage, and Scott Nelson to the Placentia Library Board of Trustee. A resolution certifying the appointment is submitted for Board adoption. The election result will also be entered into the Board minutes as required by law.

Attachment A Resolution 2022-08.

Attachment B is the Certificate of Election.

Attachment C is the Oath of Office.

**RECOMMENDATIONS**

1. Accept the Certification of Election of appointments as presented; and
2. Adopt Resolution 2022-08: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Certify the Appointments for the Office of Trustee of the Placentia Library District; and,
3. Roll call vote.
4. Direct the Library Director to administer the Oath of Office to the Library Board members as appointed and present Certificate of Elections.

**RESOLUTION 2022-08**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF THE PLACENTIA LIBRARY DISTRICT OF ORANGE COUNTY TO CERTIFY THE APPOINTMENTS FOR THE OFFICE OF TRUSTEE OF THE PLACENTIA LIBRARY DISTRICT**

WHEREAS, three seats in the Placentia Library District were up for election in the Presidential General Election held on November 8, 2022;

WHEREAS, on December 2, 2022, Orange County Registrar of Voters, Bob Page certified the Appointment in Lieu of Election of Jo-Anne W. Martin, Stephanie Beverage, and Scott Nelson for the office of Trustee of the Placentia Library District;

WHEREAS, the Certificate of Appointment in Lieu of Election will support compliance with Elections Code Section 10515;

BE IT RESOLVED, that the Placentia Library District of Orange County Board of Trustees, does resolve, declare, determine that Jo-Anne W. Martin, and Scott Nelson, have been certified to serve a four-year term of office, and Stephanie Beverage to serve a two-year term of office (short term) for the Placentia Library District.

AYES:

NOES:

ABSENT:

ABSTAIN:

State of California )

)ss.

County of Orange )

I, \_\_\_\_\_, Secretary of the Board of Trustees of the Placentia Library District of Orange County hereby certify that the above and foregoing Resolution was duly and regularly adopted by the Board of Trustees at a Regular Meeting hereof held on the Nineteenth day of December 2022.

IN WITNESS THEREOF, I have hereunto set my hand and seal this Nineteenth day of December 2022.

\_\_\_\_\_  
Board Secretary,  
Placentia Library District Board of Trustees

**CERTIFICATE OF APPOINTMENT  
IN LIEU OF ELECTION**

STATE OF CALIFORNIA)  
  )ss.  
COUNTY OF ORANGE )

I, Bob Page, Registrar of Voters of Orange County, do hereby certify that Jo-Anne W. Martin, whose address is 231 Downey Ln, Placentia, CA 92870, is hereby appointed to the office of Trustee of the PLACENTIA LIBRARY DISTRICT, in lieu of election and shall be seated at the organizational meeting of the board. This term of office ends December 4, 2026.

WITNESS my hand and Official Seal this 2nd day of December, 2022.



  
BOB PAGE  
Registrar of Voters  
Orange County

**CERTIFICATE OF APPOINTMENT  
 IN LIEU OF ELECTION**

STATE OF CALIFORNIA)  
 )ss.  
 COUNTY OF ORANGE )

I, Bob Page, Registrar of Voters of Orange County, do hereby certify that Scott W. Nelson, whose address is 300 Franklin Dr, Placentia, CA 92870, is hereby appointed to the office of Trustee of the PLACENTIA LIBRARY DISTRICT, in lieu of election and shall be seated at the organizational meeting of the board. This term of office ends December 4, 2026.

WITNESS my hand and Official Seal this 2nd day of December, 2022.



*Bob Page*  
 BOB PAGE  
 Registrar of Voters  
 Orange County





**OATH OF OFFICE  
FOR PUBLIC OFFICERS AND EMPLOYEES  
(State Constitution, Art. XX. Sec.3 as amended)**

STATE OF CALIFORNIA)  
  ) ss.  
COUNTY OF ORANGE )

*I, \_\_\_\_\_, do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter.*

---

\_\_\_\_\_  
Signature

*Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.*

\_\_\_\_\_  
Signature of Person Administering Oath

\_\_\_\_\_  
Printed Name and Title of Person Administering Oath

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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** Election of Board Officers

**DATE:** December 19, 2022

**BACKGROUND**

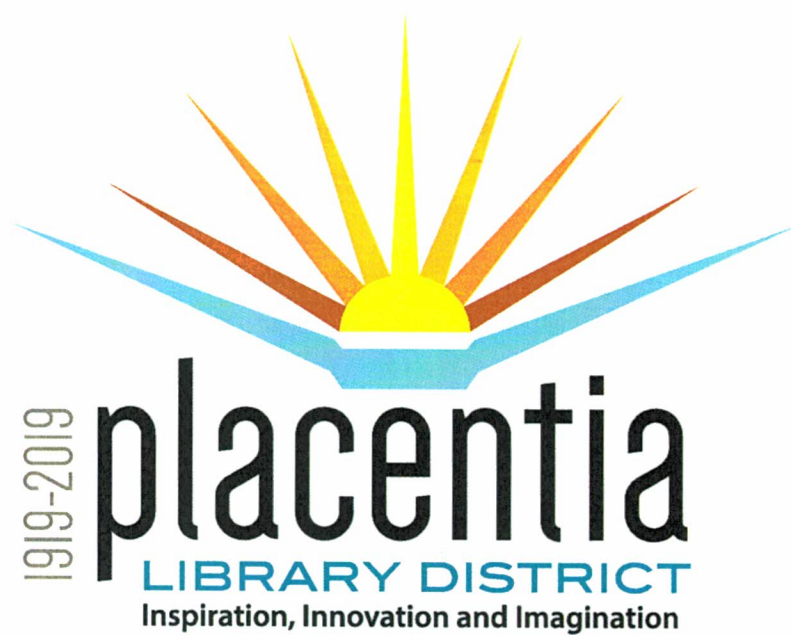
The following positions need to be elected:

President (Incumbent is President Martin)

Secretary (Incumbent is Secretary Carline)

**RECOMMENDATION**

Elect a Library Board President and a Library Board Secretary for 2023.





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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** **Appointment of Library Board Representatives for 2023 by the Board President**

**DATE:** December 19, 2022

**BACKGROUND**

The following positions need to be appointed:  
*Incumbents are italicized.*

Joint Use Agreement Committee  
*President Martin and Trustee Carline with Director Contreras*

Representative to Special District Local Area Formation Commission (LAFCO) Selection Committee  
*Secretary Carline and Trustee Shkoler as alternate*

Representative to the Orange County Council of Governments (OCCOG)  
*Trustee Dahl and Secretary Carline as alternate*

Representative to the Placentia Library Friends Foundation (PLFF)  
*Trustee Dahl and President Martin as alternate*

Independent Special Districts of Orange County (ISDOC)  
*Secretary Carline and President Martin as alternate*

Personnel Committee  
*President Carline and Trustee Dahl*

Library staff will continue to represent the Placentia Library District at the Placentia Collaborative, Downtown Merchants Association, Placentia Roundtable Women's Club, and Kiwanis Club.

**RECOMMENDATION**

Appoint Library Board Representatives for 2023.



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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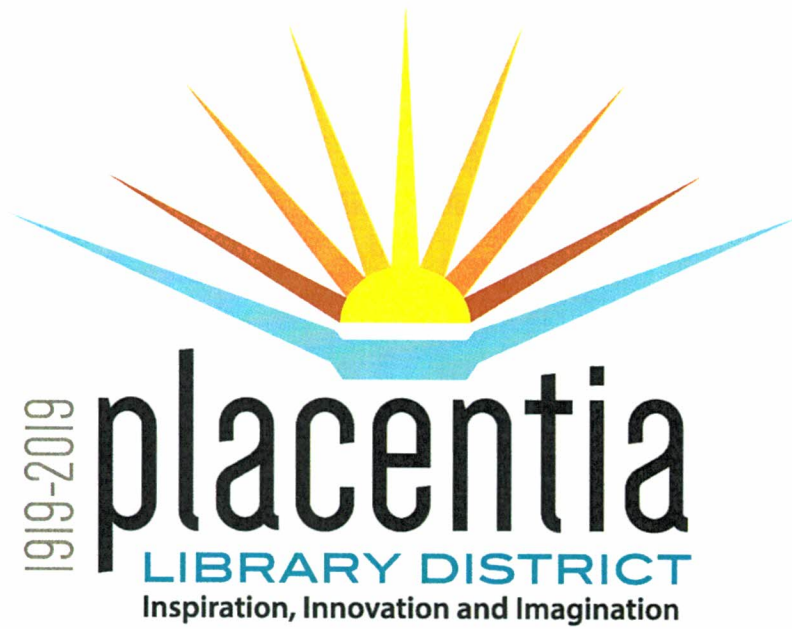
**TO:** Library Board of Trustees  
**FROM:** Jo-Anne W. Martin, Board President  
**SUBJECT:** **2022 Employee of the Year Presentation**  
**DATE:** December 19, 2022

President Martin will present the 2022 Employee of the Year Award to Megan Tolman.

Megan started with the Placentia Library District on December 13, 2019 and is currently the History Room Librarian. During this nomination period, Megan reorganized the LOTs collection with much needed changes for maintenance and check-in procedures. Additionally, Megan is overseeing the Memory Lab! grant-funded project, providing patrons with opportunities to scan photographs and documents and convert VHS, analog recordings, and audiocassette tapes into digital format.

As one of the Staff Appreciation Night committee members, Megan organized an evening of fun activities for staff and where she was recognized as the 2022 Employee of the Year. Tonight, Board President Martin will present Megan with her EOY award.

Congratulations Megan!





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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** **Association of Bookmobile & Outreach Services and Internet Librarian  
Conference Reports from Children's Supervising Librarian**

**DATE:** December 19, 2022

At the August 15, 2022 Library Board of Trustees meeting, it was approved for the Children's Supervising Librarian to attend the Association of Bookmobile & Outreach Services and Internet Librarian conferences.

Attachment A is the report from the Children's Supervising Librarian.

## Venessa Faber

**Opening Keynote:** Community Impact Through Learning, Azi Jamalian, Founder, CEO, The Giant Room

Azi is the CEO at the Giant Room, an innovation hub where her and her team provide children with an opportunity and community support they need to act on their most ambitious dreams. She spoke about the staff she has and how she allows them to be creative themselves when it comes to programming and thinking outside the box.

Takeaways:

- She shared a "Not just a box" program in which they supplied boxes and allowed kids to create something with it. Some did dioramas others made things with the box. All were different and very impressive.
- Create a space that is theirs. They Belong. They can see their work.
- Provide blank walls and let them go for it.
- Culture is key. Provide the space and encourage the vibe you want.
- Have a Post-it wall for feedback. Keep it general.
- I really enjoyed her circle exercise. 30 printed circles on one page. All the same size. Everyone has 15 minutes to see how many circles they can make into something. A doodling exercise in creative and resources. Only had 2 tools to use.

**Keynote:** Increasing Community Engagement, Paul Quelch, Communico

This speaker is from one of the event sponsors, Communico. He shared about their technology and how they can help libraries.

Takeaways:

- Sit and think of what tech helped you in the last 6 months.
- QR codes made a comeback
- Put QR codes in so patrons can help themselves check into rooms, checkout, find out about programs
- QR codes for instructional videos.

**Session:** Super Searcher- Tips for making an impact. Mary Ellen Bates, Principal, Bates Information Services Inc.

Bates is a super searcher, an annual favorite whom attendees flock to hear as she surprises and impresses with new strategies and techniques for getting the most out of web research.

Takeaways:

- Patrons ask what they think you can do. Not what they need. Are you familiar with it, or is it new territory.
- Check your assumptions. How is this different from other questions.
- Consider Google sign-in so it tracks your searches and info to enable search tracking.
- If you don't know the info scope well, start broad. Start with authoritative sources.

- Use Wikipedia as a jumping off sources. Use their resources. LibGuides too
- Start with a nontracking search engine then go to Google for tracking when you know more.
- Find an answer, not THE answer. Keep in mind, what will THEY be doing with the information.
- Pay attention to Industry specific terms. Industry specific vs. News. "Hydraulic Fracturing" vs. Fracking

**Session:** Tea Bags in Hot water- Showcasing strength in the kettle of disinformation and book challenges. Amy Affelt, Director, Database Research Worldwide & Stephen Abram, CEO, Lighthouse Consulting

Referring to librarians as tea bags, we find ourselves in hot water from time to time, however we don't know how strong we are until we are put into these hot water situations. Book challenges have been in the news a lot now but it's important to look at the data. Amy shared a lot of data that shows the loud voice is getting heard, but its not necessarily the whole story. This was one of my favorite sessions of this conference. The second speaker of this session talked about what we learned from Covid. That disasters come in all shapes and sizes. We play a pivotal role in how society maintains. Don't demonize others as they are demonizing us.

Takeaways:

- People are on our side, check the EveryLibrary report.
- There is a book banning report on everylibraryinstitute.org
- The amount of book challenge levels is unprecedented; however, this is not new. Many coming from Texas, Pennsylvania and Florida.
- The "Toxic 10" websites are responsible for the pushing of the agenda. They're responsible for 69% of climate change denial on Facebook. Consider it a handful of "bad actors".
- When dealing with patrons on the issue, explain the process based on the ALA site. ALA Library Bill of Rights. Define one point person at the library that explains. A lot of people only want to be heard. Forms and process for each item and have a collection development policy that defines what to do.
- Have a scale on censorship. Have patrons fill out an individual challenge for each book they want to challenge. Be VERY specific, what page, line, etc.
- In Utah, Sean Reyes made legal framework for challenges.
- Librarians are not Neutral- we make judgements all the time. We ask why- not why not- why are we including the work, not why should we get rid of it. Judge on content, not Author's background.
- provide programs that bring people together in the space- create space to do it- Gazebos, train station, gardens.

**Session:** Impactful Curated Intelligence, Gary Price, Co-Founder Info docket



This speaker's content and experience was a little over my head as far as tech speak, but I did gather a few helpful ideas and tools.

-Share tools you learn about with other staff. Keep a list where everyone can access (bookmarks). Email links to other staff with articles etc. when you come across them. Don't hoard knowledge.

-Google, use file type: or site: to narrow searches faster.

- Staff need RSS feeds to keep up to date.

**Session:** Growing Digital Equity Through Community Partnerships, Dr. Audrey Barbakoff

As digital access becomes increasingly essential for participating in community life, public libraries play an important role in digital equity and inclusion. This session talked about relationships that can lead to services and programs that are sustainable to maintain digital inclusion. I found that we are already doing a lot of these types of inclusive programs but it brought up a few things I didn't think of. I really liked feeling like we are already heavily involved in our communities.

Takeaways:

-Know what libraries are good at vs. partners. Let them do their side. Libraries are good at access to info, referrals to resources, access to tech, welcoming spaces, non judgement support. Partners are good at in-depth subject matter experts, knowledge about their communities, fresh ideas and perspectives, building capacity. Together we can, understand communities goals. Let them do it- we help. Take an asset based perspective. Reach and build trust with excluded communities. Pool resources and expertise. Evaluate success in meaningful ways.

-You don't need all the answers- your community has them

-Map our assets.

-Let go of control, give power back to partners. We don't need to be in charge.

Avoid "Saviorism" with an asset based perspective. Embrace uncertainty.

**Session:** Seizing Our Moment: When someone says "Just Google It" Amy Affelt and Marydee Ojala

The pat directive to "Just Google it" can be a scary response to legitimate queries from people in desperate need of information and help. Oftentimes uncovering the needed research and data either requires online searching skills that go beyond typing in words to the Google search box or are contained in sources that will never appear in a list of Google results. The speakers spoke about common reference queries and how to help patrons beyond "Googling it".

Takeaways:

-When to Google: get smart quick, see what your client already knows, check spelling, lay of the land, opinions, prove search skills.



- When to not Google: Another source is clearly indicated, different format needed, specific source, scholarly literature, privacy concerns.
- Skepticism is good. Why is this here? Advertisement? Skewed results? Trolls? Consider the wisdom of the content.
- DuckDuckGo is an alternative to Google
- TikTok is the new search engine for Gen Z- how to do things.
- Remember that Google keeps your previous searches so it can alter your results.

**Session:** Aligning Libraries with Community Needs, Misty Jones, San Diego Public Library

In this session Misty shared about how her and her team partnered and got support, experimented and showed proof of concepts of new programs that required funding and had a positive impact on their community. They eliminated fines like we did in 2017, but was a giant risk. Had to convince city and community leaders to stand behind them for support for access and eliminating barriers.

Takeaways:

- Do programs that are intentional and relevant.
- Museum program pass
- Partnered with the School of Social Work at SDSU. Focus groups, interviews, why come to the library.
- Tech on the Go program provided classes for tech. “just because you circulate it, doesn’t mean they know all that they can do with it”.

**Session:** Making the most of your library’s digital collection, Nick Tanzi, South Huntington Public Library

Library digital collections are rapidly evolving and as we continue to add streaming services to our collections our need to train staff and promote these services increases. Digital collections are an investment and have grown.

Takeaway:

- Digital collections are the new normal.
- The future: Smart speakers (Alexa, etc), Smart TV’s- anything with Voice Assistance. How will the effect us- can books be read aloud? Teaching patrons how to use?
- Represent digital content in the library- share what we have to circ-ads, scans, displays, market it.
- Communicate value- share the cost of e-books, savings for having magazines digital, update our value calculators

**Session:** Moving Forward Post- COVID A new blueprint for public libraries. John Richardson & Michael Lambert

This session covered ideas on how to get patrons back in the libraries after COVID. Budgets are down, don't all have marketing staff, so what do we do? I enjoyed the ideas shared with this one because it was outreach based and covered a lot of things we are already doing, but was very reinvigorating.

Takeaway:

- Americans only get about 18% of their books from Public Libraries
- Registered vs. Active users... know the difference.
- Support local communities with content. Have our website as a link on their sites.
- Promote the library at local spots- Starbucks, Banks.

**Session:** From Toxic to Healthy: Evaluating and Improving Organizational Culture Jared Oates, COO, Niche Academy

This session talked about how healthy organizations can be hotbeds for innovation when employees have high levels of job satisfaction they produce optimal customer outcomes. The speaker reviewed statistics and research to show that leadership need to have a sense of what a healthy organization looks like and a consistent approach to cultivating one. While this session felt like a bit of a sales pitch for the program, it had good points to reflect on. The quiz we took would be good for an SDD.

Takeaways:

- Change can happen from the bottom up.
- your newest employees can be the best to get perspective from.
- Do people feel like they belong?
- Do you know their career path? Things that could have them change gears? Other interests? Don't assume you know someone's goals.
- In Inclusive systems- everyone creates value, makes decisions and enjoys rewards.
- Encourage experimenting
- If you make a mistake, OWN IT.
- Recognition looks different to everyone. Get to know your people so they feel recognized on their level.
- "Satisfaction is a product of culture more than circumstances like facilities or budget"
- ask the question "how likely are you to recommend to someone to work here"

**Session:** Makerspaces: Hubs for Interdisciplinary Learning, Sarah Nagle, Miami University

Makerspaces and maker-centered instruction continue to grow in academic libraries. However it may not always be clear how makespaces support the missions of academic libraries or how they further the goals of information literacy. Sarah shared concepts and examples of maker learning. While much of this was focused on Academic Libraries, I enjoyed hearing how it was being used and thought that some ideas or mindsets apply to public libraries.

Takeaways:

- multiple staff is key. Shared knowledge.
- “failure = learning” she really embraced this and was very positive about practicing what she preached in this way.
- Maker Mindset: not all the same outcome, we all make things different in different ways. Embrace it.
  - Use your space wisely. SIGNAGE. Use it to refer to – it reinforces your words.
  - Plan makerspace classes/ideas etc. As a team. Have multiple people on staff for the room. Not just one person.
  - Have an improvement plan. Keep learning what is out there. Budget years of replacements/old knowledge.
  - Just ask patrons what they want to do.

**Session:** Closing Keynote: Panel discussion on the future of libraries.

The final keynote shared about different types of library communities, looking ahead, taking advantage of opportunities and partnerships, as well as understanding our communities’ demographic needs. Susan Broman from LAPL spoke along with others. There was a very big focus on partnering with leaders in our communities and other agencies for sharing our assets and to help get the word out of what we do and not just see how we can help each other.

Takeaways:

- Focus on the main work of libraries first, then the extra. What work are we as an institution here for. Can’t loose sight of it. What’s the patron’s expectation when they walk in? Not the ..also... and...
- A.I. In the Library- how do we feel about it? Embrace it- don’t look at it as a personal replacement. It’s helpful- language translation for example.
- Protect your own turf: Why we read- not what we read. Back to the book challenge topic





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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**THRU:** Jeanette Contreras, Library Director

**FROM:** David DeBerry, General Counsel

**SUBJECT:** **Adoption of Ordinance 2022-01 and Resolution No. 2022-09 to Transition to District-Based Elections**

**DATE:** DECEMBER 19, 2022

**BACKGROUND**

In June of 2022 the Board of Trustees (“Board”) adopted Resolution No. 2022-04 declaring its intent to transition from at-large to district-based elections for the Board of Trustees. Pursuant to Elections Code Section 10010 the Board held four public hearings on August 15, 2022, September 19, 2022, October 17, 2022, and November 21, 2022, to receive public input regarding the composition of the districts before any map or maps of the boundaries of the proposed districts were drawn and the sequencing of the district elections. A proposed map was presented at the October 17, 2022, meeting. At the November 21, 2022, meeting the Board gave its initial approval to the map and also the sequencing of the elections. It also adopted Ordinance 2022-01 (Attachment A) for first reading, authorizing the transition to district-based elections.

Since the Board set this matter for hearings beginning on August 15, 2022 the Placentia Library District (“Library”) has engaged in outreach efforts to inform the public about the proposed district elections and the process associated with developing the districts. The public notice for this hearing, along with the proposed map and sequencing of elections was published in English and Spanish in *The Register*. Notices of the hearing were posted on the Library’s website in English and Spanish and on the Library’s Facebook page.

Based on the District’s Proposed Map (Attachment A), current trustees reside in the following districts:

- District 1: No representation
- District 2: President Martin and Secretary Carline
- District 3: Trustee Dahl
- District 4: Trustee Beverage
- District 5: Trustee Nelson

## **DISCUSSION**

### **1. Considerations for District Boundaries**

At the hearing on November 21, 2022, the Board gave its preliminary approval to the map attached as Attachment A to Resolution 2022-09 and that it be brought forward for final consideration at this hearing. As with all the hearings, the public will be invited to provide input regarding the proposed map and whether it furthers the purposes of the California Voting Rights Act of 2001, i.e., prevents voting dilution of protected classes. “Communities of interest” and other local factors were considered in drafting the district map, which corresponds to the district map adopted by the City of Placentia which recently completed the process of establishing district-based elections and was found by the Placentia City Council to be compliant with the California Voting Rights Act. The City’s jurisdictional boundaries mirrors the Library’s.

As noted in previous staff reports, a community of interest is a neighborhood or group that may benefit from being in the same district because of shared interests, views, or characteristics. Examples of considerations for a community of interest, in no order of priority, include:

- School attendance area;
- Communities separated by physical features such as canyons, hills, rail, or roads;
- Communities around a park or other neighborhood landmarks;
- Communities with shared interests on issues, neighborhood activities, or legislative/election concerns; and
- Shared demographic characteristics such as income, education, linguistic isolation, language spoken at home, single-family and multi-family housing areas.

Some of the requirements for the districts to ensure compliance with state and federal criteria are that each district shall:

- Contain a nearly equal population.
- Be drawn in a manner that complies with the Federal Voting Rights Act.
- Not be drawn with race as the predominate factor.

### **2. Election Sequencing**

The Board will also determine the proposed election sequencing, which the Board preliminarily approved at its meeting on November 21, 2022. The proposed election sequencing would start district-based elections in November of 2024, when there are three Trustee seats up for election and this is the earliest it could be initiated. As directed by the Board, it is being proposed to initiate district-based elections in districts 1, 3, and 4 in 2024 and districts 2 and 5 in 2026. As noted in previous staff reports, the sequencing of elections cannot result in shortening any Trustee term.

### **3. Next Steps**

After receipt of public and Board input on the proposed map and sequencing of elections, the Board should consider whether to adopt Ordinance 2022-01 for second reading. If adopted, Ordinance 2022-01 would become effective 30 days thereafter.

Next the Board should consider Resolution 2022-09. This Resolution would approve the district map and the election sequencing as described above. In accordance with Elections Code section 10650, Ordinance 2022-01 is drafted so that the Board will adopt the specific map and proposed sequencing by way of resolution both for the initial transition to district-based elections and for any future adjustments that may become necessary due to annexations to the Library District's territory or changes that need to be made based on a new census. Thus, any future changes may be accomplished by noticing just one hearing at which a resolution implementing the changes can be adopted.

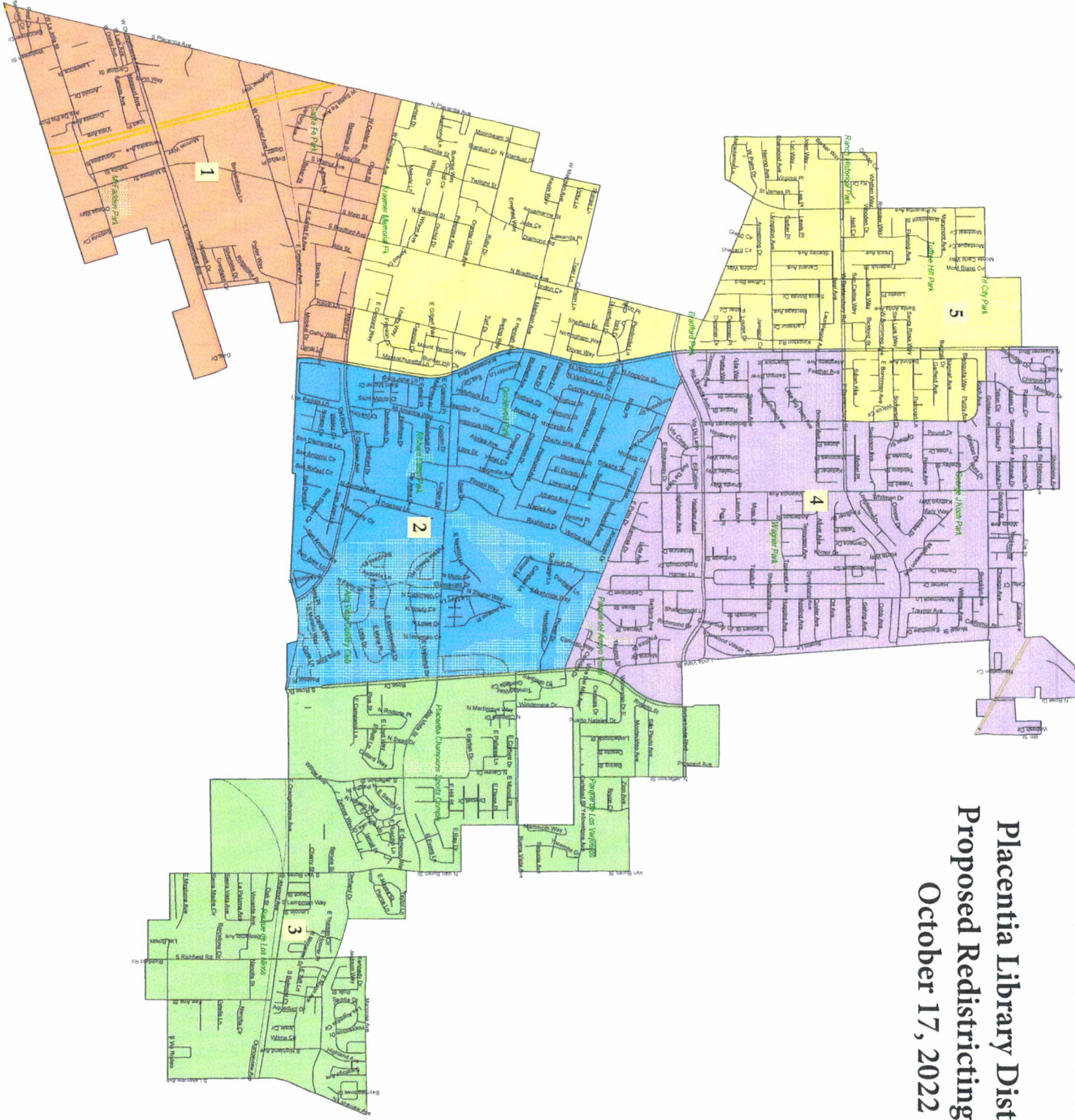
Library staff would then submit the documents to the Orange County Registrar of Voters and begin the process of implementing the district-based elections beginning in 2024.

Attachment A is District Proposed Map  
Attachment B is Ordinance No. 2022-01  
Attachment C is Resolution No. 2022-09

### **RECOMMENDATIONS**

- Receive public input regarding proposed boundaries and sequencing of elections and discuss any additional information the Board may want to consider.
- By motion, adopt Ordinance 2022-01, An Ordinance of the Board of Trustees of the Placentia Library District Establishing By-District Elections of Five Trustees (the full title of the ordinance must be read as part of the motion).
- By motion, adopt Resolution No. 2022-09.
- Roll call vote.





**Placentia Library District  
Proposed Redistricting Map  
October 17, 2022**



Adopted Map_withAnnex							
District		1	2	3	4	5	Total
	Total Pop	10,547	10,443	10,599	10,838	10,414	52,841
	Deviation from ideal	-21	-125	31	270	-154	424
	% Deviation	-0.20%	-1.18%	0.29%	2.55%	-1.46%	4.01%
Total Pop	% Hisp	75.7%	25%	30%	23%	36%	38%
	% NH White	14%	38%	37%	55%	40%	37%
	% NH Black	2%	2%	3%	2%	2%	2%
	% Asian-American	6%	33%	27%	18%	20%	21%
Citizen Voting Age Pop	Total	4,513	7,514	8,350	7,994	7,128	35,498
	% Hisp	59%	16%	17%	23%	42%	29%
	% NH White	30%	54%	51%	59%	43%	49%
	% NH Black	3%	0%	8%	3%	1%	4%
	% Asian/Pac.Isl.	7%	26%	24%	13%	13%	18%
Voter Registration (Nov 2020)	Total	3,743	6,774	6,341	7,512	6,674	31,044
	% Latino est.	59%	19%	26%	17%	30%	27%
	% Spanish-Surnamed	54%	17%	24%	16%	27%	25%
	% Asian-Surnamed	5%	18%	14%	8%	10%	12%
	% Filipino-Surnamed	2%	2%	2%	1%	2%	2%
	% NH White est.	26%	61%	55%	71%	59%	58%
% NH Black	3%	1%	4%	3%	1%	2%	
Voter Turnout (Nov 2020)	Total	2,864	5,986	5,530	6,799	5,853	27,032
	% Latino est.	56%	18%	25%	17%	29%	25%
	% Spanish-Surnamed	52%	17%	23%	16%	26%	23%
	% Asian-Surnamed	5%	17%	14%	8%	10%	11%
	% Filipino-Surnamed	2%	2%	2%	1%	2%	2%
	% NH White est.	28%	63%	57%	72%	60%	60%
% NH Black	3%	1%	4%	3%	1%	2%	
Voter Turnout (Nov 2018)	Total	1,794	4,299	3,668	5,117	4,423	19,301
	% Latino est.	55%	15%	22%	14%	27%	23%
	% Spanish-Surnamed	50%	14%	20%	14%	25%	21%
	% Asian-Surnamed	4%	14%	12%	6%	8%	9%
	% Filipino-Surnamed	1%	2%	1%	1%	1%	1%
	% NH White est.	30%	68%	62%	75%	64%	64%
% NH Black est.	3%	1%	4%	3%	1%	2%	
ACS Pop. Est.	Total	9,735	10,603	11,231	11,263	10,022	52,854
Age	age0-19	33%	26%	26%	25%	24%	27%
	age20-60	53%	49%	60%	50%	55%	53%
	age60plus	14%	25%	15%	25%	22%	20%
Immigration	immigrants	37%	26%	20%	17%	24%	24%
	naturalized	29%	76%	85%	68%	56%	60%
Language spoken at home	english	34%	61%	73%	73%	63%	62%
	spanish	61%	12%	8%	10%	26%	22%
	asian-lang	2%	13%	12%	12%	8%	10%
	other lang	4%	14%	7%	4%	3%	6%
Language Fluency	Speaks Eng. "Less than Very Well"	25%	13%	10%	9%	9%	13%
Education (among those age 25+)	hs-grad	49%	44%	49%	49%	53%	49%
	bachelor	14%	30%	29%	30%	24%	26%
	graduatedegree	4%	20%	15%	16%	15%	14%
Child in Household	child-under18	44%	35%	38%	37%	36%	38%
Pct of Pop. Age 16+	employed	66%	58%	75%	61%	64%	65%
Household Income	income 0-25k	22%	9%	6%	9%	8%	10%
	income 25-50k	24%	14%	7%	9%	13%	13%
	income 50-75k	15%	14%	15%	15%	16%	15%
	income 75-200k	37%	37%	52%	53%	48%	46%
	income 200k-plus	2%	25%	19%	15%	16%	16%
Housing Stats	single family	54%	81%	67%	90%	75%	74%
	multi-family	46%	19%	33%	10%	25%	26%
	rented	65%	29%	39%	20%	31%	36%
	owned	35%	71%	61%	80%	69%	64%

Total population data from the 2020 Decennial Census.

Surname-based Voter Registration and Turnout data from the California Statewide Database.

Latino voter registration and turnout data are Spanish-surname counts adjusted using Census Population Department undercount estimates. NH White and NH Black registration and turnout counts estimated by NDC. Citizen Voting Age Pop., Age, Immigration, and other demographics from the 2016-2020 American Community Survey and Special Tabulation 5-year data.

**ORDINANCE NO. 2022-01****AN ORDINANCE OF THE BOARD OF TRUSTEES OF THE PLACENTIA LIBRARY DISTRICT ESTABLISHING BY-DISTRICT ELECTIONS OF FIVE TRUSTEES.***General Counsel Summary*

*This Ordinance establishes “by-district” elections of members of the Board of Trustees from five electoral districts. The Ordinance requires that the five members of the Board of Trustees be elected by the voters of each of the five districts. The Ordinance further establishes that the boundary lines for each of the five districts and the sequence of elections shall be established by resolution of the Board of Trustees such that three districts will be elected at the regular municipal election to be held in November 2024 and two districts will be elected at the regular municipal election to be held in November 2026.*

WHEREAS, members of the Board of Trustees are currently elected in at-large elections, in which each of the five Trustees are elected by voters within the entire boundaries of the Placentia Library District; and

WHEREAS, the Board of Trustees has determined that it is in the best interest of the Placentia Library District to shift from its current at-large election system to a by-district election system where the five Trustees reside within a designated district boundary and are elected only by the voters in that district; and

WHEREAS, on June 22, 2022, the Board of Trustees adopted Resolution No. 22-04 declaring the Placentia Library District’s intention to transition from at-large to district-based elections pursuant to California Elections Code Section 10010(e)(3)(A); and

WHEREAS, the Placentia Library District held hearings and provided notice to the public of such hearings as required by the California Voting Rights Act to obtain public input from residents and to facilitate the development of a preliminary district map; and

WHEREAS, the Board of Trustees hereby declares that the change in the method of electing members of the Board of Trustees of the Placentia Library District pursuant to this Ordinance is in furtherance of the purposes of the California Voting Rights Act of 2001 (Chapter 1.5 (commencing with Section 14025) of Division 14 of the Elections Code) and to implement the guarantees of Section 7 of Article I and Section 2 of Article II of the California Constitution.



Now, therefore, the Board of Trustees of the Placentia Library District does hereby ordain as follows:

### **Qualifications of the Members of the Board of Trustees**

- a. Beginning with the November 2024 general municipal election, the Board of Trustees shall consist of five members elected by districts.

- b. By-District Qualifications.

Beginning with the November 2024 general municipal election, a person elected as a member of the Board of Trustees shall be a resident of his or her respective district created under subdivision (c), as may be subsequently reapportioned as provided by applicable law and shall be nominated and elected only by the voters of his or her respective district. A person is not eligible to hold office as Trustee unless he or she is at the time of seeking nomination or appointment to office an elector within the jurisdictional boundaries of the Placentia Library District, residing in the district from which he or she is elected or appointed. If, during his or her term of office he or she moves his or her place of residence outside of the district boundaries from which he or she was elected or ceases to be an elector within the jurisdictional boundaries of the Placentia Library District, his or her office shall immediately become vacant. However, no Trustee shall be deemed to have moved outside of his or her district as a result of district boundary changes which may occur during his or her term of office, and such Trustee shall continue to serve until his or her term is complete, or the office otherwise becomes vacant.

- c. Trustee Districts.

1. BOUNDARIES.

In accordance with Elections Code section 10650, descriptions of the boundaries for each of the five districts and their numbering or designations shall be established by resolution of the Board of Trustees along with a map entitled "Placentia Library District Election Map," a copy of which shall be on file in the office of the Library Director.

2. TRANSITION.

- (a) Nothing herein shall affect the terms of office of the five members of the Board of Trustees in office at the time the ordinance codifying this section establishing district elections takes effect, who shall continue in office until their respective terms expire and until their successors are elected and qualified. Recall proceedings, if any, of such Board of Trustees members serving the remainder of an at-large term and an election of a successor to such Board of

Trustees member to complete that term, shall be conducted at-large in accordance with applicable law.

- (b) Trustees shall be elected in three Trustee districts designated by resolution of the Board of Trustees pursuant to subdivision (c)(1) above at the general municipal election in November 2024 and at the general municipal election every four years thereafter.
- (c) Trustees shall be elected in the remaining two districts at the general municipal election in November 2026 and at the general municipal election every four years thereafter.

### 3. FUTURE REDISTRICTING.

- (a) Future adjustments to the boundaries of the districts established herein shall be made by resolution of the Board of Trustees in accordance with federal and state law and in particular Elections Code § 10650.
- (b) The term of office of any Trustee who has been elected and whose term of office has not expired shall not be affected by any change in the boundaries of the district from which he or she was elected, whether or not that Trustee is a resident within the boundaries of the District as adjusted. At the first election for Trustee following adjustment of the boundaries of the district, a person meeting the requirements of Elections Code § 14026 shall be elected to the Board of Trustees for each District under the readjusted District plan that has the same District number as a District whose incumbent's term on the Board of Trustees is due to expire.

### 4. ANNEXATIONS.

At the time of any annexation of territory to the Placentia Library District, the Board of Trustees shall designate, by resolution, the contiguous District or Districts to which the annexed territory shall be a part and shall amend the District boundaries, as it may be amended from time to time.

**SECTION II. Effective Date.** This Ordinance shall take effect 30 days after its adoption. The Secretary of the Board of Trustees shall certify to the adoption of the Ordinance and cause this Ordinance to be published as required by law.

**SECTION III. Severability.** If any section, sub-section, clause or phrase in this Ordinance or the application thereof to any person or circumstances is for any reason held invalid, the validity of the remainder of this Ordinance or the application of such provisions to other persons or circumstances shall not be affected.



**ADOPTED** by the Board of Trustees of the Placentia Library District of Orange County on this 19<sup>th</sup> day of December 2022.

\_\_\_\_\_  
Board President,

I, \_\_\_\_\_, Board Secretary, hereby certify that the foregoing Ordinance was duly and regularly adopted and passed by the Board of Trustees of the Placentia Library District of Orange County at its regular meeting held on December 19, 2022, by the following vote:

AYES

NOES:

ABSENT:

IN WITNESS, WHEREOF, I have hereunto set my hand and affixed the seal of said Placentia Library District of Orange County this nineteenth day of December, 2022.

\_\_\_\_\_  
Board Secretary,

Approved as to form:

\_\_\_\_\_  
David DeBerry, General Counsel

**RESOLUTION NO. 2022-09****A RESOLUTION OF THE BOARD OF TRUSTEES OF THE PLACENTIA LIBRARY DISTRICT, ADOPTING THE DISTRICT MAP AND SEQUENCE OF ELECTIONS FOR TRANSITIONING FROM AT-LARGE TO BY-DISTRICT ELECTIONS.**

WHEREAS, the Board of Trustees (“Board”) has determined that it is in the best interest of the Placentia Library District (“District”) to shift from its current at-large election system to a by-district election system where the five Trustees reside within a designated district boundary and are elected only by the voters in that district; and

WHEREAS, in June of 2022, the Board adopted Resolution No. 22-04 declaring the District’s intention to transition from at-large to district-based elections pursuant to California Elections Code Section 10010(e)(3)(A); and

WHEREAS, the District utilized information from the City of Placentia’s transition from at-large to district-based elections, which has boundaries which are co-terminus to the District’s, and contained information that includes an analysis of the District’s population, the development of draft district maps consistent with the California Voting Rights Act and the Federal Voting Rights Act; and

WHEREAS, the District provided notices to the public and posted information on its website on the district mapping process in accordance with the requirements of the Elections Code; and

WHEREAS, in accordance with California Elections Code Section 10010(a)(1), the District held five public hearings between August 15, 2022, and December 19, 2022, where the public was invited to provide input regarding the composition of the District’s voting districts before any draft maps were drawn; and

WHEREAS, at its November 21, 2022, meeting, the Board introduced Ordinance No. 2022-01 to transition to by-district elections and selected its preferred district map along with the preferred sequence of district elections to be adopted by resolution at the public hearing scheduled for December 19, 2022.

**NOW, THEREFORE, IT IS HEREBY RESOLVED by the Board of Trustees of the Placentia Library District as follows:**

1. That the above recitals are true and correct.
2. That the descriptions of the boundaries for each of the five Board districts and their numbering are as shown on the attached Exhibit “A” with the map entitled “Placentia Library District Map,” a copy of which shall be on file in the Library Director’s office.

3. That Board's Trustees shall be elected in districts 1, 3, and 4 at the general municipal election in November 2024 and at the general municipal election every four years thereafter.
4. That Board's Trustees shall be elected in districts 2 and 5 at the general municipal election in November 2026 and at the general municipal election every four years thereafter.

**IT IS FURTHER RESOLVED** that this Resolution shall become effective upon the effective date of Ordinance No. 2022-01.

**PASSED, APPROVED AND ADOPTED** this 19th day of December, 2022.

\_\_\_\_\_  
Board President,

I, \_\_\_\_\_, Board Secretary, hereby certify that the foregoing Resolution was duly and regularly adopted and passed by the Board of Trustees of the Placentia Library District of Orange County in a special meeting held on December 19, 2022, by the following vote:

AYES

NOES:

ABSENT:

IN WITNESS, WHEREOF, I have hereunto set my hand and affixed the seal of said Placentia Library District of Orange County this 19th day of December 2022.

\_\_\_\_\_  
Board Secretary,





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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** **Adoption of Resolution 2022-10: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Establish the Board of Trustee Regular Meeting Dates for Calendar Year 2023.**

**DATE:** December 19, 2022

### **BACKGROUND**

The current date and time is the third Monday of each month at 6:30 p.m. The staff recommends changing the Board dates from third Monday to fourth Monday of each month – time remains at 6:30 p.m.

If meetings continue on the 3<sup>rd</sup> Monday, the following dates are recommended for 2023:

Monday, January 23<sup>rd</sup> (January 16<sup>th</sup> is Martin Luther King Day, Library is open)  
 Monday, February 27<sup>th</sup> (February 20<sup>th</sup> is President's Day, Library is closed)  
 Monday, March 20<sup>th</sup>  
 Monday, April 17<sup>th</sup>  
 Monday, May 15<sup>th</sup>  
 Monday, June 19<sup>th</sup>  
 Monday, July 17<sup>th</sup>  
 Monday, August 21<sup>st</sup>  
 Monday, September 18<sup>th</sup>  
 Monday, October 16<sup>th</sup>  
 Monday, November 20<sup>th</sup>  
 Monday, December 18<sup>th</sup>

If meetings change to the 4<sup>th</sup> Monday, the following dates are recommended for 2023:

Monday, January 23<sup>rd</sup>  
 Monday, February 27<sup>th</sup>  
 Monday, March 27<sup>th</sup>  
 Monday, April 24<sup>th</sup>  
 Monday, May 22<sup>nd</sup>  
 Monday, June 26<sup>th</sup>  
 Monday, July 24<sup>th</sup>  
 Monday, August 28<sup>th</sup>  
 Monday, September 25<sup>th</sup>  
 Monday, October 23<sup>rd</sup>  
 Monday, November 27<sup>th</sup>  
 Monday, December 18<sup>th</sup> (December 25<sup>th</sup> is a holiday)

Attachment A is Resolution 2022-10: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Establish the Board of Trustee Regular Meeting Dates for Calendar Year 2023.

Attachment B is the Proposed Meeting Dates for 2023 – 3<sup>rd</sup> & 4<sup>th</sup> Monday Schedules.

Below is the 2023 calendar.

# 2023

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	5	6	7	8	9	10	11	5	6	7	8	9	10	11
8	9	10	11	12	13	14	12	13	14	15	16	17	18	12	13	14	15	16	17	18
15	16	17	18	19	20	21	19	20	21	22	23	24	25	19	20	21	22	23	24	25
22	23	24	25	26	27	28	26	27	28	26	27	28	29	30	31					
29	30	31																		

April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1	1	2	3	4	5	6					1	2	3	
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31	25	26	27	28	29	30				
30																				

July							August							September						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1			1	2	3	4	5						1	2
2	3	4	5	6	7	8	6	7	8	9	10	11	12	3	4	5	6	7	8	9
9	10	11	12	13	14	15	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	25	26	17	18	19	20	21	22	23
23	24	25	26	27	28	29	27	28	29	30	31	24	25	26	27	28	29	30		
30	31																			

October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7				1	2	3	4						1	2
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23
29	30	31	26	27	28	29	30	24	25	26	27	28	29	30						

**RECOMMENDATIONS**

1. Determine the regular meeting dates and time for 2023.
2. Read Resolution 2022-10 by Title only: A Resolution of the Board of Trustees of the Placentia Library District of Orange County to Establish the Board of Trustee Regular Meeting Dates for Calendar Year 2023.
3. Adopt Resolution 2022-10.
4. Roll Call Vote.

**RESOLUTION 2022-10**

**A RESOLUTION OF THE BOARD OF TRUSTEES OF THE  
PLACENTIA LIBRARY DISTRICT OF ORANGE COUNTY  
TO ESTABLISH THE BOARD OF TRUSTEES REGULAR MEETING DATES  
FOR CALENDAR YEAR 2023**

WHEREAS, Placentia Library District is an independent special library district established under the provisions of California Education Code Sections 19600-19664;

WHEREAS, Section 54954 of the Government Code of the State of California requires that the Board of Library Trustees shall provide, by ordinance, resolution, bylaws, or by whatever other rule is required for the conduct of business by that body, the time and place for holding regular meetings;

BE IT RESOLVED, that the Placentia Library District of Orange County Board Of Trustees establishes the \_\_\_\_\_ Monday of each month at 6:30 P.M., the Regular Board Meeting for Calendar Year 2023, dated December 19, 2022.

AYES:

NOES:

ABSENT:

ABSTAIN:

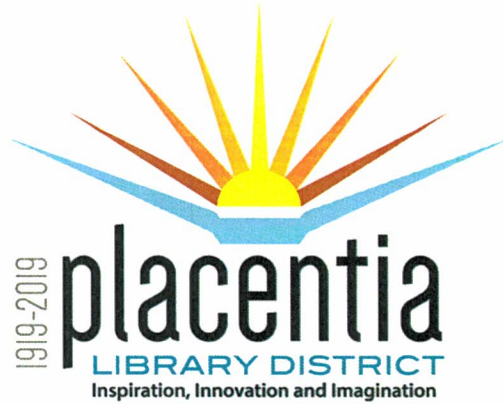
State of California    )  
  )ss.

County of Orange    )

I, \_\_\_\_\_, Secretary of the Board of Trustees of the Placentia Library District Of Orange County hereby certify that the above and foregoing Resolution was duly and regularly adopted by the Board of Trustees at a Regular Date Meeting hereof held on the Nineteenth day of December 2022.

IN WITNESS THEREOF, I have hereunto set my hand and seal this Nineteenth day of December 2022.

\_\_\_\_\_  
Board Secretary,



**PLACENTIA LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING DATES 2023  
(3<sup>rd</sup> Monday of each month)**

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Monday, January 23<sup>rd</sup> (January 16<sup>th</sup> is Martin Luther King Day, Library is open)

Monday, February 27<sup>th</sup> (February 20<sup>th</sup> is President's Day, Library is closed)

Monday, March 20<sup>th</sup>

Monday, April 17<sup>th</sup>

Monday, May 15<sup>th</sup>

Monday, June 19<sup>th</sup>

Monday, July 17<sup>th</sup>

Monday, August 21<sup>st</sup>

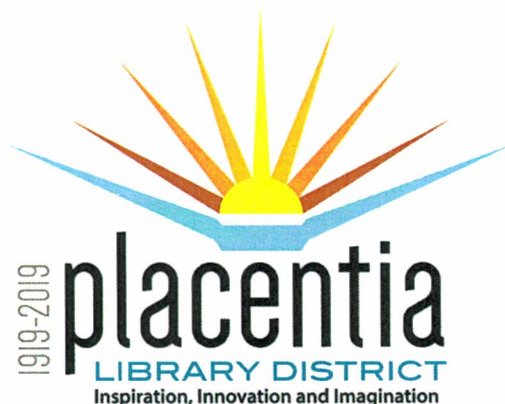
Monday, September 18<sup>th</sup>

Monday, October 16<sup>th</sup>

Monday, November 20<sup>th</sup>

Monday, December 18<sup>th</sup>





**PLACENTIA LIBRARY DISTRICT  
BOARD OF TRUSTEES MEETING DATES 2023**  
(4<sup>th</sup> Monday of each month)

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Monday, January 23<sup>rd</sup>

Monday, February 27<sup>th</sup>

Monday, March 27<sup>th</sup>

Monday, April 24<sup>th</sup>

Monday, May 22<sup>nd</sup>

Monday, June 26<sup>th</sup>

Monday, July 24<sup>th</sup>

Monday, August 28<sup>th</sup>

Monday, September 25<sup>th</sup>

Monday, October 23<sup>rd</sup>

Monday, November 27<sup>th</sup>

Monday, December 18<sup>th</sup> (December 25<sup>th</sup> is a holiday)



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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

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**TO:** Library Board of Trustees  
**FROM:** Jeanette Contreras, Library Director  
**SUBJECT:** **Establish the Holiday and Library Closure Schedule for Fiscal Year 2023-2025 and Adopt by Resolution 2022-11.**  
**DATE:** December 19, 2022

### **BACKGROUND**

The Placentia Library District Policy 2030 establishes the following days as paid holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

Attachment A is the proposed Holiday and Library Closure Schedule for Fiscal Year 2023-2025.

Attachment B is Resolution 2022-11.

### **RECOMMENDATIONS**

1. Determine and adopt the Holiday and Library Closure Schedule for Fiscal Year 2023-2025.
2. Read Resolution 2022-11 by Title Only: A Resolution of the Library Board of Trustees of the Placentia Library District of Orange County to Establish the Holiday and Library Closure for Fiscal Year 2023-2025.
3. Adopt Resolution 2022-11 by a roll call vote.

Placentia Library District  
Holiday and Library Closure Schedule  
Fiscal Years 2023-2025

Independence Day	Tuesday Thursday	July 4, 2023 July 4, 2024
Labor Day	Monday Monday	September 4, 2023 September 2, 2024
Veteran's Day	Saturday Monday	November 11, 2023 November 11, 2024
Thanksgiving Day	Thursday Thursday	November 23, 2023 November 28, 2024
Christmas Eve Day	Sunday Tuesday	December 24, 2023 December 24, 2024
Christmas Day	Monday Wednesday	December 25, 2023 December 25, 2024
New Year's Eve Day	Sunday Tuesday	December 31, 2023 December 31, 2024
New Year's Day	Monday Wednesday	January 1, 2024 January 1, 2025
President's Day	Monday Monday	February 19, 2024 February 17, 2025
Easter *	Sunday Sunday	March 31, 2024 April 20, 2025
Memorial Day	Monday Monday	May 27, 2024 May 26, 2025

\*Denotes non-paid holiday

Please note, 2024 is Leap Year



**RESOLUTION 2022-11**

**A RESOLUTION OF THE LIBRARY BOARD OF TRUSTEES OF THE  
PLACENTIA LIBRARY DISTRICT OF ORANGE COUNTY TO ESTABLISH THE  
HOLIDAY AND LIBRARY CLOSURE SCHEDULE  
FOR FISCAL YEARS 2023-2025**

WHEREAS, Section 19469 of the Education Code of the State of California establishes that the Library Board of Trustees shall designate the hours during which the Library shall be open for the use of the public;

BE IT RESOLVED, that the Placentia Library District of Orange County Library Board of Trustees established its Holiday Schedule for Fiscal Years 2023 - 2025 dated December 19, 2022.

AYES:

NOES:

ABSENT:

ABSTAIN:

State of California )

)ss.

County of Orange )

I, \_\_\_\_\_, Secretary of the Library Board of Trustees of the Placentia Library District of Orange County hereby certify that the above and foregoing Resolution was duly and regularly adopted by the Library Board of Trustees at the Regular Meeting hereof held on the nineteenth day of December 2022.

IN WITNESS THEREOF, I have hereunto set my hand and seal this nineteenth day of December 2022.

\_\_\_\_\_  
Board Secretary,  
Placentia Library District Board of Trustees



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

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**TO:** Library Board of Trustees

**FROM:** Jeanette Contreras, Library Director

**SUBJECT:** **Authorize a Closure on March 9, 2023 for a Staff Development Day**

**DATE:** December 19, 2022

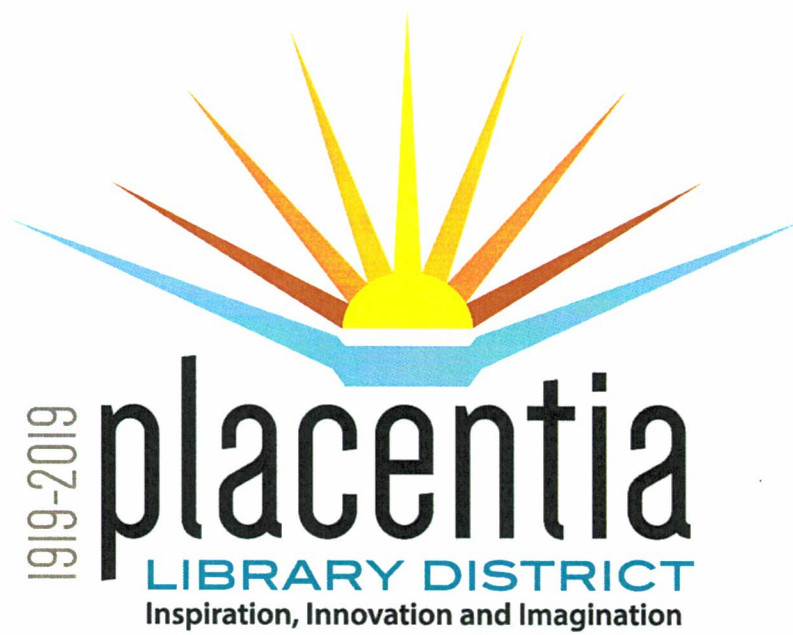
**BACKGROUND**

There are two Staff Development Day (SDD) held annually which provides staff job-related continuing education opportunities through participation of various in-service training. The last SDD was held on December 2, 2022 to discuss the budget and departmental needs for the 2023-2025 Fiscal Years.

The agenda for the Thursday, March 9<sup>th</sup> in-service training is expected to include a focus on the development of the 2023-2025 Strategic Plan and a training component facilitated by a professional trainer.

**RECOMMENDATIONS**

1. Authorize a Closure on March 9, 2023 for a Staff Development Day; and,
2. Authorize by a Roll Call Vote.
3. Roll Call Vote.





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## PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

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**TO:** Library Board of Trustees  
**FROM:** Jeremy Yamaguchi, IT Consultant  
**THRU:** Jeanette Contreras, Library Director  
**SUBJECT:** Discussion of Website Proposal Received.  
**DATE:** December 19, 2022

### **BACKGROUND:**

The District currently manages its own website using library staff along with support from an IT consultant. The site was designed using free open-source code and was not developed by a professional web development team. It is staff's recommendation to enter into an agreement with a professional website developer to design, develop, deploy, host, and manage a comprehensive website for the District.

The Request for Proposal (RFP) was posted on October 19, 2022 with a November 16, 2022 deadline for submission. The District received two proposals – CivicPlus from Manhattan, Kansas and Revize from Troy, Michigan.

Attachment A is the proposal from CivicPlus.

Attachment B is the proposal from Revize.

### **DISCUSSION:**

Staff has been in discussions with numerous website developers who manage all aspects of hosting a website including servers, databases, security and ongoing preventative maintenance relating to the support of their websites. Additionally, they provide training and ongoing support for staff on the use and updates to websites. The District has four staff members who can edit content on the current website and two website administrators who can add and change pages and code.

The current District website has been in production for over 5 years and has become antiquated and burdensome for staff to continue to maintain. The website was built in-house by previous staff members using free technologies and has become outdated, missing security patches, and does not meet standard accessibility requirements. Websites are the *24/7 front door* to the library and is the only resource available to patrons wishing to access library resources from home and after hours. Advanced security threats, legal accessibility requirements, and constant changing of web services is not an expertise found within the library and staff is recommending a professional services agreement with CivicPlus to design, develop, host, and maintain a new website for The District.

District staff have identified four key improvements needed in new website to meet the needs of patrons and staff who create and upload content to the website:

- 1. Modern Features:** Mobile web traffic has surpassed 50% of all internet traffic and users visiting the library website are using mobile devices more frequently. While the current site is viewable from mobile devices, there are many important improvements that will make visitors experience better. The current site has a score of 76% for desktop performance and 26% for mobile users. Online research and access to databases have become an important role of the library and ensuring an easy way for patrons to access these. The board agendas are managed manually every

month by uploading documents and adding links by hand. This can all be automated so that staff only upload documents once, and all files stay organized and accessible to the public.

2. **Equal access (Americans with Disabilities Act- ADA):** all entities with a website are required to provide adequate provisions for those with disabilities to access website content and features. Some of these features include larger fonts, text to speech, image descriptions in text tags, and other alternative ways for people to access the information. In order to come into compliance, the District would need to redesign the current website to provide these features.
3. **Security Improvements:** Websites are inherently vulnerable due to the nature of the public access to forward facing servers. Websites by professionals provide an additional layer of protection from cyber security threats. Professional monitoring and a team dedicated to patching security vulnerabilities will ensure that security issues are addressed quickly and efficiently.
4. **Staff Efficiency:** District Staff currently spends significant time updating and maintaining the current website just to keep it up and running. Only a few staff can edit the HTML code required to adjust main pages, and The District IT consultant spends time every week working to keep the current system functioning. Updating to a more user-friendly UI/UX will help facilitate more staff the ability to provide direct content to the website without having to funnel through the limited staff with HTML code experience. By integrating new embedded features, repetitive tasks like updating calendar events, and meeting space availability can be automated. These features will empower staff to be more efficient with their time while being more effective at reaching the public with important information.

In addition to these four key areas, the following goals were communicated to prospective vendors and included in all responses:

**Website Goals:**

1. Include templates that incorporate into the content management system that will permit both technical and non-technical PLD staff to update web site content on specific pages.
2. Once the site has been completed and accepted by PLD, the site will be maintained centrally by CONTRACTOR as well as nonprofessional editors from various PLD departments. This should be kept in mind when selecting the tools that are included.
3. Convert and revamp substantial amounts of existing content to new web site.
4. The site must seamlessly integrate with PLD's enterprise systems including catalog and circulation, online database resources, and third-party vendors.
5. The site must be clean and attractive, with a mix of text and graphics. Visually, the site should be modern, distinctive, memorable, and engaging. It should fit as close to a single displayed page on a typical size monitor as possible.
6. Each section of the site should have a common look and feel. The Placentia Library District logo should be prominently displayed on every page as a common header and will be provided by the PLD representative.
7. The use of photography and fonts should be consistent throughout the site, with the layout of each page having a great deal of consistency. Pictures on the front page should be a larger size than other subpages. The sitemap should provide for these photos to be easily changed.
8. The site should be easy to navigate, where information is grouped and presented in a logical manner with a minimal number of levels needed for the user to find the desired information. The navigation design should complement the capabilities of touch-enabled, mobile devices.
9. Development of templates that adhere to the proposed navigation scheme enabling non-technical users to easily add new sections/pages.



10. Provide search capabilities using key words or phrasing that will identify content throughout the site and optimize Google Rankings.
11. Build connections to externally hosted library resources.
12. An assigned project manager will be made available to present information and coordinate with PLD staff, including a reasonable number of meetings (either in person or via videoconference) to present design and development solutions.
13. Once the web site has been completed and accepted by PLD, the web site design and all of its contents, software and architecture become property of Placentia Library District.

Below is a comparison chart for service and costs.

SERVICE	Revize	CivicPlus
Proposal Cost 2 Years	\$17,000.00	\$10,800.00
Billing Terms		
Maintenance/Support Costs	Included	Included
Website Editor	Included	Included
Multilingual Features	95 Languages	
Backup and Restore Feature	Included	Included
Widget Options	Third-Party or Add-on	Third-Party or Add-on
SEO	Partial	
Customization Options	Included	Add-on product
App/Mobile Option	Third-Party	Add-on product
Live chat Feature	Add-on product	Add-on product
Marketing Tools		
Template Flexibility	Pages/ Not entire website	Pages/ Not entire website
Ecommerce Ability	Third-Party	Add-on product
Royalty-free stock photos	None	None
Traffic Analysis	Included	Included
Storage Capability & Data Transfers	10GB	
Data Transfers	100GB per month	
Uptime Rating	99.90%	99.90%
Response Times	1 Hour	1 Hour
Support Time	5am-5pm PST	24/7 365

OWNERSHIP COSTS	Revize	CivicPlus
Setup/One-Time	\$ 9,000	N/C
Annual	\$ 4,000	\$ 5,400
1 Year	\$ 13,000	\$ 5,400
2 Years	\$ 17,000	\$ 10,800

OWNERSHIP COSTS	Revise	CivicPlus
3 Years	\$ 29,000	\$ 16,200
4 Years	\$ 33,000	\$ 21,600
5 Years	\$ 37,000	\$ 27,000
6 Years	\$ 41,000	\$ 32,400
7 Years	\$ 37,000	\$ 37,800
8 Years	\$ 41,000	\$ 43,200
9 Years	\$ 45,000	\$ 48,600
10 Years	\$ 49,000	\$ 54,000

The District's annual cost for the current website is \$4,356 which includes webhosting, backup and consultant fees.

CivicPlus has a significant portfolio of municipal government websites, and many of those include library services sub-sites. They also appear to have a larger team with more resources than the other respondents. CivicPlus' proposal is \$6,200 lower for a 2-year term than all other respondents. CivicPlus also has numerous add-on plugins that can be used by staff to serve patrons including agenda and meeting management, CRM/ case management, mass notification systems, as well as mobile applications.

**RECOMENDATIONS:**

1. Award work to CivicPlus to develop the District's new website, as presented, inclusive of input received from the Library Board of Trustees; and,
2. Decide level of ownership; and,
3. Authorize the District to enter into an agreement with CivicPlus; and,
4. Roll call vote.





municipal websites

OPEN

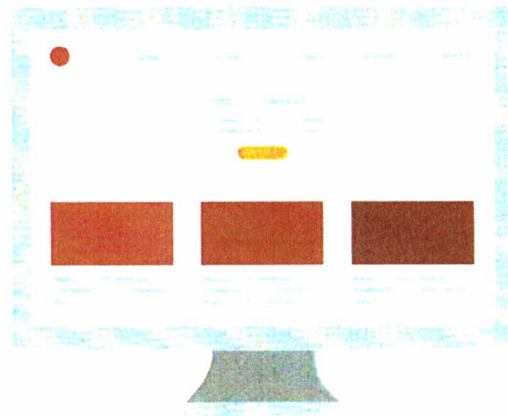
## TECHNICAL PROPOSAL

# Placentia Library District Web Site Design & Development

### PRESENTED BY:

Jordan Cairns, Account Executive  
cairns@civicplus.com | 785.370.7764

November 16, 2022



Powering and Empowering  
Local Government

November 16, 2022

Placentia Library District  
Library Director  
411 E. Chapman Avenue  
Placentia, CA 92870

RE: RFP for Website Design & Hosting

Dear Selection Committee:

Every interaction between a member of your community and your local government is an opportunity to create a positive civic experience. At CivicPlus®, LLC (CivicPlus), our mission is to help make local governments work better. To do that, we build technology solutions to empower you and your staff to create digital interactions that are personalized, frictionless, and singular.

With a CivicPlus website you'll receive:

- An intuitive and easy-to-use content management system (CMS) with a comprehensive suite of features and tools tailored to the functionality you need most
- A new design and layout, built in a responsive design to accommodate the various sizes of mobile and tablet devices currently in use
- Hands-on migration of existing content to your new website by our team of experts
- 24/7/365 emergency support with secure hosting and maintenance

In addition, we offer a wide variety of solutions that can integrate with your CivicPlus website, to adapt and grow with your municipality over time, such as meeting management, emergency notifications, and recreation management, to name just a few.

We have worked with cities, towns, villages, counties, and other local government agencies for decades. As a result of our continued collaboration with customers, we have designed an intuitive website solution that is tailored to satisfy the needs of your community and your residents.

Thank you for your review of this proposal and look forward to working together to create positive civic experiences in Placentia Library District. I look forward to having the opportunity to present our services and demo our application in the weeks ahead.

Sincerely,



**JORDAN CAIRNS**  
**Account Executive**  
cairns@civicplus.com  
785.370.7764



**Cole Cheever**  
**Senior VP of Operations**  
(authorized to bind CivicPlus)



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# Proposal





# Proposed Solution

The following is a brief overview of our key differentiators and what has led to our national success and our 12,000 customers serving the municipal sector.

<p><b>Stand-out Website Created to Meet Your Needs</b></p>	<p>Showcasing the best of your community is essential to drawing in citizens and gaining their trust. A professional art director will craft a site that fits your community’s vision and needs, both short term and long term. CivicPlus makes such a website design easy with a dedicated project manager with you every step of the way, and with the ability to launch a new website in under just 12 weeks!</p>
<p><b>Our Drupal Platform and Expertise</b></p>	<p>CivicPlus will develop your site on one of the industry’s most trusted open-source platforms, Drupal. It is the platform of choice by national, state, and local governments all over the world. As a strategic Drupal partner, we delve into a community of thousands of software developers and an extensive knowledge base, on top of our CivicPlus local government expertise.</p>
<p><b>We Build Long-Term Relationships</b></p>	<p>Our partnership with you is only beginning at go-live! We provide ongoing customer support and customer success management who will work with you to help you evolve your web environment throughout your relationship with CivicPlus.</p>
<p><b>Easiest System for Updating &amp; Adding Content</b></p>	<p>Your new CivicPlus website will be specifically designed for ease-of-use and efficiency so your staff, regardless of their technical skill level, can maintain and update your new website or just their department.</p>
<p><b>Accessible Anywhere Anytime and from Any Device</b></p>	<p>Your new website will be mobile responsive to automatically adjust to properly fit devices of all sizes including cell phones, tablets, and widescreen monitors.</p>
<p><b>Full Feature Set</b></p>	<p>Everything you need all in one place! Your content management system will include full features and functionality for your vast departmental needs.</p>
<p><b>Affordable Cost, Flexible Payments</b></p>	<p>We understand the fiscal challenges municipalities face daily, so CivicPlus offers payment options to meet your budgeting needs.</p>
<p><b>Security &amp; Protection— Priority One!</b></p>	<p>Our Tier IV secure hosting facilities are monitored 24/7 and your website is backed up daily off-site. We deploy state-of-the-art hardware and software to prevent DDoS and hacking attacks to protect your investment.</p>

# Qualifications

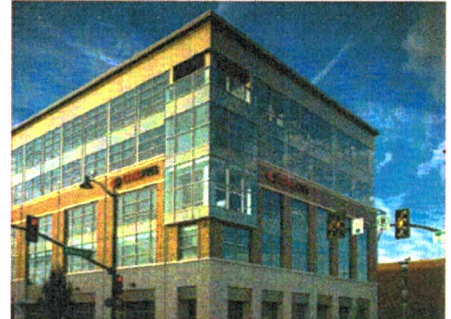




# Company Profile & Experience

## CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.



Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

CivicPlus has experience producing sites for small and large local governments, non-profits, libraries, police departments, water districts, and other public agencies. Over the last 4 years civicplus has successfully implemented 1,865 website projects for our customers that included design and development.

### EXPERIENCE

- 20+ Years
- 12,000+ Customers
- 900+ Employees

### RECOGNITION

- Inc. 5000 11-time Honoree
- GovTech 2022 Top 100 Company
- Stevie® Awards Recognized with multiple, global awards for sales and customer service excellence

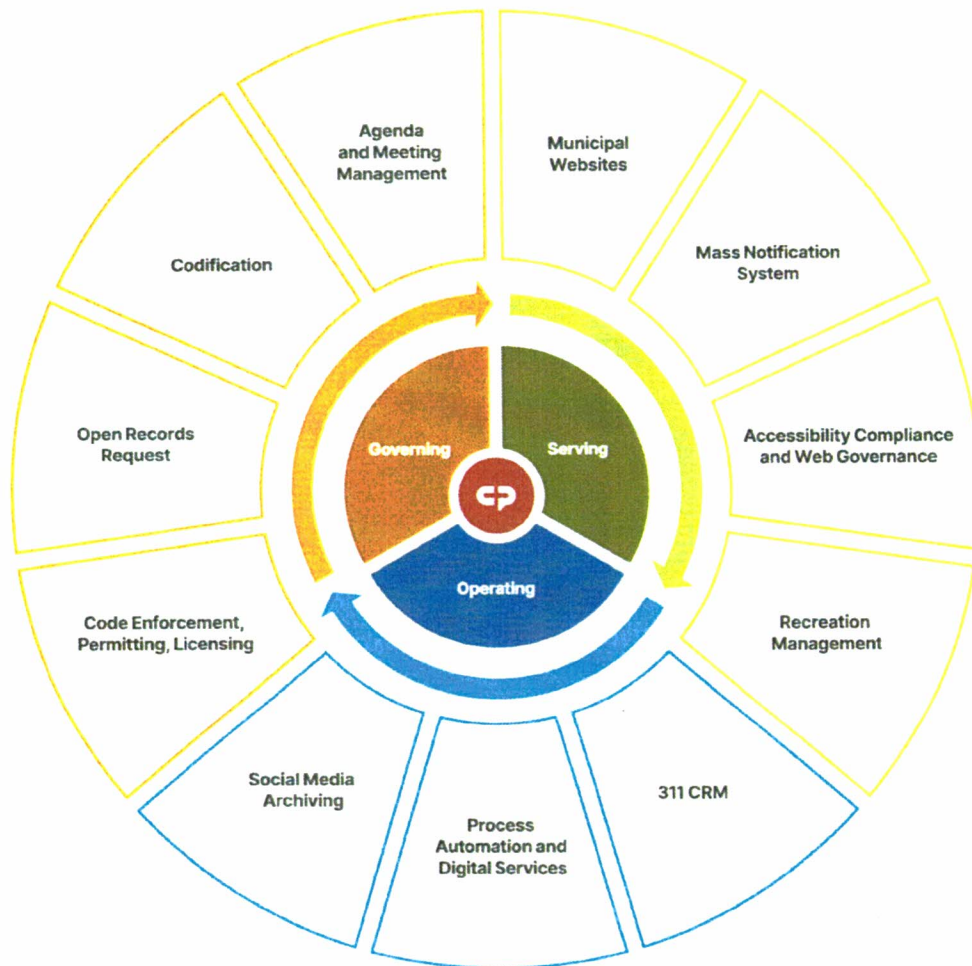
Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 12,000 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

# Powering & Empowering Local Governments

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

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

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





# Core Competencies

## Civic Experience

We have the first and only Civic Experience Platform. It enables local governments to drive more revenue, operate more efficiently, and generate positive recognition for many services.

## Experience

We bring over 20 years of experience helping our customers work better and smarter through their web environment.

## Design Process

Our process combines the creativity of our in-house designers with proven functionality to reach the perfect end result.

## Navigation

We've helped hundreds of customers effectively organize their website taxonomy and content structure. Your redesigned site will provide your residents with an intuitive, user-friendly architecture.

## Live Edit

CivicEngage's Live Edit feature allows you to view your webpages and see how the information looks before publishing to your public.

## Community

CivicEngage users have their own network, ENGAGEXCHANGE, to connect with other government entities on the same platform to share ideas, ask questions, and much more.

## Training

After your initial instruction in the system, we offer continued training and resources through the CivicPlus Help Center that helps you and your staff remain fresh and up-to-date with our system.

## Future

Our development staff will stay by your side, rolling out new features, new applications, and new suggestions so you can better serve your community.

## Firm's Organizational Capacity

CivicPlus has more than 900 staff members who continue to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 12,000 customers with over 100,000 users and over 340 million visitors and counting! While we are based in Kansas, we have staff working remotely across the U.S. and have developed websites for local government customers in all 50 states and Canada.

A dedicated project team will assist you throughout the development process to ensure your project's success and your complete satisfaction. Your team will consist of project manager, art director, web content specialist, and trainer. The project manager coordinates the process from start to finish, and will be your primary connection. The art director is the creative voice, working with you to clarify your vision into a cohesive look and layout. A web content specialist will provide feedback and guidance on the layout of content on your new website. Your trainer will provide online training to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future.

After launch, CivicPlus has a team of dedicated customer success managers to help you implement the tools needed to successfully provide ongoing community engagement. Upon website launch, you will have a dedicated member of this team to keep you updated with new CivicPlus products and ways to optimize your website. This specialized team member can provide you with further information on how to engage your residents utilizing the tools available on your new website.

Our technical support engineers are ready to answer your staff members' questions and ensure their confidence in using our website. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls and emails, with 24/7 emergency services available after regular hours through our on-call staff.

## Hardware & Software Requirements

The CivicEngage CMS is a cloud-based solution. No installation of programs or software needed, meaning you and your staff can update the website from an Internet connection or platform (Mac or PC) at any time.

We currently partner with a number of organizations, including:

- AudioEye to provide a suite of accessibility tools to our current website and recreation management customers for a discounted rate.
- CivicPlus Pay ("Pay") to provide a secure, PCI-compliant, standalone payment application that is integrated within the CivicPlus Platform. Pay partners with Global Payments Integrated, Authorize.net via BankCard USA, Elavon Converge, and Forte while also offering other supported gateway options.

We would be more than happy to discuss any hardware/software partnerships to help meet the District's specific needs.





# Reference Information

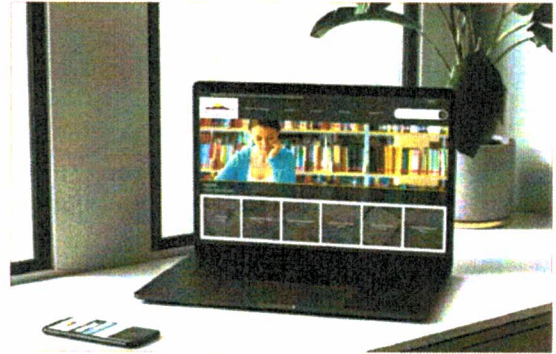
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## References

### ELKO COUNTY LIBRARY, NEVADA

[exploremybrary.org](http://exploremybrary.org)

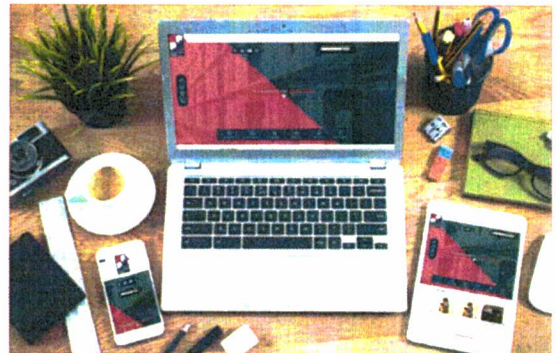
Kassie Antonucci, Director  
E: [krkincai@elkocountynv.net](mailto:krkincai@elkocountynv.net)  
P: 775.738.3066



### GRAND FORKS PUBLIC LIBRARY, NORTH DAKOTA

[gflibrary.com](http://gflibrary.com)

Angie Laxdal, Marketing Director  
E: [angie.laxdal@gflibrary.com](mailto:angie.laxdal@gflibrary.com)  
P: 701.772.8116



### LONGVIEW PUBLIC LIBRARY, TEXAS

[longviewtexas.gov/3888/Library](http://longviewtexas.gov/3888/Library)

Terry Miller, Media Development  
E: [tmiller@longviewtexas.gov](mailto:tmiller@longviewtexas.gov)  
P: 903.237.1097





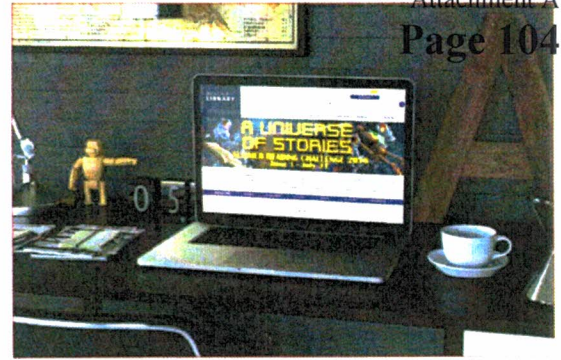
## IRVING PUBLIC LIBRARY, TEXAS

[cityofirving.org/1054/Library](http://cityofirving.org/1054/Library)

Meribeth Sloan, Communications Manager

E: [msloan@cityofirving.org](mailto:msloan@cityofirving.org)

P: 972.721.2540



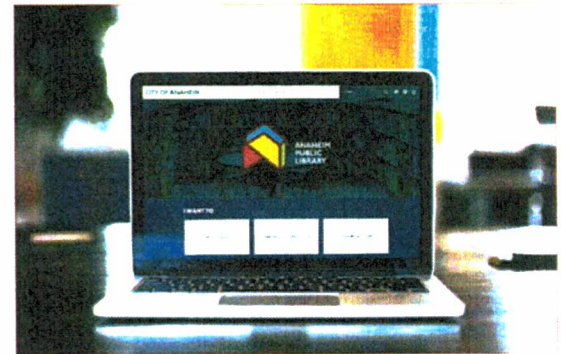
## ANAHEIM PUBLIC LIBRARY, CALIFORNIA

[anaheim.net/6100/Library](http://anaheim.net/6100/Library)

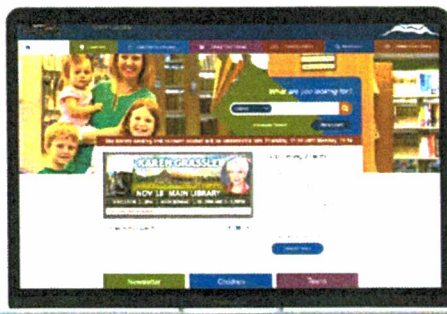
Jean Ibalio, Deputy Finance Director

E: [jibalio@anaheim.net](mailto:jibalio@anaheim.net)

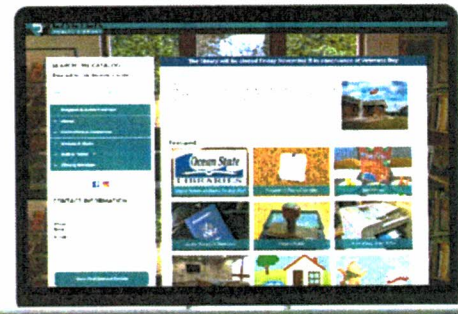
P: 714.765.5222



## Library Designs



Henderson County, North Carolina Public Library  
[hendersoncountync.gov/library](http://hendersoncountync.gov/library)



Exeter, Rhode Island Public Library  
[exeterri.gov/library](http://exeterri.gov/library)



Wilsonville, Oregon Public Library  
[wilsonvillelibrary.org/lib](http://wilsonvillelibrary.org/lib)



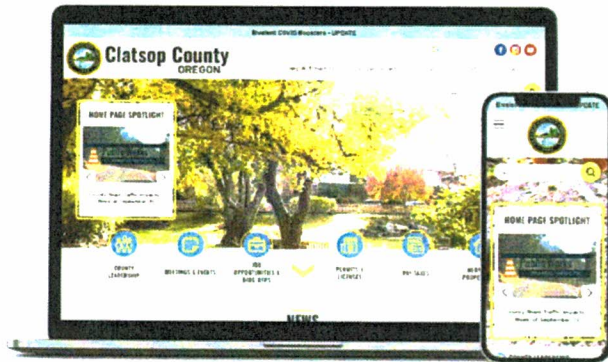
Independence, Oregon Library  
[ci.independence.or.us/library](http://ci.independence.or.us/library)



civicplus.com

# Ultimate Designs

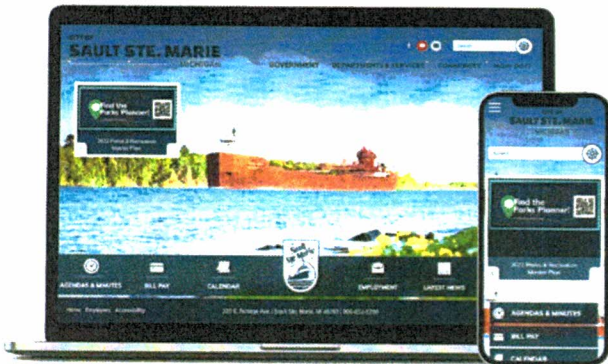
An Ultimate design allows you to start with a blank slate and provide optimal flexibility and design options for your new website. It is offered in both a scrolling and non-scrolling format. You will work with our designer to build a layout that uses our extensive widget library and add styling to give the site a unique look that fits your municipality.



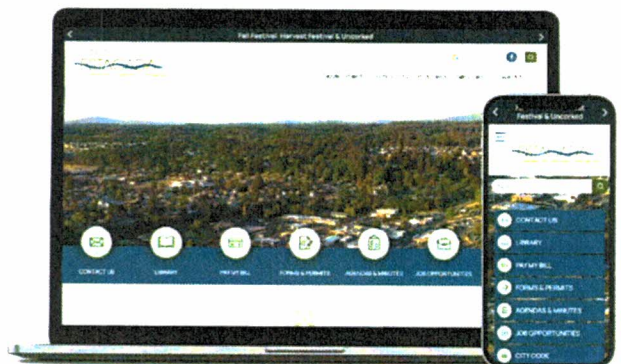
**Clatsop County, Oregon**  
[co.clatsop.or.us](http://co.clatsop.or.us)



**Mission Springs Water District, California**  
[mswd.org](http://mswd.org)

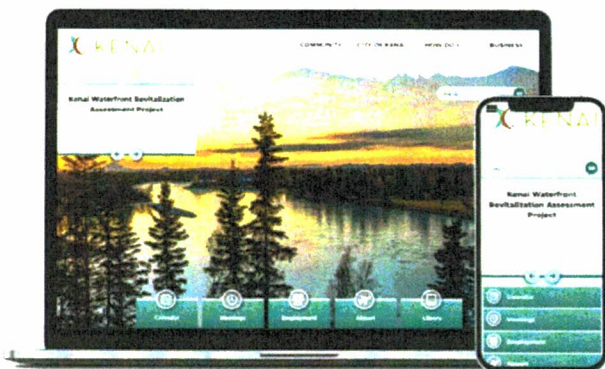


**Sault Ste. Marie, Michigan**  
[saultcity.com](http://saultcity.com)

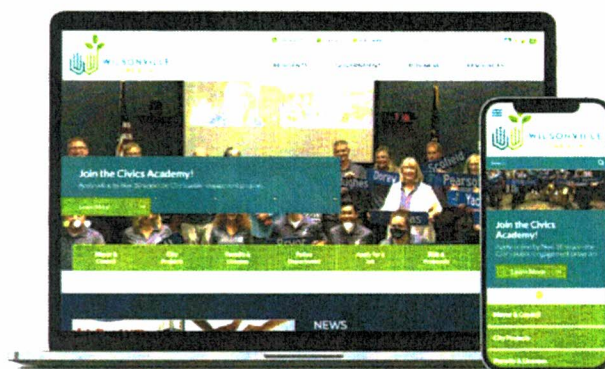


**Estacada, Oregon**  
[cityofestacada.org](http://cityofestacada.org)

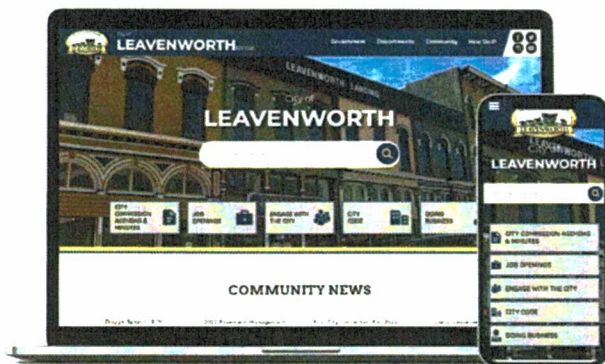




**Kenai, Alaska**  
[kenai.city](http://kenai.city)



**Wilsonville, Oregon**  
[ci.wilsonville.or.us](http://ci.wilsonville.or.us)



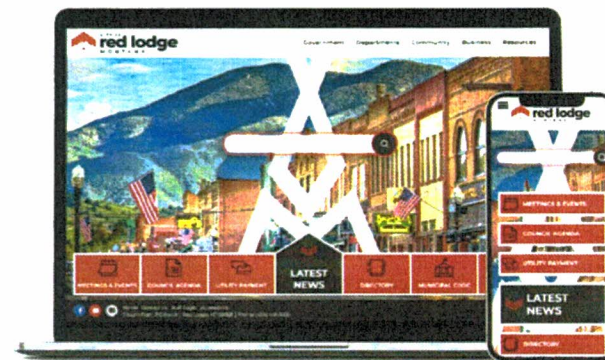
**Leavenworth, Kansas**  
[leavenworthks.org](http://leavenworthks.org)



**Royal Palm Beach, Florida**  
[royalpalmbeach.com](http://royalpalmbeach.com)



**Saxman, Alaska**  
[cityofsaxman.com](http://cityofsaxman.com)



**Red Lodge, Montana**  
[cityofredlodge.net](http://cityofredlodge.net)



# Project Team

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Experienced resources will transition you from design and development to training and implementation. In the end, you will be transitioned to our expert technical support resources who will assist you with any needs you may have in the future. Our team will assist you throughout the entire process to ensure your project's success and your complete satisfaction. Our designer will initiate the process and work closely with you to arrive at your new approved website design. At the same time, our project manager will take you through all the other related project activities.

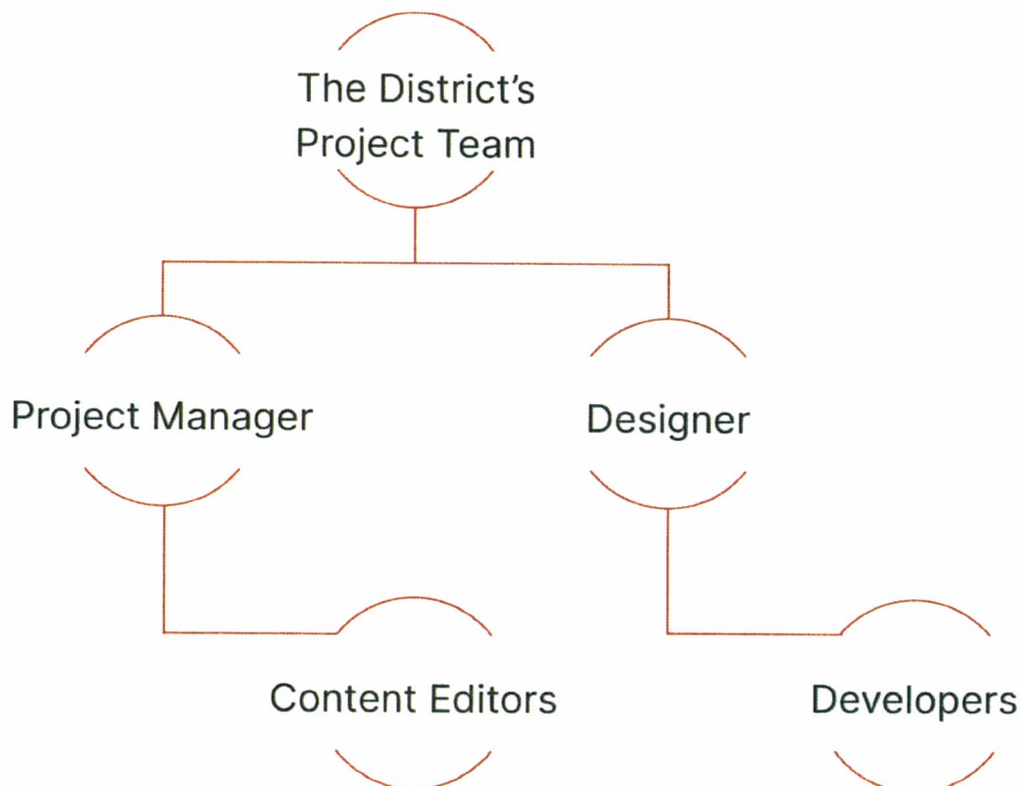
With more than 900 experienced employees handling our projects, CivicPlus has the depth of staff and commitment to complete the District's website within budget and on schedule. Approximately 6% of CivicPlus staff will be working on your project. The outline of the team is represented below.

**Project Manager** – Communicates project-related activities for implementation phase and establishes implementation schedule; oversees content development, performs training, and coordinates website go live; transitions customer to Technical Support.

**Content Editor** – Builds out content on new website adhering to established best practices.

**Designer** – Reviews and discusses a wide variety of design options, works to develop an optimal website layout, produces mockup images showing an exact version of the new website, ensures design meets customer expectation, and secures final customer approval.

**Developer** – Creates website based upon approved website design. Ensures designer performs Quality Assurance assessment prior to sending website to next phase.



## Team Leaders

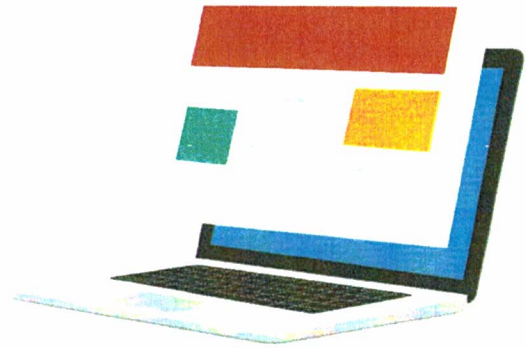
The following personnel would comprise the project team for this project.

<p><b>DAVE CASACELI</b> Senior Director of Professional Services, Implementations</p>	<p>Dave leads all the implementation groups for our Municipal Websites and has been an employee since 2008. The CivicPlus team is responsible for well over a thousand deployments of service-oriented projects offered by CivicPlus for Municipal Government. These products facilitate and manage a wide variety of interactions between residents and municipalities. His prior work experience includes over 30 years of technical management positions with Lycos, Stratus, and Intrinsic.</p>
<p><b>JARED ROSE</b> Content Developer &amp; Team Leader</p>	<p>Jared has been with us since 2011 and would be the team lead content developer on this project. He is well versed in Drupal systems, best practices, as well as many of our other applications.</p>
<p><b>NATALIE PEACOCK</b> Front End Developer</p>	<p>Natalie has been with us since 2013 and is a front-end developer for the Drupal CMS website setup. She knows the technical capabilities of the CivicPlus Drupal CMS and works directly with the Engineering staff on certain activities as the need arises.</p>
<p><b>DAVE FELS</b> Project Manager &amp; Manager of Implementations</p>	<p>Dave has been with us since 2016 and has assisted in the implementation of hundreds of municipal websites. Dave is especially adept at working with customers to maximize their website content and to make sure our customers follow through on each of our checkpoints before a new site launch.</p>
<p><b>TOM ROSE</b> Designer &amp; Lead, Creative Services</p>	<p>Tom is our lead designer and has been designing websites for cities, towns, public schools, libraries, and other municipal entities since 2001. Tom has a keen understanding of the user experience and keeps up to date with emerging trends and technologies such as Responsive Design, HTML5, and CSS3.</p>





# CMS Features & Functionality



CivicPlus' municipal websites are built using a CMS specifically for local governments and offers full feature sets for all your department's needs. Using CivicPlus for your website provides an excellent experience for both your staff and residents in the community. Granular permissions can allow each department to easily edit content and manage their residents' interactions.

We have the solution to the challenges you face with full feature sets for all your department needs!



**Website Design Tailored to Your Needs**



**Hosting, Security, & Reporting**



**Modules That Provide Transparent Information**



**Resident Engagement Tools**



**Tools for Residents to Do Business Online**



**Convenient Access from Any Device**



**Intuitive & Easy to Use**



**Granular Permissions to Match Your Processes**



**ADA Compliance**



**Can Expand & Grow with Your Ever-Changing Needs**

## CivicPlus Website Features

### WEBSITE DESIGN TAILORED TO YOUR NEEDS

**Stunning Design** – A professional art director will work closely with you to design a website that fits your municipality's style and needs.

**Intuitive Site Navigation** – Main navigation menu, via a mega menu or drop-down, keeps it simple to get to any page.





**Image Displays** – Interactive widgets that include photos and videos to showcase your community.

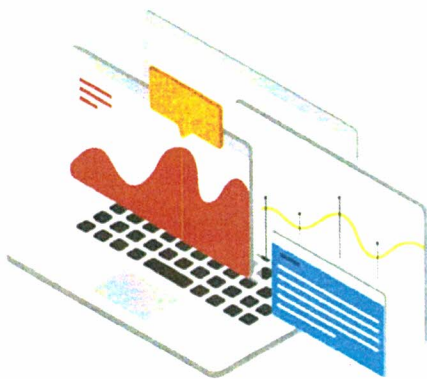
**Unlimited Number of Department Specific Pages (microsite)** – A page specifically for an individual department/board that can automatically display department-specific information in the sidebar of your pages. This allows categorization and filtering by department and allows permissions to be department based.

**Site Within a Site (subsidiary)** – Add-on that allows any department/board or page to have an entirely different look and feel to match your department's style, while still being part of the same website and using the same backend CMS.

## HOSTING, SECURITY, & REPORTING

**Domain Management** – CivicPlus can provide full-service domain hosting.

**Secure Site Gateway** – Every website receives an SSL certificate for your peace of mind.



**Secure Login** – Optimal security is available through Microsoft's Identity Server.

**Single Sign On (SSO)** – Ability to log into multiple CivicPlus products with the same login credentials.

**Custom Identity Provider (IdP)** – A custom IdP is available as an add-on through Azure AD, Okta, and ADFS.

**CAPTCHA Secure** – The CMS uses CAPTCHA technology to restrict auto-generated submissions.

**Data Ownership** – Customers always own the rights to all their data.

**Audit Trail/History Logs** – The CMS captures and stores a complete history of content postings.

**Archive Center** – All non-published content can be stored in a cabinet location for reference and future use.

**Analytics and Reporting** – Google Analytics provide web analytics and other reporting is available such as a broken links report.

## MODULES THAT PROVIDE TRANSPARENT INFORMATION ON YOUR SITE

**Advanced Calendaring** – Create meetings and events to be displayed in calendars throughout your website. Residents can easily use our calendars with custom filters, multiple event views, and export capabilities.

**Meetings and Agendas** – Manually post meetings and agendas on the website with a built-in module. For advanced functionality, including automated agenda and packet generation and live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

**Advanced Search in Your Website** – Quickly search all pages and uploaded files across the website. Department-specific search options are also available.



**News & Announcements** – Display the most recent news on your home page or department pages.

**FAQs** – Easily show your most frequently asked questions and their corresponding answers.

**Important Alerts** – Prominently display urgent messages on the home page and/or department home pages to notify residents of time-sensitive information, such as closings or inclement weather warnings.

**Document Center** – Staff can upload and manage documents in one central repository.

**Image Library** – Store all your photos and graphical images in one central location for access by all applicable staff.

**Staff Directory** – Manage staff names and contact information in one central repository, and easily display applicable staff members on various pages.

**Business Directory** – As an optional add-on, this feature lists information about businesses within your community by category; businesses can also submit their information on a form to be approved by your staff before publishing.

**Embedded Videos & iFrames** – Embed Vimeo or YouTube videos or iFrame in third-party partners on any page.

**Dynamic Site Map** – Sitemap configuration that search engines can easily consume.

## RESIDENT ENGAGEMENT TOOLS

**Unlimited Email Subscriptions/Notifications** – Allow residents to subscribe and receive email alerts for new website posts that interest them.

**SMS Subscriptions/Notifications** – This add-on feature allows residents to subscribe and receive SMS text messages for new website posts they're interested in.

**RSS Feeds** – RSS feeds are available for department updates, news, and urgent alerts.

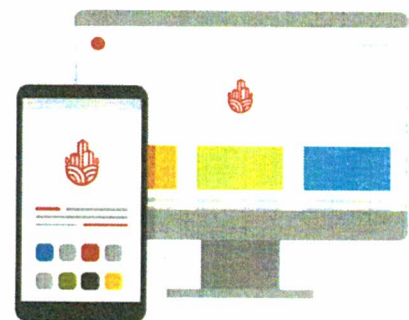
## TOOLS FOR RESIDENTS TO DO BUSINESS ONLINE

**Requests, Feedback, and Submissions from Residents via Web Forms** – Our fully customizable web forms allow for a variety of resident interaction. Form submissions can be automatically routed to a specific person or department. Common uses cases of our custom web forms include:

- Service Requests
- Contact Us
- Surveys and Polling
- Applications
- Suggestions, Complaints, and Tips

**Interactive Maps** – Provide a graphical representation of location-specific information shown on a map.

**Job Postings and Applicants** – Staff can post job openings, allowing residents to browse available jobs online and apply through an online form submission.





**Payments** – Citizens can make payments online through CivicPlus Pay (add-on) or you can iFrame a link out to another third-party payment system.

## CONVENIENT ACCESS FROM ANY DEVICE

**Responsive Design / Mobile Support** – Your website design will be built to automatically adjust and scale so that it works well on all devices regardless of screen size, including wide screen monitors, tablets, and mobile devices.

## INTUITIVE & EASY TO USE

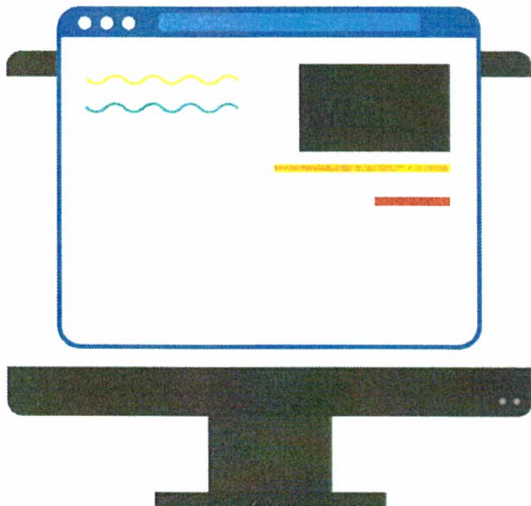
**Intuitive CMS** – Easiest website editing with only a few clicks that's intuitive for even non-technical users.

**Text and Image Editors** – One WYSIWYG editor interface, similar to Microsoft Word, for all types of content, as well as an image editor to adjust focal points on photos.

**Previewing** – Edit pages to your liking before publishing to the live website.

**Scheduling Options** – Schedule content to automatically publish and unpublish on your site at a specific date and time.

**Social Media Integrations** – Quickly auto-post to Twitter and Facebook while you're adding content, news, or alerts to your website. Conversely, we often use iFrames to display your Twitter and/or Facebook feeds right on your website page. Our web pages also come equipped with built-in YouTube video players.



**Versioning** – All previous versions of pages are saved online, allowing you to view or re-publish at any time.

**Google Translate** – Translate content on your site to multiple languages, utilizing Google Translate, for ease of use for all residents.

**Easy to Use Forms Builder** – Feature-rich webform builder available for simple and advanced tasks, that when submitted can be routed to the appropriate people.

**Content Efficiencies** – Create and manage content once and have it display multiple places.

**Tags/Views** – All files can be easily found through filters of tags on items such as documents and images.

## GRANULAR PERMISSIONS TO MATCH YOUR PROCESSES

**Roles & Permissions** – User accounts are assigned a role, granting the users specific levels of permissions within the CMS.

**Department Specific Permissions** – Permissions can be set so individuals have access to edit their own department's content (or multiple departments) without having to rely on an IT director or Administrator to make website changes for them.





**Menu Manager** – Department users can manage their own sub-menus, and advanced users control primary navigation and homepage components.

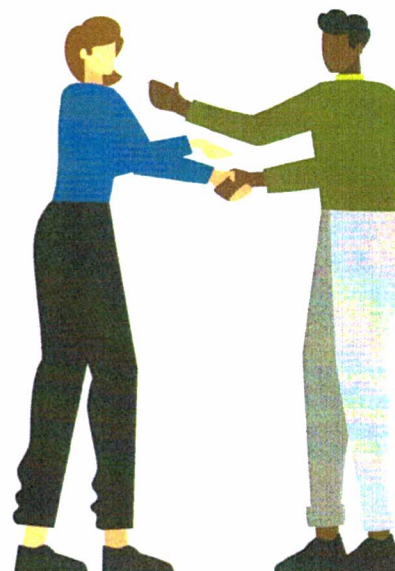
**Staff Intranet** – Easily create private pages or entire private department areas with user and password log-in protection.

**Unlimited Users and Pages** – Customers can add unlimited staff users and create unlimited pages to their website.

## ADA COMPLIANCE

**Start Compliant** – The CivicPlus implementation team builds websites that are ADA WCAG 2.0 compliant.

**Stay Compliant** – Tools are built into the system to reduce the chances of violating ADA compliance guidelines, such as requiring an Alt Tag on photos that are uploaded. We offer our Monsido Web Governance program to provide a wide array of tools for maintaining the quality, ADA compliance, internal policy compliance, and optimal functionality of your site. And as a partner program, we can include AudioEye for automatic ADA remediation at a discounted rate.



## Your CivicPlus Website Can Expand and Grow with Your Ever-Changing Needs

- Your new website will be built on the trusted Drupal platform.
- Full functionality is available with an unlimited number of uses to meet your needs now and in the future.
- Integration with CivicPlus product suites for many additional benefits. For example:
  - SSO, email notifications, text notifications (add-on), and a resident portal.
  - Access to add-on other integrated CivicPlus products such as service request, FOIA, social media archives, or mass emergency notification software.
- Free regular group trainings to continuously keep new staff trained.



# Implementation

## Project Timeline

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your new CivicPlus Municipal Website. Your exact project timeline can vary based on the determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, adherence to approval deadlines, and other factors. Some of the phases listed here can overlap and occur concurrently.

Based on our experience, the estimated timeline for the successful completion of your website project is approximately 10-12 weeks. A finalized schedule will be compiled after we meet with you.

### PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN

3-4 Weeks

- Website Assessment
- Website Design Meeting
- Project Manager Meeting

### PHASE 2: DESIGN & BUILD

2 Weeks

- Design Concept Creation & Approval
- Website Setup, Configuration, and Customization

### PHASE 3: MIGRATE CONTENT

1-2 Weeks

- Content Finalization & Departmental Review
- Directory Pages/Staff Directory, Ordinances/Resolutions

### PHASE 4: STAFF TRAINING

2-3 Weeks

- Flexible staff training schedule allows attendance over an extended timeframe, even allows individuals to repeat a session at their direction

### PHASE 5: TESTING

1 Week

- Functional Testing
- Acceptance Testing

### PHASE 6: GO LIVE

1 Week

- Go Live





# Approaching Your Project Implementation

## Communication & Management

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed.



Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan. Tasks, deliverables, and milestones are aligned to deliver your website in an optimal timeframe

Cloud Coach utilization, combined with regular check-ins with your project manager, provides ample opportunities to review project progress quickly and efficiently.

## Phased Approach

### PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN

<p>Website Assessment</p>	<p>CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality.</p>
<p>Website Design Meeting</p>	<p>CivicPlus will conduct a design meeting with a customer- defined web advisory team. We recommend the advisory team be limited to a maximum of four members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. The individual or team will review website version images provided by the designer.</p> <p><b>Deliverables:</b> Website design specifications (graphic design, information)</p>



<p>Project Manager Meeting</p>	<p>CivicPlus assigns a qualified Project Manager to guide you through the Website Content build-out. They will assist you with determining the content to be migrated or developed. During your initial meeting they will discuss topics such as website menuing, domains &amp; DNS, training approach, and a variety of other related website topics.</p> <p><b>Deliverables:</b> Customer will develop an overall understanding of how the process will flow right through to Implementation.</p>
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## PHASE 2: DESIGN & BUILD

<p>Design Concept Creation &amp; Approval</p>	<p>CivicPlus will complete concepts for the homepage. These concepts will incorporate all the graphical elements and layouts. You will select a concept after a series of iterative design revisions—up to six mockup revisions. You will officially sign-off on the final website design selected once it meets your expectations.</p> <p><b>Deliverables:</b> Design concepts, Finalized design (Adobe XD)</p>
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<p>Website Setup, Configuration, &amp; Customization</p>	<p>CivicPlus will create a fully functional website that includes the elements described in this proposal.</p> <p>CivicPlus will finalize the remaining components within the approved design and navigation as part of the website setup.</p> <p><b>Deliverables:</b> Functional website setup, Content migration initiated</p>
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## PHASE 3: MIGRATE CONTENT

<p>Content Finalization &amp; Departmental Review</p>	<p>CivicPlus will migrate all content for your staff to review and finalize before go-live. See the pricing section for the specific number of included pages.</p> <p><b>Deliverables:</b> Content creation and migration, Homepage and Departmental content review</p>
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<p>Directory Pages   Staff Directory, Ordinances/Resolutions</p>	<p>Depending upon website options selected and the volume of data CP may provide you with a custom Microsoft Excel template to complete to allow for auto-importing.</p> <p><b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>
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<p>Agenda &amp; Minutes Migration</p>	<p>The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.</p>
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## PHASE 4: STAFF TRAINING

### Staff Training

Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend training sessions over 3–4-week period prior to going live. During this time, you have the option of repeating any session as desired. Our flexible scheduling of sessions will make it easier to fit training into your weekly schedule.

**Deliverables:** Online Training with a Qualified Instructor, Video Conference, Videos and User guides

## PHASE 5: TESTING

### Functional Testing

CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal.

**Deliverables:** Complete and Comprehensive Testing

### Acceptance Testing

A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages.

**Deliverables:** Site acceptance by customer

## PHASE 6: GO LIVE

### Go Live

We will work with you to make the appropriate Domain and DNS entry changes to initiate the process of making the new site available on the internet. Once the website is Live we will transition you to our Technical Support organization for the best post-implementation experience.

**Deliverables:** Final Website – Live!

## Your Role During Implementation

A smooth, on-time deployment is dependent on the customer's participation, providing timely information and approving proofs quickly.

- The customer will make available relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed.
- The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders.
- The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed.
- The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached.
- The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs.





# Continuing Services & Support

## Technical Support & Services

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

CivicPlus Technical Support will provide a toll-free number as well as an online email support system for users to submit technical issues or questions. Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

### Support at a Glance

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



### AWARD-WINNING

CivicPlus has been honored with one Gold Stevie® Award, two Silver Stevie® Awards, and four Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1000 Employees, and Most Valuable Response by a Customer Service Team (COVID-19). The Stevie

Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

### CIVICPLUS HELP CENTER

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

### 2021 Support Metrics

- Total Tickets – 103,759
- Average Phone Response – 7:57 Minutes
- Customer Satisfaction Score – 95.7%
- Solved in One Touch – 71.2%



## CONTINUING PARTNERSHIP

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

## MAINTENANCE

CivicPlus is responsible for all ongoing maintenance. This includes various security and other patches provided by the greater Drupal community, as well as any module updates provided by the module maintainers. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis.

## Hosting & Security

Your new website will be hosted by CivicPlus in conjunction with a third-party managed solution, Acquia, a software as a service provider specializing in the Drupal Platform (acquia.com). Acquia Cloud is built on AWS infrastructure using a High Availability architecture across AWS Availability Zones. The CivicPlus platform is multi-tiered with its load balancers, application, database, and a filesystem each on separate tiers. Multi-tier infrastructure has resiliency, performance, scalability, and security advantages over a single-tier system. This will allow CivicPlus to maintain greater control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website would be hosted at their Reston, VA data center. This is a state-of-the-art, Tier IV facility, with N+2 power, cooling, and generators which is manned 24/7/365 and monitored by armed guards. The systems have redundant power supplies and disk arrays with a hardware RAID card. For hosting, we utilize an OpenStack based cloud that is fully redundant. The server that would host your site is a dedicated CivicEngage server that utilizes 12 webheads and a load balancer to account for traffic surges as needed. It is a multi-tenant server, with all municipalities utilizing the same CMS. Your website is backed up daily to a Contegix data center in Las Vegas, Nevada.

We are committed to 99.9% uptime and rapid response to any technical issues that may arise. For any technical issues or needs, customers have 24/7 access to our support team.

Occasionally our customers encounter natural disasters such as tornadoes or tropical storms, and man-made crises (Newtown, CT, Parkland, FL). In all cases, our staff is committed to taking on an active webmaster role as needed at no cost to our customers.





# Sample Agreement





# Sample Agreement



**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Quote #:**

**Date:**

**Expires On:**

**Product:**

CivicEngage

**Client:**

**Bill To:**

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD

CivicEngage - Statement of Work

QTY	PRODUCT NAME	DESCRIPTION	PRODUCT TYPE
Total Investment - Year 1			
Annual Recurring Services - Year 2			

Total Days of Quote:364

1. This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement located at <https://www.civicplus.com/master-services-agreement> ("MSA"), to which this SOW is hereby attached as the CivicEngage Statement of Work. By signing this SOW, Client expressly agrees to the terms and conditions of the MSA throughout the Term of this SOW.
2. This SOW shall remain in effect for an initial term equal to 365 days from the date of signing ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW will automatically renew for an additional 1-year renewal term ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".
3. The Total Investment - Year 1 will be invoiced upon signing of this SOW.
4. Annual Recurring Services shall be invoiced on the start date of each Renewal Term. Annual Recurring Services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in year 2 of service. Client will pay all invoices within 30 days of the date of such invoice.
5. Client agrees that CivicPlus shall not migrate, convert, or port content or information that could reasonably be construed as time sensitive, such as calendar or blog content, during the Project Development.
6. **If** a Recurring Redesign line item is included with the Client's quote in this SOW, starting after 48 months of continuous service under this SOW, Client shall be entitled to receive a redesign at no additional cost. Client may initiate such redesign any time after 48 months of continuous service. Upon the initiation of an eligible redesign project, Client may begin accumulating eligibility towards a subsequent redesign after another



civicplus.com

48 months of continuous service. Redesigns that include additional features not available on the original website may be subject to additional charges. Additional features include, but are not limited to, additional modules and integration of third-party software. Recurring Redesigns are eligible for the website, subsite, and department headers included in this SOW only. Any subsequently purchased website, subsite, and department header shall not be included in a redesign hereunder.

7. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this SOW assumes such perpetual permission.

*Signature Page to Follow.*

Sample Only



**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW and the MSA terms and conditions found at: <https://www.civicplus.com/master-services-agreement>.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

Client

CivicPlus

By:

By:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Sample Only





**Contact Information**

\*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

<b>Organization</b>		<b>URL</b>	
Street Address			
Address 2			
City	State	Postal Code	
CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.			
<b>Emergency Contact &amp; Mobile Phone</b>			
<b>Emergency Contact &amp; Mobile Phone</b>			
<b>Emergency Contact &amp; Mobile Phone</b>			
<b>Billing Contact</b>		<b>E-Mail</b>	
Phone	Ext.	Fax	
Billing Address			
Address 2			
City	State	Postal Code	
Tax ID #	Sales Tax Exempt #		
Billing Terms	Account Rep		
Info Required on Invoice (PO or Job #)			
Are you utilizing any external funding for your project (ex. FEMA, CARES):			
		Y [ <input type="checkbox"/> ]	or N [ <input type="checkbox"/> ]
Please list all external sources: _____			
<b>Contract Contact</b>		<b>Email</b>	
Phone	Ext.	Fax	
<b>Project Contact</b>		<b>Email</b>	
Phone	Ext.	Fax	



CivicPlus

## Master Services Agreement

This Master Services Agreement (this "Agreement") governs all Statements of Work ("SOW") entered into by and between CivicPlus, LLC ("CivicPlus") and the client entity identified on the SOW ("Client"). This Agreement governs the use and provision of any Services purchased by Client, as described in any signed SOW, and the effective date of this Agreement shall commence on the date of signature of the SOW ("Effective Date"). If a SOW has not been executed, then the Effective Date shall be determined as the start date of implementation of any software solution or codification services by CivicPlus for Client. CivicPlus and Client referred to herein individually as "Party" and jointly as "Parties".

### Recitals

- I. WHEREAS**, CivicPlus is engaged in the business of developing and providing access to proprietary community engagement and government content management software solutions, platforms and associated services (the "Services"); and
- II. WHEREAS**, Client wishes to engage CivicPlus for the procurement of the Services and/or receive a license subscription for the ongoing use of the Services, as set forth in the SOW:

**NOW, THEREFORE**, Client and CivicPlus agree as follows:

### Agreement

#### Term & Termination

1. This Agreement shall commence on the Effective Date and shall remain in full force and effect for as long as any SOW is in effect between CivicPlus and Client, or Services are being provided by CivicPlus to Client, unless terminated in accordance with this §1 or as otherwise provided in this Agreement (the "Term"). Either Party may terminate this Agreement or any SOW as set forth in such SOW, or at its discretion, effective immediately upon written notice to the other Party, if the other Party materially breaches any provision of this Agreement and does not substantially cure the breach within thirty (30) days after receiving notice of such breach. A delinquent Client account remaining past due for longer than 90 days is a material breach by Client and is grounds for CivicPlus termination.
2. Upon termination of this Agreement or any SOW for any reason, (a) the licenses granted for such relevant SOW by §11 below will terminate and Client shall cease all use of the CivicPlus Property and Services associated with the terminated SOW and (b) any amounts owed under outstanding invoices or future planned billing for the completed development and implementation of the Client's Services, as defined in the SOW ("Project Development"), shall immediately become due in full and payable. Sections 7, 8, 10, 14, 15, 18, 29 -31, 39, and 40 will survive any expiration or termination of this Agreement.
3. At any time during the Term, CivicPlus may, immediately upon notice to Client, suspend access to any Service due to a threat to the technical security or technical integrity of the Services.

#### Invoicing & Payment Terms

4. Client will pay the amounts owed to CivicPlus for the Project Development, subscription and licensing, and annual hosting, support and maintenance services ("Annual Recurring Services") in accordance with the payment schedule set forth on the applicable SOW. Invoices shall be sent electronically to the individual/entity designated in the SOW's contact sheet that is





required to be filled out and submitted by Client (the "Contact Sheet"). Client shall provide accurate, current and complete information of Client's legal business name, address, email address, and phone number in the Contact Sheet upon submission of a signed SOW. Client will maintain and promptly update the Contact Sheet information if it should change. Upon Client's request, CivicPlus will mail hard-copy invoices for a \$5.00 convenience fee.

5. Each SOW will state the amount of days from date of invoice payment is due. Unless otherwise limited by law, a finance charge of 1.5 percent (%) per month or the maximum rate permitted by applicable law, whichever is less, will be added to past due accounts from due date until paid. Payments received will be applied first to finance charges, then to the oldest outstanding invoice(s). If the Client's account exceeds 60 days past due, support will be discontinued until the Client's account is made current. If the Client's account exceeds 90 days past due, Annual Recurring Services will be discontinued, and the Client will no longer have access to the Services until the Client's account is made current. Client will be given 15 days' notice prior to discontinuation of Services for non-payment.

6. During the performance of services during Project Development, if a change that requires repeated efforts to previously approved work product and such change causes CivicPlus to incur additional expenses (i.e. airline change fees, resource hours, consultant fees, Client does not show up for scheduled meetings or trainings), Client agrees to reimburse CivicPlus for such fees, not to exceed \$1,000 per CivicPlus employee. CivicPlus shall notify Client prior to incurring such expenses and shall only incur those expenses which are approved by Client.

#### Ownership & Content Responsibility

7. Upon full and complete payment of amounts owed for Project Development under the applicable SOW, Client will own the website graphic designs, webpage or Services content, module content, importable/exportable data, and archived information ("Client Content") created by CivicPlus on behalf of Client pursuant to this Agreement. "Client Content" also includes any elements of text, graphics, images, photos, designs, artworks, logos, trademarks, services marks, and other materials or content which Client provides or inputs into any website, software or module in connection with any Services. Client Content excludes any content in the public domain; and any content owned or licensed by CivicPlus, whether in connection with providing Services or otherwise.

8. Upon completion of the Project Development, Client will assume full responsibility for Client Content maintenance and administration. Client, not CivicPlus, shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use of all Client Content. Client hereby grants CivicPlus a worldwide, non-exclusive right and license to reproduce, distribute and display the Client Content as necessary to provide the Services. Client represents and warrants that Client owns all Client Content or that Client has permission from the rightful owner to use each of the elements of Client Content; and that Client has all rights necessary for CivicPlus to use the Client Content in connection with providing the Services.

9. At any time during the term of the applicable SOW, Client will have the ability to download the Client Content and export the Client data through the Services. Client may request CivicPlus to perform the export of Client data and provide the Client data to Client in a commonly used format at any time, for a fee to be quoted at time of request and approved by Client. Upon termination of the applicable SOW for any reason, whether or not Client has retrieved or requested the Client data, CivicPlus reserves the right to permanently and definitively delete the Client Content and Client data held in the Services thirty (30) days following termination of the applicable SOW. During the thirty (30) day period following termination of the SOW, regardless of the reason for its termination, Client will not have access to the Services.

10. Intellectual Property in the software or other original works created by or licensed to CivicPlus, including all software source code, documents, and materials used in the Services ("CivicPlus Property") will remain the property of CivicPlus. CivicPlus Property specifically excludes Client Content. Client shall not (i) license, sublicense, sell, resell, reproduce, transfer, assign, distribute or otherwise commercially exploit or make available to any third party any CivicPlus Property in any way, except as specifically provided in the applicable SOW; (ii) adapt, alter, modify or make derivative works based upon any CivicPlus Property; (iii) create internet "links" to the CivicPlus Property software or "frame" or "mirror" any CivicPlus





Property administrative access on any other server or wireless or internet-based device that may allow third party entities, other than Client, to use the Services; (iv) reverse engineer, decompile, disassemble or otherwise attempt to obtain the software source code to all or any portion of the Services; or (v) access any CivicPlus Property in order to (a) build a competitive product or service, (b) build a product using similar ideas, features, functions or graphics of any CivicPlus Property, or (c) copy any ideas, features, functions or graphics of any CivicPlus Property. The CivicPlus name, the CivicPlus logo, and the product and module names associated with any CivicPlus Property are trademarks of CivicPlus, and no right or license is granted to use them outside of the licenses set forth in this Agreement.

11. Provided Client complies with the terms and conditions herein, the relevant SOW, and license restrictions set forth in §10, CivicPlus hereby grants Client a limited, nontransferable, nonexclusive, license to access and use the CivicPlus Property associated with any valid and effective SOW, for the term of the respective SOW.

12. All CivicPlus helpful information and user's guides for the Services ("Documentation") are maintained and updated electronically by CivicPlus and can be accessed through the CivicPlus "Help Center". CivicPlus does not provide paper copies of its Documentation. Client and its Users are granted a limited license to access Documentation as needed. Client shall not copy, download, distribute, or make derivatives of the Documentation.

13. Client acknowledges that CivicPlus may continually develop, alter, deliver, and provide to the Client ongoing innovation to the Services, in the form of new features and functionalities. CivicPlus reserves the right to modify the Services from time to time. Any modifications or improvements to the Services listed on the SOW will be provided to the Client at no additional charge. In the event that CivicPlus creates new products or enhancements to the Services ("New Services"), and Client desires these New Services, then Client will have to pay CivicPlus the appropriate fee for the access to and use of the New Services. If Client disputes any change, then CivicPlus shall use its reasonable best efforts to resolve the dispute.

14. CivicPlus in its sole discretion, may utilize all comments and suggestions, whether written or oral, furnished by Client to CivicPlus in connection with its access to and use of the Services (all reports, comments and suggestions provided by Client hereunder constitute, collectively, the "Feedback"). Client hereby grants to CivicPlus a worldwide, non-exclusive, irrevocable, perpetual, royalty-free right and license to incorporate the Feedback in the CivicPlus products and services.

#### Indemnification

15. Unless prohibited by the law of Client's state, the Parties shall defend, indemnify and hold the other Party, its partners, employees, and agents harmless from and against any and all third party lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses, including attorney's fees, of any kind, without limitation, arising out of the negligent actions and omissions, or intentionally malicious actions or omissions of the indemnifying Party or its affiliates, partners, employees, and agents, directly associated with this Agreement and the installation and ongoing operations of Services contemplated by the SOW. This section shall not apply to the extent that any lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses is caused by the negligence or willful misconduct on the part of the indemnified Party.

#### Responsibilities of the Parties

16. CivicPlus will not be liable for any act, omission of act, negligence or defect in the quality of service of any underlying carrier, licensor or other third-party service provider whose facilities or services are used in furnishing any portion of the Service received by the Client.

17. CivicPlus will not be liable for any failure of performance that is caused by or the result of any act or omission by Client or any entity employed/contracted on the Client's behalf. During Project Development, Client will be responsive and cooperative with CivicPlus to ensure the Project Development is completed in a timely manner.

18. Client agrees that it is solely responsible for any solicitation, collection, storage, or other use of end-user's personal data on any Service provided by CivicPlus. Client further agrees that CivicPlus has no responsibility for the use or storage of end-users'





personal data in connection with the Services or the consequences of the solicitation, collection, storage, or other use by Client or by any third party of personal data.

19. Client is responsible for all activity that occurs under Client's accounts by or on behalf of Client. Client agrees to (a) be solely responsible for all designated and authorized individuals chosen by Client ("User") activity, which must be in accordance with this Agreement and the CivicPlus [Terms of Use](#); (b) be solely responsible for Client data; (c) obtain and maintain during the term all necessary consents, agreements and approvals from end-users, individuals or any other third parties for all actual or intended uses of information, data or other content Client will use in connection with the Services; (d) use commercially reasonable efforts to prevent unauthorized access to, or use of, any User's log-in information and the Services, and notify CivicPlus promptly of any known unauthorized access or use of the foregoing; and (e) use the Services only in accordance with applicable laws and regulations.

20. The Parties shall comply with all applicable local, state, and federal laws, treaties, regulations, and conventions in connection with its use and provision of any of the Services or CivicPlus Property.

21. CivicPlus shall not be responsible for any act or omission of any third-party vendor or service provider that Client has selected to integrate any of its Services with.

22. If implementation services, such as consulting or training, are purchased by Client and are not used solely due to the inaction or unresponsiveness of Client during the implementation period, then these services shall expire within 30 days after implementation closeout. The Client may choose to re-schedule any unused implementation services during this 30 day period as mutually agreed upon by the Parties. Any implementation services that have not been used or rescheduled shall be marked complete and closed upon the expiration of the 30 day period.

#### Data Security

23. CivicPlus shall, at all times, comply with the terms and conditions of its [Privacy Policy](#). CivicPlus will maintain commercially reasonable administrative, physical, and technical safeguards designed to protect the security and confidentiality of Client data. Except (a) in order to provide the Services; (b) to prevent or address service or technical problems in connection with support matters; (c) as expressly permitted in writing by Client; or (d) in compliance with our [Privacy Policy](#), CivicPlus will not modify Client data or disclose Client data, unless specifically directed by Client or compelled by law. Notwithstanding the foregoing, CivicPlus reserves the right to delete known malicious accounts without Client authorization.

24. Client acknowledges and agrees that CivicPlus utilizes third-party service providers to host and provide the Services and store Client data and the protection of such data will be in accordance with such third party's safeguards for the protection and the security and confidentiality of Client's data.

25. CivicPlus may offer Client the ability to use third-party applications in combination with the Services. Any such third-party application will be subject to acceptance by Client. In connection with any such third-party application agreed to by Client, Client acknowledges and agrees that CivicPlus may allow the third-party providers access to Client data as required for the interoperation of such third-party application with the Services. The use of a third-party application with the Services may also require Client to agree to a separate agreement or terms and conditions with the provider of the third-party application, which will govern Client's use of such third-party application.

26. In the event of a security breach at the sole fault of the negligence, malicious actions, omissions, or misconduct of CivicPlus, CivicPlus, as the data custodian, will comply will all remediation efforts as required by applicable federal and state law.

#### CivicPlus Support

27. CivicPlus will use commercially reasonable efforts to perform the Services in a manner consistent with applicable industry standards, including maintaining Services availability 24 hours a day, 7 days a week. Client will have 24/7 access to the online





CivicPlus Help Center (civicplus.help) to review use articles, software best practices, receive maintenance release notes, as well as submit and monitor omni-channel support tickets and access solution specific support contact methods (<https://www.civicplus.help/hc/en-us/requests/new>).

28. CivicPlus provides live support engineers based in the domestic United States to respond to basic questions concerning use and configuration, to diagnose software code-related errors, and proactively identify potential systems issues. CivicPlus support engineers serve a preliminary function in the agile development process and escalate defects to software developers or architects for remediation. For security purposes, CivicPlus support engineers are not permitted to modify user accounts, and permissions nor distribute access outside of accounts established by means of a support interaction for testing. Client delegated Users may receive tutorials and guidance on account modifications but will perform the action themselves.

29. CivicPlus support hours span between the hours of 7 am to 7 pm CST, but may vary by product. Client will have 24/7 access to the online CivicPlus Help Center (civicplus.help) to obtain each product's support hours, review use articles, software best practices, receive maintenance release notes, as well as submit and monitor omni-channel support tickets and access solution specific support contact methods (<https://www.civicplus.help/hc/en-us/requests/new>). After-hours support is available by toll-free phone call only. Non-emergency support requested outside of support hours will be subject to additional fees, such fees will be quoted to Client at the time of the request and will be subject to Client acceptance and invoiced the next business day following the non-emergency support. CivicPlus shall have the sole discretion to determine whether support requests qualify as an emergency, exceed reasonable use or are outside the scope of services outlined in any SOW.

30. If a reported problem cannot be solved during the first support interaction, Client will be provided a ticket number that will be used as communication method throughout ticket escalation until a solution is provided. Support service does not include support for errors caused by third party products or applications for which CivicPlus is not responsible.

#### Marketing

31. Client hereby authorizes CivicPlus to use Client's name and logo on CivicPlus's website and in sales and marketing presentations. Such authorization may be withdrawn by Client at any time for any reason or no reason at all upon written notice to CivicPlus. Client may publicly refer to itself as a customer of the CivicPlus Services, including on Client's website and in sales presentations. Notwithstanding the foregoing, Each Party hereby grants the other a limited, worldwide, license to use the other's logo in conformance with such Party's trademark usage guidelines and solely for the purpose set forth in this §28. In no event will either party issue a press release publicly announcing this relationship without the approval of the other party, such approval not to be unreasonably withheld.

#### Limitation of Liability

32. CivicPlus' liability arising out of or related to this Agreement, or any associated SOW, will not exceed the Annual Recurring Services amounts paid by Client in the year prior to such claim of liability.

33. In no event will CivicPlus be liable to Client for any consequential, indirect, special, incidental, or punitive damages arising out of or related to this Agreement.

34. The liabilities limited by Section 29 and 30 apply: (a) to liability for negligence; (b) regardless of the form of action, whether in contract, tort, strict product liability, or otherwise; (c) even if Client is advised in advance of the possibility of the damages in question and even if such damages were foreseeable; and (d) even if Client's remedies fail of their essential purposes. If applicable law limits the application of the provisions of this Limitation of Liability section, CivicPlus' liability will be limited to the maximum extent permissible.

#### Warranties and Disclaimer

35. Each person signing the SOW, or otherwise agreeing to the terms of this Agreement, represents and warrants that he or she is duly authorized and has legal capacity to execute and bind the respective Party to the terms and conditions of the SOW and this Agreement. Each Party represents and warrants to the other that the execution and delivery of the SOW and the performance





of such Party's obligations thereunder have been duly authorized and that this Agreement is a valid and legal agreement binding on such Party and enforceable in accordance with its terms.

36. CivicPlus warrants that the Services will perform substantially in accordance with documentation and marketing proposals, and free of any material defect. CivicPlus warrants to the Client that, upon notice given to CivicPlus of any defect in design or fault or improper workmanship, CivicPlus will remedy any such defect. CivicPlus makes no warranty regarding, and will have no responsibility for, any claim arising out of: (i) a modification of the Services made by anyone other than CivicPlus, even in a situation where CivicPlus approves of such modification in writing; or (ii) use of the Services in combination with a third party service, web hosting service, or server not authorized by CivicPlus.

37. EXCEPT FOR THE EXPRESS WARRANTIES IN THIS AGREEMENT, CIVICPLUS HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM A PRIOR COURSE OF DEALING.

38. EACH PROVISION OF THIS AGREEMENT THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS TO ALLOCATE THE RISKS OF THIS AGREEMENT BETWEEN THE PARTIES. THIS ALLOCATION IS REFLECTED IN THE PRICING OFFERED BY CIVICPLUS TO CLIENT AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THIS AGREEMENT.

#### Force Majeure

39. No party shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by force majeure, meaning any act of God, storm, pandemic, fire, casualty, unanticipated work stoppage, strike, lockout, labor dispute, civic disturbance, riot, war, national emergency, act of public enemy, or other cause of similar or dissimilar nature beyond its control.

#### Taxes

40. The amounts owed for the Services exclude, and Client will be responsible for, all sales, use, excise, withholding and any other similar taxes, duties and charges of any kind imposed by any federal, state or local governmental entity in connection with the Services (excluding taxes based solely on CivicPlus's income). If the Client is tax-exempt, the Client must provide CivicPlus proof of their tax-exempt status, within fifteen (15) days of contract signing, and the fees owed by Client under this Agreement will not be taxed. If such exemption certificate is challenged or held invalid by a taxing authority then Client agrees to pay for all resulting fines, penalties and expenses.

#### Other Documents

41. This Agreement, including all exhibits, amendments, and addenda hereto and all SOWs, constitutes the entire agreement between the Parties and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement or any SOW will be effective unless in writing and signed by each Party. However, to the extent of any conflict or inconsistency between the provision in the body of this Agreement and any exhibit, amendment, or addenda hereto or any SOW, the terms of such exhibit, amendment, addenda or SOW will prevail. Notwithstanding any language to the contrary therein, no terms or conditions stated in a Client purchase order or other order documentation (excluding SOWs) will be incorporated into or form any part of this Agreement, all such terms or conditions will be null and void, unless such term is to refer and agree to this Agreement.

#### Interlocal Purchasing Consent/ Cooperative Purchasing

42. With the prior approval of CivicPlus, which may be withheld for any or no reason within CivicPlus's sole discretion, this Agreement and any SOW may be extended to any public entity in Client's home-state to purchase at the SOW prices and specifications in accordance with the terms stated herein.

43. To the extent permitted by law, the terms of this Agreement and set forth in one or more SOW(s) may be extended for use by other local government entities upon execution of a separate agreement, SOW, or other duly signed writing by and between CivicPlus and such entity, setting forth all of the terms and conditions for such use, including applicable fees and billing terms.

#### Miscellaneous Provisions

44. The invalidity, in whole or in part, of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.

45. The Parties negotiated this Agreement with the opportunity to receive the aid of counsel and, accordingly, intend this Agreement to be construed fairly, according to its terms, in plain English, without constructive presumptions against the drafting Party. The headings of Sections of this Agreement are for convenience and are not to be used in interpreting this Agreement. As used in this Agreement, the word "including" means "including but not limited to."

46. The Parties will use reasonable efforts to resolve any dispute between them in good faith prior to initiating legal action.

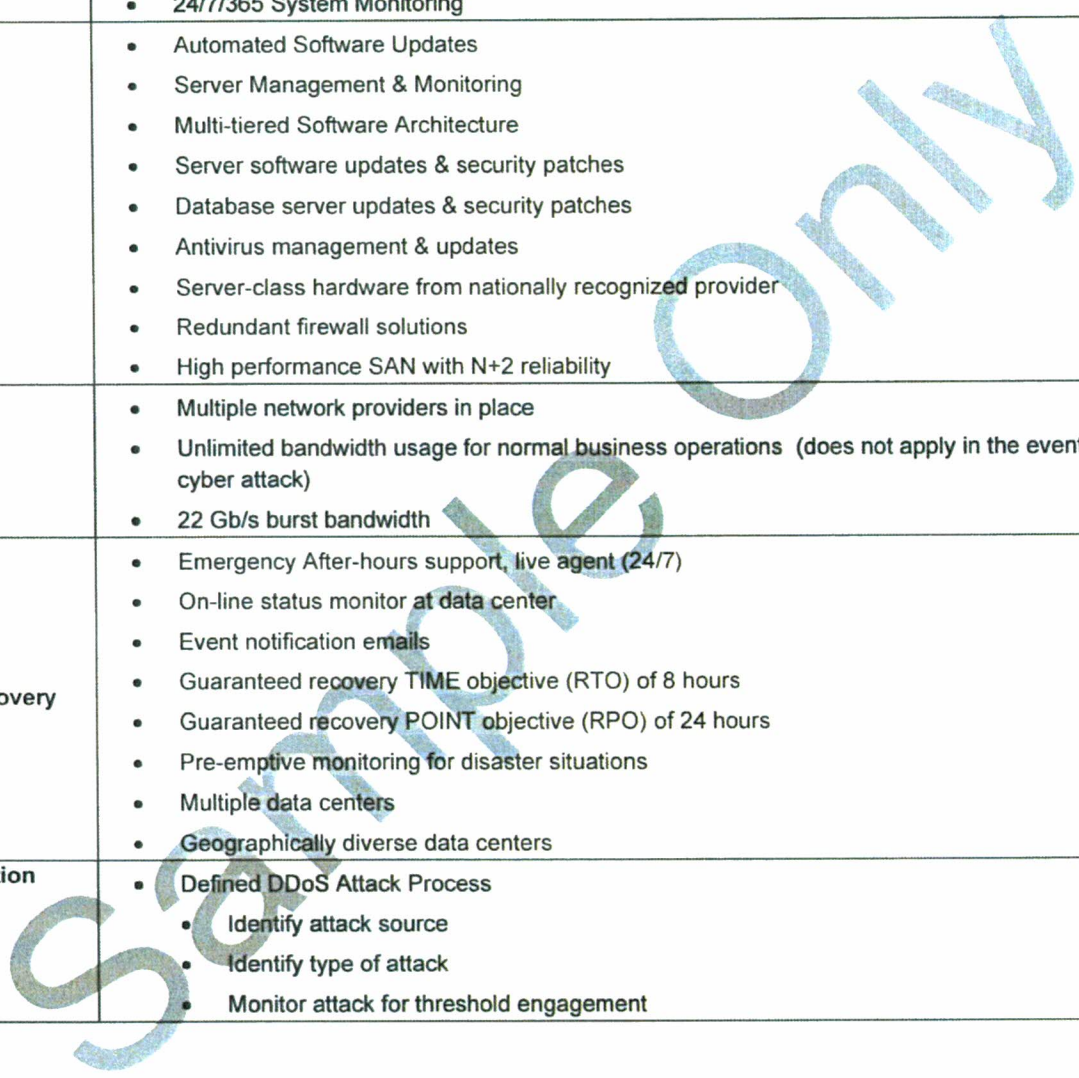
47. This Agreement and any SOW, to the extent signed and delivered by means of a facsimile machine or electronic mail, shall be treated in all manner and respects as an original agreement or instrument and shall be considered to have the same binding legal effect as if it were the original signed version thereof delivered in person. The Parties agree that an electronic signature is the legal equivalent of its manual signature on this Agreement and any SOW. The Parties agree that no certification authority or other third party verification is necessary to validate its electronic signature and that the lack of such certification of third party verification will not in any way affect the enforceability of the Parties' electronic signature or any resulting agreement between CivicPlus and Client.

48. Due to the rapidly changing nature of software as a service and digital communications, CivicPlus may unilaterally update this Agreement from time to time. In the event CivicPlus believes such change is a material alteration of the terms herein, CivicPlus will provide Client with written notice describing such change via email or through its website. Client's continued use of the Services following such updates constitutes Client's acceptance of the same. In the event Client rejects the update to the terms herein, Client must notify CivicPlus of its objection within ten (10) days receipt of notice of such update.



Hosting Details

<p><b>Data Center</b></p>	<ul style="list-style-type: none"> <li>• Highly Reliable Data Center</li> <li>• Managed Network Infrastructure</li> <li>• On-Site Power Backup &amp; Generators</li> <li>• Multiple telecom/network providers</li> <li>• Fully redundant Network</li> <li>• Highly Secure Facility</li> <li>• 24/7/365 System Monitoring</li> </ul>
<p><b>Hosting</b></p>	<ul style="list-style-type: none"> <li>• Automated Software Updates</li> <li>• Server Management &amp; Monitoring</li> <li>• Multi-tiered Software Architecture</li> <li>• Server software updates &amp; security patches</li> <li>• Database server updates &amp; security patches</li> <li>• Antivirus management &amp; updates</li> <li>• Server-class hardware from nationally recognized provider</li> <li>• Redundant firewall solutions</li> <li>• High performance SAN with N+2 reliability</li> </ul>
<p><b>Bandwidth</b></p>	<ul style="list-style-type: none"> <li>• Multiple network providers in place</li> <li>• Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)</li> <li>• 22 Gb/s burst bandwidth</li> </ul>
<p><b>Disaster Recovery</b></p>	<ul style="list-style-type: none"> <li>• Emergency After-hours support, live agent (24/7)</li> <li>• On-line status monitor at data center</li> <li>• Event notification emails</li> <li>• Guaranteed recovery TIME objective (RTO) of 8 hours</li> <li>• Guaranteed recovery POINT objective (RPO) of 24 hours</li> <li>• Pre-emptive monitoring for disaster situations</li> <li>• Multiple data centers</li> <li>• Geographically diverse data centers</li> </ul>
<p><b>DDoS Mitigation</b></p>	<ul style="list-style-type: none"> <li>• Defined DDoS Attack Process             <ul style="list-style-type: none"> <li>• Identify attack source</li> <li>• Identify type of attack</li> <li>• Monitor attack for threshold engagement</li> </ul> </li> </ul>





## Support and Maintenance

### Support Services

CivicPlus' on-site support team is available from 7:00 am to 7:00 pm CT to assist clients with any questions, concerns or suggestions regarding the functionality and usage of CivicPlus' CivicEngage and associated applications. The support team is available during these hours via CivicPlus' toll-free support number and e-mail. Support personnel will respond to calls as they arrive (under normal circumstances, if all lines are busy, messages will be returned within four hours; action will be taken on e-mails within four hours), and if Client's customer support liaison is unable to assist, the service escalation process will begin.

Emergency support is available 24-hours-a-day for designated, named Client points-of-contact, with members of both CivicPlus' project management and support teams available for urgent requests. Emergency support is provided free-of-charge for true emergencies (ie: website is down, applications are malfunctioning, etc.), though Client may incur support charges for non-emergency requests during off hours (ie: basic functionality / usage requests regarding system operation and management). The current discounted rate is \$175/hour.

CivicPlus maintains a customer support website that is accessible 24-hours-a-day with an approved client username and password.

### Service Escalation Processes

In the event that CivicPlus' support team is unable to assist Client with a request, question or concern, the issue is reported to the appropriate CivicPlus department.

Client requests for additional provided services are forwarded to CivicPlus' Client Care personnel.

Client concerns/questions regarding CivicEngage or associated application errors are reported to CivicPlus' technical team through CivicPlus' issue tracking and management system to be addressed in a priority order to be determined by CivicPlus' technical team.

All other requests that do not meet these criteria will be forwarded to appropriate personnel within CivicPlus' organization at the discretion of the customer support liaison.

Included Services:	
Support	Maintenance of CivicPlus CivicEngage
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)	Install Service Patches for OS
24/7 Emergency Support	System Enhancements
Dedicated Support Personnel	Fixes
Usability Improvements	Improvements
Integration of System Enhancements	Integration
Proactive Support for Updates & Fixes	Testing
Online Training Manuals	Development
Monthly Newsletters	Usage License
Routine Follow-up Check-ins	
CivicPlus Connection	





## CivicPlus Service Level Agreement

CivicPlus will use commercially reasonable efforts to make CivicEngage available with a Monthly Uptime Percentage (defined below) of at least 99.9%, in each case during any monthly billing cycle (the "Service Commitment"). In the event CivicPlus does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

### Definitions

- "Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the CivicEngage, was "Unavailable." Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any Exclusion (defined below).
- "Unavailable" and "Unavailability" mean:
  - The HTML of the home page of the site is not delivered in 10 seconds or less 3 times in a row when tested from inside our network and returns a status of 200.
  - The Main page of the site returns a status other than 200 or 302 3 times in a row.
- A "Service Credit" is a dollar credit, calculated as set forth below, that we may credit back to an eligible account.

### Service Commitments and Service Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments such as upfront payments) for the month, beginning with the first full month of service, in accordance with the schedule below.

#### Monthly Uptime Percentage

Less than 99.9%

#### Service Credit Percentage

1% of one month's fee

We will apply any Service Credits only against future payments otherwise due from you. Service Credits will not entitle you to any refund or other payment from CivicPlus. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the Client Agreement, your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the service is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

### Credit Request and Payment Procedures

To receive a Service Credit, you must submit a claim by opening a case with Support. To be eligible, the credit request must be received by us by the end of the second billing cycle after which the incident occurred and must include:

1. the words "SLA Credit Request" in the subject line;
2. the dates and times of each Unavailability incident that you are claiming;
3. the affected Site domains; and
4. Any documentation that corroborate your claimed outage.

If the Monthly Uptime Percentage of such request is confirmed by us and is less than the Service Commitment, then we will issue the Service Credit to you within one billing cycle following the month in which your request is confirmed by us. Your failure to provide the request and other information as required above will disqualify you from receiving a Service Credit.

### SLA Exclusions

The Service Commitment does not apply to any unavailability, suspension or termination of CivicEngage, or any other CivicEngage performance issues: (i) that result from a suspension; (ii) caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of CivicPlus; (iii) that result from any actions or inactions of you or any third party; (iv) that result from your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (v) that result from any maintenance as provided for pursuant to the Client Agreement; or (vi) arising from our suspension and termination of your right to use the CivicPlus in accordance with the Client Agreement (collectively, the "SLA Exclusions"). If availability is impacted by factors other than those used in our Monthly Uptime Percentage calculation, then we may issue a Service Credit considering such factors at our discretion.



## Disaster Recovery Feature Service Commitment

CivicPlus will use commercially reasonable efforts to insure that in the event of a disaster that makes the Primary data center unavailable (defined below) Client site will be brought back online at a secondary data center (the "Service Commitment"). In the event CivicPlus does not meet the Service Commitment, you will be eligible to receive a Service Credit as described below.

### Definitions

- "Datacenter availability" is determined by inability to provide or restore functions necessary to support the Service. Examples of necessary functions include but are not limited Cooling, Electrical, Sufficient Internet Access, Physical space, and Physical access.
- A "Service Credit" is a dollar credit, calculated as set forth below, that we may credit back to an eligible account.
- Recovery Time Objective (RTO) is the most anticipated time it will take to bring the service back online in the event of a data center event.
- Recovery Point Objective (RPO) the amount of data lost that is considered acceptable.

### Service Commitments and Service Credits

Service Credits are calculated as a percentage of the total charges paid by you (excluding one-time payments such as upfront payments) for the month accordance with the schedule below.

#### Recovery Time Objective

8 Hours

#### Service Credit Percentage

10% of one month's fee

#### Recovery Point Objective

24 Hours

#### Service Credit Percentage

10% of one month's fee

Sample Only





# Appendix



# Appendix A

## APPENDIX A

### REQUEST FOR PROPOSALS WEBSITE DESIGN AND HOSTING Vendor Application Form

Type of Applicant:

- New  
 Current Vendor

Legal Contractual Name of Corporation: CivicPlus, LLC

Contact Person for Agreement: Contracts Team

Corporate Mailing Address: 302 S. 4th Street, Suite 500

City: Manhattan State: KS Zip Code: 66502

E-Mail Address: contracts@civicplus.com

Phone: 888.228.2233 Fax: 785.587.8951

Contact Person for Proposals: Jordan Cairns

Title: Account Executive

E-Mail Address: cairns@civicplus.com

Business Telephone: 785.370.7764

Business Fax: 785.587.5951

Website: civicplus.com

Is your business: (check one)

- NON-PROFIT CORPORATION  
 FOR PROFIT CORPORATION

Is your business: (check one)

- CORPORATION  
 LIMITED LIABILITY PARTNERSHIP  
 INDIVIDUAL  
 SOLE PROPRIETORSHIP  
 PARTNERSHIP  
 UNINCORPORATED ASSOCIATION  
 Other - Limited Liability Company

Federal Tax Identification Number: 48-1202104

City of Placentia Business License Number: None - CivicPlus, LLC will obtain a Placentia

Expiration Date: Business License upon award of contract.

(If none, you must obtain a Placentia Business License upon award of contract.)

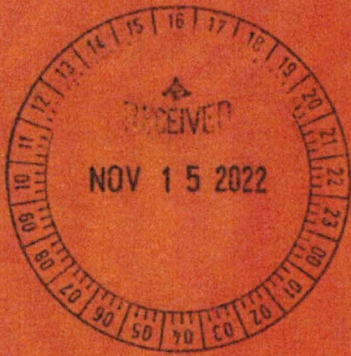


**APPENDIX B**  
DISCLOSURE OF GOVERNMENT POSITIONS FORM  
WEBSITE DESIGN AND HOSTING

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

Name	Agency	Position	Date of Employment
None			





municipal websites

**OPEN**

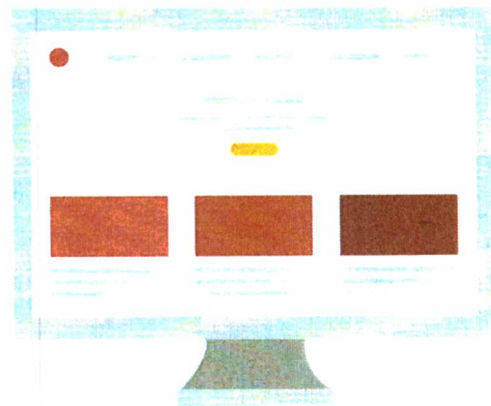
## PRICING PROPOSAL

# Placentia Library District Web Site Design & Development

### PRESENTED BY:

Jordan Cairns, Account Executive  
cairns@civicplus.com | 785.370.7764

November 16, 2022



Powering and Empowering  
Local Government

**APPENDIX C**  
PRICING FORM  
WEBSITE DESIGN AND HOSTING  
(PLACE THIS FORM IN A SEPARATE ENVELOPE)

Provide hourly rates, along with estimated annual pricing in accordance with the District's current requirements, as set forth in the Scope of Work. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year." (This information may be found on the U.S. Department of Labor's website at [www.bls.gov](http://www.bls.gov).)

Consultant Name	One-Time Fee	Ongoing Monthly Fee	Hourly Rate for Support	Response Time for Support
CivicPlus, LLC	\$0.00	\$450.00	Included in ongoing fee	4-hour response during normal hours

Total Estimated Annual Price (12 Months):	\$5,400.00
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Please provide estimated response time for unscheduled website services on an as-needed basis and specify any fees or costs associated with such calls.

Consultant represents that it, its employees and subcontractors have all licenses, insurance, permits, qualifications, and approvals of whatever nature that are legally required to perform the Services, including a City Business License, and that such licenses and approvals shall be maintained throughout the term of this Agreement. Compensation for the above services shall be based on the estimated amount of time spent in adequately performing the Services.

Invoices shall be submitted to the District as performance of the Services progresses. District shall review and pay the approved charges on such invoices in a timely manner.



# Investment Proposal

CivicPlus can appreciate the monetary constraints facing our governments each day. To help ease these concerns and assist with budgeting and planning, our proposed project and pricing is valid for 90 days from November 16, 2022.

## Features & Functionality

- CivicPlus Municipal Website
- Unlimited user licenses
- Unlimited staff page creation ability

## Implementation

- Ultimate Design
- Up to 150 pages Content Migration
- Up to 3 years worth of Agendas & Minutes PDF/DOC Migration
- Pre-scheduled weekly training sessions allow you to register and attend sessions to fit your schedule

## Annual Recurring Services

- Hosting & Security
- Software maintenance including service patches & system enhancements
- 24/7 Technical support
- Free monthly training webinars
- Access to the CivicPlus Help Center with click-through tutorials
- Dedicated customer success manager

### District's Investment

Total Investment - Year 1	\$5,400.00
Annual Recurring Services - Year 2	\$5,400.00





# CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis (stated in U.S. dollars). This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our customers. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality, custom development, security, escrow requirements, or other design or project enhancements, outside of the included scope, are added prior to contract signing.

## **CIVICPLUS OFFERS:**

### **Standard Invoicing**

- The Total Investment - Year 1 will be invoiced upon signing
- First-year Annual Services fee is included with your Year 1 cost
- Subsequent annual invoicing occurs on the anniversary of the contract signing date, and is subject to a five percent technology fee uplift each year starting Year 3 of your contract

### **Customized Billing/Invoicing**

- Other billing options can be discussed before contract signing and, if feasible, a plan developed that works for all parties
- Not available with all CivicPlus products—please contact your customer success manager for more details

We will work with you before contract signing to determine which of our billing processes will meet both your needs for budget planning and our accounting processes.

## Proposal as Non-Binding Document

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

## Project Team

As a part of that successful process, your individual, dedicated project manager and team members will be determined just prior to kickoff. This process helps ensure we deliver the attention and effort you need and deserve to create a website that achieves your vision of success.





**APPENDIX A**

REQUEST FOR PROPOSALS  
WEBSITE DESIGN AND HOSTING  
Vendor Application Form

Type of Applicant:

- New
- Current Vendor

Legal Contractual Name of Corporation: Revize LLC

Contact Person for Agreement: Joseph J. Nagrant

Corporate Mailing Address: 150 Kirts Blvd., Suite B

City: Troy State: MI Zip Code: 48084

E-Mail Address: joseph.nagrant@revize.com

Phone: 248-766-9562 Fax: \_\_\_\_\_

Contact Person for Proposals: Joseph J. Nagrant

Title: Business Development Director

E-Mail Address: joseph.nagrant@revize.com

Business Telephone: 248-766-9562

Business Fax: \_\_\_\_\_

Website: www.revize.com

Is your business: (check one)

- NON-PROFIT CORPORATION
- FOR PROFIT CORPORATION

Is your business: (check one)

- CORPORATION
- LIMITED LIABILITY PARTNERSHIP
- INDIVIDUAL
- SOLE PROPRIETORSHIP
- PARTNERSHIP
- UNINCORPORATED ASSOCIATION

Federal Tax Identification Number: 20-5000179

City of Placentia Business License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

(If none, you must obtain a Placentia Business License upon award of contract.)

**APPENDIX B**  
 DISCLOSURE OF GOVERNMENT POSITIONS FORM  
 WEBSITE DESIGN AND HOSTING

Each Proposer shall disclose below whether any owner or employee of the firm currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

Name	Agency	Position	Date of Employment
No Revize employee holds any positions at any government entity			



**revize.**

We Are The  
Government  
Website Experts

Joseph J.  
Nagrant

✉ [joseph.nagrant@revize.com](mailto:joseph.nagrant@revize.com)

☎ Office: 248-766-9562

🌐 visit: [www.revize.com](http://www.revize.com)



# revize.

## The Government Website Experts

### We believe in...

#### Making government beautiful

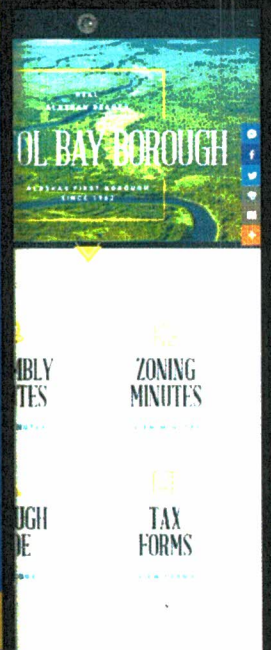
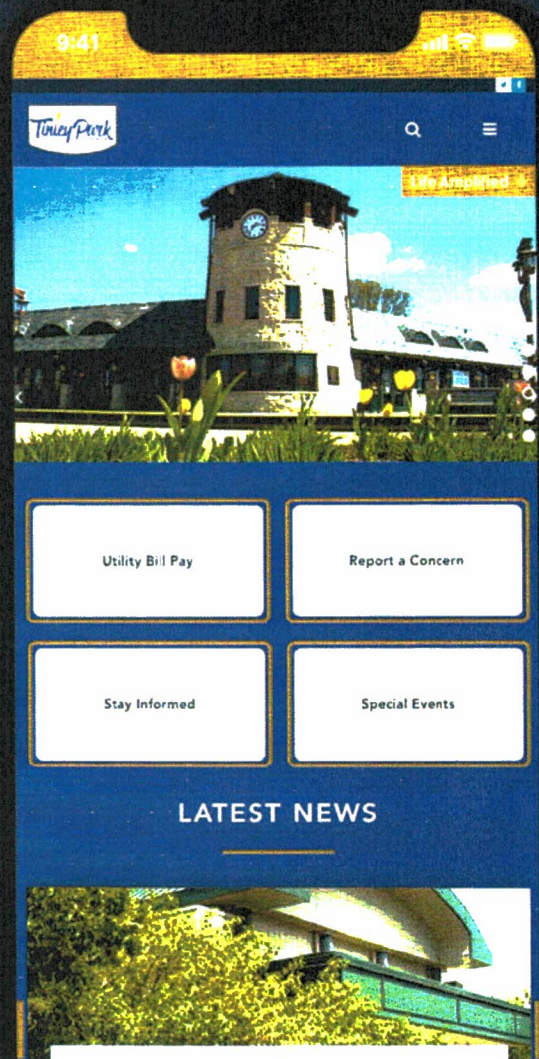
Our goal is to make our clients' websites truly beautiful. And we have a cabinet full of awards that stand as testament to our mastery of design. But functionality and navigability are also important components of a beautiful user experience.

#### Making government accessible

As technology has changed, so too must governments change the way they reach out to the individuals and companies who rely on them. This is why Revize continues enhancing our technology, regularly adding new features that enable our clients to most effectively serve their constituents and manage their website content.

#### Making government different

Our innovative web design, cutting-edge web content management system and ingenious suite of web apps go a long way toward allowing our municipal clients to be different by making a difference in people's lives.





**revize.** The Government Website Experts

Library Website Design & Hosting Proposal For

# Fluentsia Library District, California

Minority Business Enterprise (MBE)

Joseph J. Nagrant  
Joseph.Nagrant@revize.com  
Ph: 248-766-9562 Fax: 866-346-8880  
www.revize.com November 14, 2022  
Pricing good for 90 days  
150 Kirts Blvd. Suite B, Troy, MI 48064



Dear Jeanette Contreras, Yesenia Baltierra, Fernando Maldonado, Jeremy Yamaguchi,  
and the Placentia Library Board of Trustees,

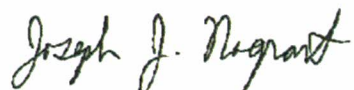
Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. Located in Troy, Michigan we have launched hundreds of library, non-profit and government websites nationwide, including over 200 right here in Michigan, a myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work. Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

In regards to the actual design and build of your new website, and ongoing hosting and support, Revize has been doing this for over 20 years. **What you need to know is that over the last 6 months there's been an increase of hacking of library and government websites by 394%, especially if they're using what's called free software, open source software like Joomla, WordPress and Drupal. Revize does not use that technology.** We have a secure, refined content management system developed specifically for non-profit and government class organizations like yourself for use by non-technical individuals to edit the website easily. Revize has a full proof, secure hosting environment that so far has been bulletproof against hackers for over 8 years. We have 4 redundant Server Farms across the whole United States and multiple backups of all the information.

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your Library.

Please contact me if you have any questions at all.

Sincerely,



Joseph J. Nagrant  
Business Development Director  
+1 248-766-9562 [Joseph.Nagrant@revize.com](mailto:Joseph.Nagrant@revize.com)

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## **Your Project Goals – Revize Answers**

The following list details this project's goals:

### **1. Visually appealing**

Revize: Clients have told us that Revize seems to have the best creative design team than most other website designers. We love creating a rebranding style, website design with a more eye catching, beautiful website appeal to help them increase communication with their constituents and create new interest with prospective constituents and their families. Because of that, Revize has been asked to build websites for the Tourism industry as well.

### **Easy to find content**

Revize: Revize actually conducted Library Web Visitor Usability Studies with 13 public libraries. As a result, we already know how a library patron web visitor wants to navigate their favorite library website and get library information in their easy to reach manner. They told us that they want to get to any web page in One Click right from the Home Page, no matter how many levels the web page was buried. Revize created a navigation system that does just that and our clients love it. We will be happy to demonstrate it to you!

### **2. Increase partner engagement and follow-up**

Revize: Please refer to our list of website features and you will see a plethora of features specifically to allow for interactivity with your partners and all constituents, including e-mail/text alerts, web forms for responses, feedbacks, online payments, home page alerts, etc. We also design the website with "Calls to Action" in mind to inspire web visitors to participate in your non-profit community.

### **3. Increase search engine visibility**

Revize: Every Revize web page is programmed to allow 100% of every web page content to be indexed by all the popular Search Engines. We also allow non-technical Editors access the each web page's Meta Data so you can not only increase your web presence, but also contour the search so if someone types a question in the Bing or Google Search box, it will try to pull them to the web page on your new website with the ANSWER! Not your home page.

### **4. Seamless integration with social media**

Revize: Revize will add Social media icons and Social Media integration to your website's News Center as well as create a Social Media Wall or a clean looking Social Media Center to show off your latest social media posts.



## **5. Mobile- and user-friendly**

Revize: Your new website should be usable on any and all devices including phones, tablets and PCs. Revize has made Responsive Website Designs a website standard for over 7 years. Because of that, we add in additional Responsive Programming to take advantage of the new mobile phone technologies like the new High Definition Video Cards to make your web visitors' website experience more enjoyable and smoother.

### **Easy to update content**

Revize: The Revize CMS non-technical website editing solution has a 20-year maturity and was written for non-technical editors to edit the website in an easy common-sense manner through a methodology called In-Page Editing or Live-Page Editing.

Clients have indicated that if you know how to read, and know about 5% of Microsoft Word, you should be able to edit a Revize Non-profit Website (without training). Allow us to give you a demonstration.

### **ADA Compliant Website**

Revize has been building ADA compliant websites for the last two years. In Florida, every county and municipality is being sued and taken to court for not meeting ADA compliant. So far, no fines have been given on any Revize website - Revize has 83 clients in Florida. Your new website will adhere to the new WCAG 2.1 AA requirements and Section 508. We will also train your content editors how to keep it ADA compliant when writing content. With your approval, Revize will also install an ADA Accessibly Widget, free of charge. This widget brings the ADA software for reading and resizing text, change color contrasts, etc. on the fly for the vision impaired and disabled web visitor.

Example - Double Click on the Man Icon in the lower right corner to see it in action:

[https://www.largo.com/facilities\\_directory/index.php](https://www.largo.com/facilities_directory/index.php)



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# Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your organization is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly.

In more than two decades of working with organizational leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

## About Us

Revize has 45 employees and has launched over 2,600 websites nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected non-profit and government website experts in the United States and we proudly stand by our work.

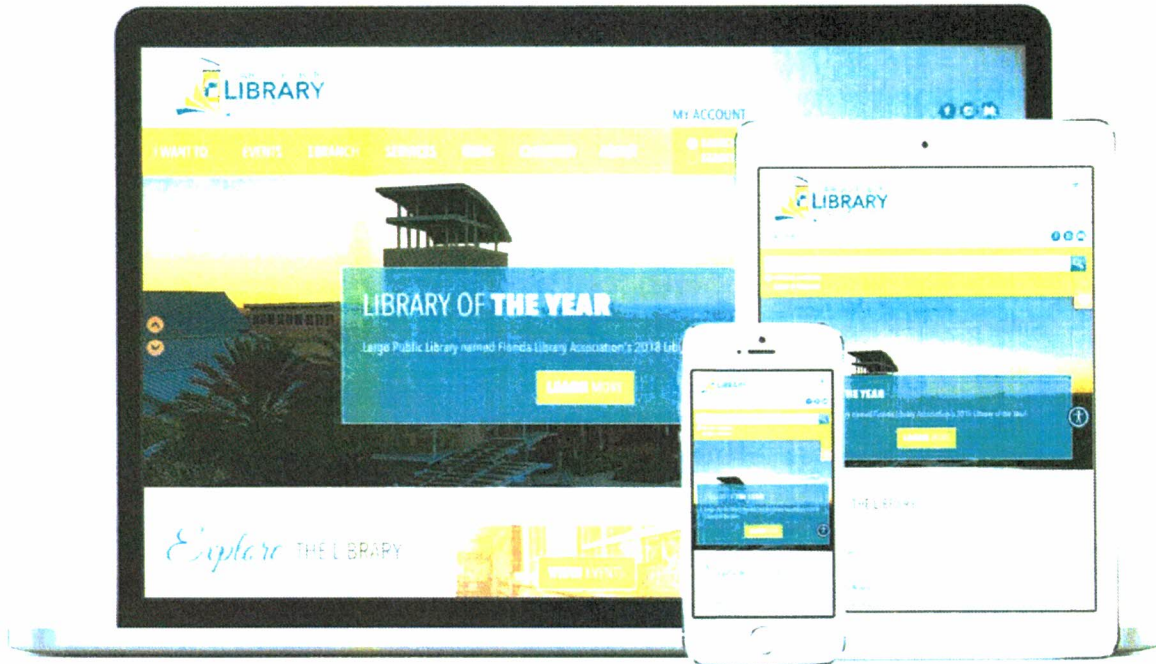
## Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Revize Communication Center for constituents, residents, business and visitors.

# Website Project Experience

**Largo Public Library, Florida**

[www.largopubliclibrary.org](http://www.largopubliclibrary.org)



## Details:

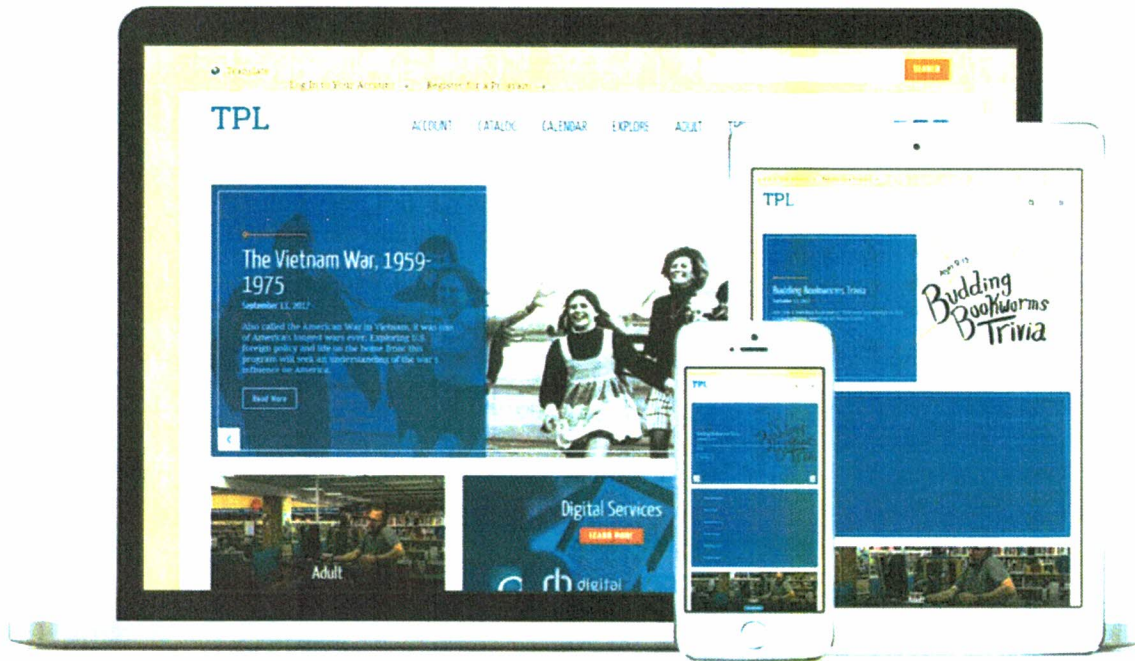
Largo Public Library is very special and won Library of the Year. 72 staff members and over 200 volunteers welcomed more than 558,000 visitors who borrowed 683,000 items on a yearly basis. Largo Public Library needed a library communication center that had a comfortable design for patrons to use on a daily basis. They also wanted to allow patrons to get to anywhere in the website in one click from the home page as much as possible. They wanted a straight forward non-cluttered home page. Many of the library patrons are older individuals, so the website design had to be simple and easy to use. They also have many 3<sup>rd</sup> party widgets like Book of the Day and a special Events calendar that needed to look like part of the website so as not to throw off web visitors. Revize delivered!

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## City of Troy Public Library, Michigan

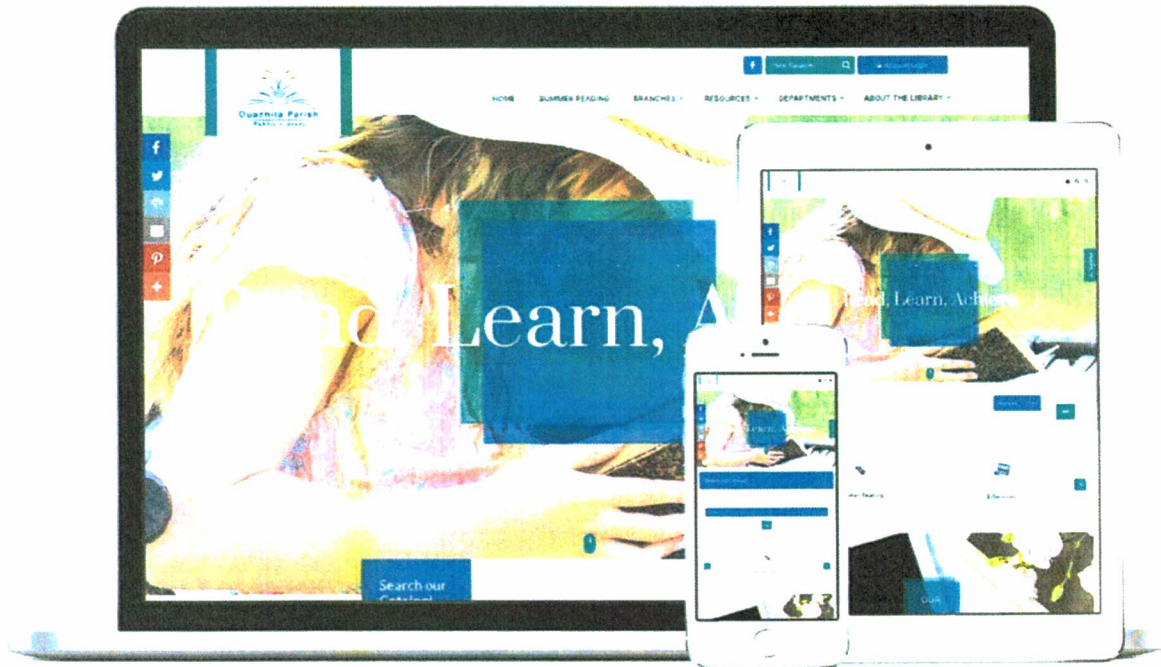
[www.troypl.org](http://www.troypl.org)



Troy Public Library wanted an exciting website with a clean home page but with a great internet attraction pull for existing and prospective library patrons to get library program, and reference information within 2 clicks from the home page or by just typing into their favorite search engine. They also wanted a latest News and Events happening center for their patrons. The Revize Topic Slider easily help their web visitors get to several informational topics in a clean, non-cluttered manner. It also looks great on any Mobile Phone!

## Ouachita Parish Public Library, Louisiana

[www.oplib.org](http://www.oplib.org)



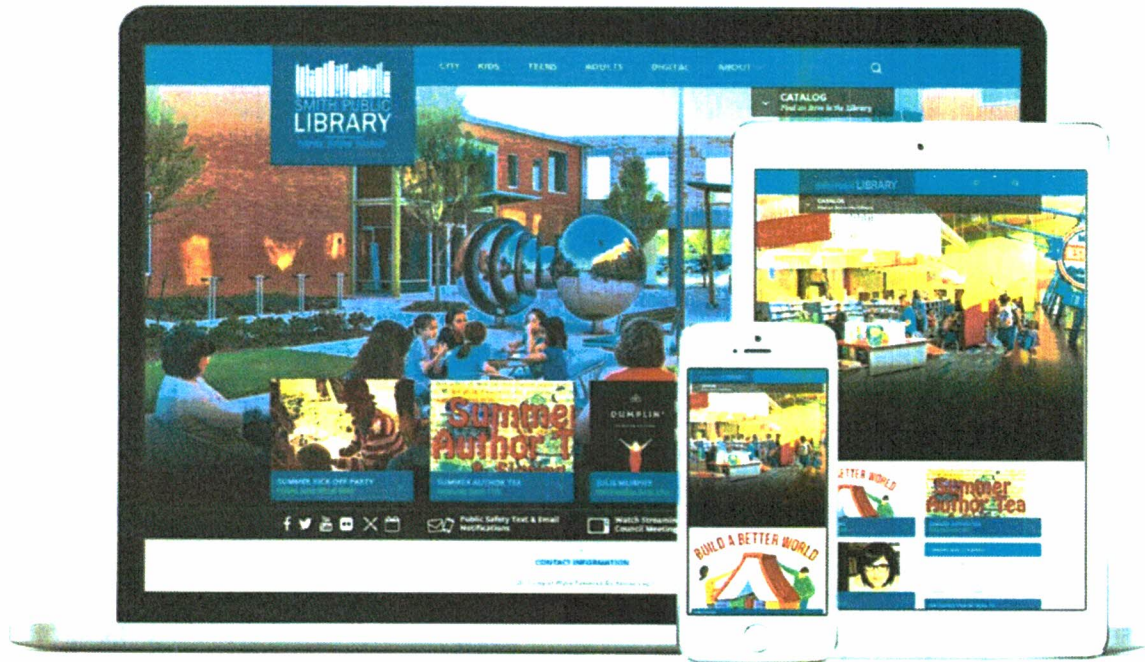
### Details:

Ouachita Parish Public Library services over 155,000 residents and has many library departments with varying levels of needs on the website. The success of any library website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the library's history, we also designed the site towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. Also, many Revize web applications were added into this website for a seamless information search process. All 3<sup>rd</sup> party applications are integrated in a way that was right for each particular department. This website is the perfect mix of functionality and design!



## Rita & Truett Smith Public Library, Texas

[www.wyliietexas.gov/library.php](http://www.wylietexas.gov/library.php)

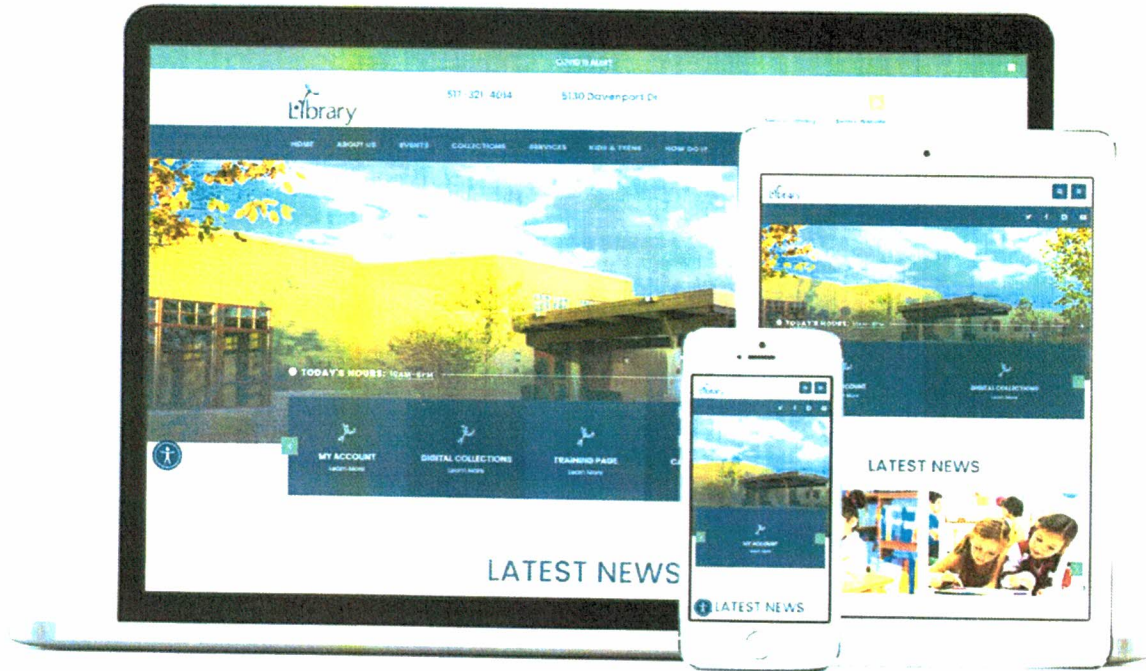


The Smith Public Library is very compact and non-scrolling with a formal professional Library feel. This informational website brings together an amazing design with a full suite of web apps to engage the library constituents they serve. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. Not only does it serve as an informational programs website but as an inspirational website as well.



## Delta Township Library, Michigan

[www.dtdl.org](http://www.dtdl.org)



### Details:

Delta Township Library is a family friendly library in Michigan with something to offer everyone. We wanted to make sure their new design was something special for their residents to use on a daily basis to look up programs and search for books. We had a design discovery meeting going over the designs they felt would show off their library. We used our Resident Usability study results to lay out the Home page where a library patron can get anywhere on the website in one click in a majority of all cases. Their staff was with us every step of the way. Inner pages are flexible to allow departments to have dedicated pages with a cohesive feel across all pages. This website is an elite representation of the power and beauty of the Revize process.

# Account References

**Client: Smith Public Library - Wylie, TX**  
*Craig Kelly, Public Information Officer*  
Office: (972) 516-6016  
Email: [craig.kelly@wylietexas.gov](mailto:craig.kelly@wylietexas.gov)  
Website: [www.wylietexas.gov/library.php](http://www.wylietexas.gov/library.php)

**Client: City of Largo, FL - Public Library**  
*Lauren Fatkin, Web & Marketing Specialist*  
Office: (727) 587-6740 x5015  
Email: [lfatkin@largo.com](mailto:lfatkin@largo.com)  
Website: [www.largo.com](http://www.largo.com)

**Client: Temple Public Library, TX**  
*Natalie McAdams, Library Director*  
Office: (254) 298-5559  
Email: [nmcadams@templetx.gov](mailto:nmcadams@templetx.gov)  
Website: <https://www.templelibrary.us/>

**Client: City of Burlingame, CA**  
*Karen Hager, Management Analyst*  
Office: 650-558-7317  
Email: [khager@burlingame.org](mailto:khager@burlingame.org)  
Website: [www.burlingame.org](http://www.burlingame.org)

**Client: Tipton County, TN**  
*Shawn Anderson, GIS Director*  
Phone: (901) 476-0234  
Email: [sanderson@tiptonco.com](mailto:sanderson@tiptonco.com)  
Website: [www.tiptonco.com](http://www.tiptonco.com)

**Client: Delta Township District Library, MI**  
*Erica Gupton*  
Office: 517 816-8227  
Email: [egupton@deltami.gov](mailto:egupton@deltami.gov)  
Website: [www.dtdl.org](http://www.dtdl.org)

# The Revize Solution

## **Project Planning and Setup**

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large organizations, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences.

We don't use a "one size fits all" approach because it doesn't make sense.

However we do use a standard, proven effective process methodology. Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

**Dedicated Accounts Manager:** Your dedicated Account Manager will handle all issues related to your contract, pricing, future product add-ons, and general account satisfaction. During the initial kick-off meeting, your Account Manager will introduce you to the team, explain roles and responsibilities, and place you in the very capable hands of your Dedicated Project Manager and Designer.

**Dedicated Project Manager:** Your dedicated Project Manager will handle all issues related to the website design, development, navigation, content, training, timelines and deliverables, as well as ensuring that feedback and communication occurs promptly in order to keep the project on-track. Also, the dedicated project manager will be the point of contact for any future technical support or issues that need to be addressed during the deployment and post deployment of the site.



# Timeline

## Project Timeline

Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Week 1	1 Week
Phase 2: Discovery & Design	Weeks 2 thru 6	5 Weeks
Phase 3: Template Development, CMS Integration	Weeks 7 thru 9	3 Weeks
Phase 4: Module Setup	Weeks 10 thru 12	3 Weeks
Phase 5: Custom Development	Week 13	1 Week
Phase 6: Quality Assurance Testing	Week 14	1 Week
Phase 7: Sitemap Development / Content Migration	Weeks 15 thru 16	2 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 16	1 Week
Go-Live (Average)		16-21 Weeks



### Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline to fit your schedule if required.

# Revize Project Life Cycle

## **Phase 1: Initial Meeting, Communication Strategy, SOW**

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site, Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval.

Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

### **The questionnaire addresses various issues such as:**

- As a result of a new website design and navigation, what are the main improvements you hope to achieve?
- What are some key points and areas you may want featured on the Home Page?
- Do you need help with logo design? Image? Marketing & branding?
- What key modules do you want featured in your web site, like Document Center, Report a Request, News & Events, Events Calendar etc.
- Do you need social media features need to be highlighted in the new site? etc..

## **Phase 2: Discovery & Design**

If there is client approval, we will collect feedback from your constituents on the new website by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period.

Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed, and applying our 20+ years of web design and development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning website and design!

## **Revize Design Principles**

### **Revize Design Trends**

There are some exciting new design trends, and Revize is always on the cutting edge, implementing the best of these innovations in our websites. We are especially pleased at how effectively they are proving to be in increasing engagement in government websites.

**#1 Responsive Web Design** – The most important development in website design in years, Responsive Web Design (RWD) automatically conforms and optimizes websites for any screen size. With the substantial increase in smartphone and tablet users today, people are going online using a vast number of devices with wildly different screen sizes. Our websites offer this very important feature of easily and cleanly conforming to computer, tablet and mobile device screens.

**#2 Liquified Content** – This is another important trend that address the fact that information is no longer static or concrete. Instead, content is specifically customized for each unique user. Liquidity of content enhances the immediacy and flexibility of content. The more liquid your community's content, the easier it is for constituents and business partners to access this information in ways and via the channels of their choice: fixed or mobile, interactive and live. Revize is able to effectively make your content liquid. This will make it adaptable to various situations and, therefore, easy to reuse in different contexts distributed for a variety of display formats and communication channels.



**#3 Image Tiles** – This is a trend that enables developers to display content in a pin board style of display. Revize now offers this feature, which creates a very visually appealing display of content, such as pictures or social streams. Image tiles also help promote engagement by encouraging site visitors to comment or reply to items from directly within the image tile. This is an especially useful option for web pages promoting tourism and economic development.

**#4 Parallax Scrolling** – This is a highly advanced, innovative design technique for sophisticated websites. Parallax Scrolling allows Revize to build websites in multiple layers, with content that moves across the screen at different speeds as visitors scroll. This unique design technique is very visually engaging and can help improve time-on-site metrics.

**#5 Innovative Typography** – This plays a very important role in website design, image and branding, and is especially important for maximizing the look and feel of the website when accessing it from mobile devices. Our designers are experts in effective typography and take many factors into consideration when selecting the type of fonts, font sizes, and colors to be used for a website.

**#6 Social Feeds** – With the proven ability to strengthen and deepen interpersonal connections, social networks present a wonderful opportunity for government organizations to increase community engagement and make governments more accessible to the people they serve. One method already mentioned for improving social activity is using pin boards; another is creating a social area or social wall that combines activity from multiple social networks, like Facebook, LinkedIn, YouTube and Pinterest. Revize offers a comprehensive line of popular social media applications and networking.

“Over the past 23 years, Revize has mastered the art of designing websites.”

### **Phase 3: Template Development, CMS Integration**

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

### **Phase 4: CMS Modules Setup**

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

### **Phase 5: Custom Functionality Development**

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 - 4.

### **Phase 6: Quality Assurance Testing**

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.



## **Phase 7: Content Development / Content Migration**

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

There are no limits to the number of pages you can create after you have gone through training.

Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

## **Phase 8: Training Your Staff (in-person or web-based training)**

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.



# Hosting Service

Revize has partnered with Amazon Web Services (AWS) and Google Cloud Service Platform (GCP) for its LIVE WEB server hosting infrastructure needs. Both AWS and GCP are industry leaders in high availability cloud server architecture, both server farm infrastructure is highly secured, scalable and redundant for 24/7/365 availability. Snapshot/Mirror Image backups of all of our cloud servers guarantees 100% data protection and recovery in case of any disaster. Also, Revize has dedicated CMS servers in two state-of-the-art physical data centers located in Chicago and Detroit. Onsite/Offsite data backups of all of our dedicated servers are scheduled nightly with R1Soft backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web sites and web applications on redundant (3 TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance and reliability. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy/security. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to several hours or days time frame our competitors offer).

**“Revize can provide clients with unlimited data storage server space for each website.”**

Revize will host both your Extranet and Intranet; your Intranet is secure and only accessible by authorized users through a login system.

There are no special software requirements to run a Revize hosted website and CMS solution. We make it all very simple. All you need is an internet connection and a browser. We also provide complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades.

## **Final Phase: You Go Live!**

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

## **Security**

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

## **Security Controls, SSL, and Active Directory (LDAP)**

- Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- Shield Plus Security Bundle to prevent DDoS attacks
- Intrusion detection and prevention software (such as file integrity checking software)
- Host-based firewalls to protect CMS servers from unauthorized access
- Patch management software
- Security and Authentication Gateways
- Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS
- If you have an existing SSL Certificate we can transfer it to the new website. Otherwise, if included, we will install a new SSL Certificate upon go live.
- Active Directory (LDAP) is compatible with the Revize CMS. It can be set up in a variety of configurations. As part of the process we will work with you to determine which configuration will best meet your needs.



**Maximum Response Times**

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

**Revize Support**

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...

**Software Maintenance**

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

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

**Did you know?**

Revie will host your website and CMS at four completely separate geographic locations!



# Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

## **Thomas Jean**

Project Manager

As a project manager, Thomas has brought to Revize a very special skill set. Not only does he manage some of our highest priority projects, he is also a subject matter specialist when it comes to the inner workings of government. As an elected Township Trustee in a Michigan Township, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** Learn as much as possible about our clients and use that knowledge to help build an amazing website.
- **Education:** BA degree in Political Science from University of Michigan;
- **Expertise:** Government procedure, special projects, public affairs, community development.
- **Role on your website project:** Project Manager

## Joseph J Nagrant

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 500 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- **Philosophy:** "Put yourself in the client's shoes and do what is best for them."
- **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.
- **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.
- **Role on your website project:** Supervisor of account management between client and project team.

## Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."
- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge

- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- **Role on your website project:** Technical Director

## Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and... Impute"
- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

## Alec Armstrong

Website Developer / Front End Application Designer, Illustrator

Alec is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent website development work.

- **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a "geeky" excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose through website programming.
- **Expertise:** Skilled in Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Web development of website templates and backup support.



## Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

- **Philosophy:** "Always explain things in the terms of your audience to ensure their understanding"
- **Education & Training:** MS in the Art of Education from Marygrove College.  
Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Trainer for the Content Management toolset and project manager



# Revize Quote

Phase 1: Project Planning and Analysis, SOW

Phase 2: Discovery Meeting & Design from scratch - One concept, three rounds of changes, home page design, inner page design and layout. Includes Responsive Web Design and reusable department home page template.

Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking or integration via I-frame to the library's many 3rd party web applications like SirsiDynix, Bibliotheca, etc. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!

Phase 5: QA Testing

Phase 6: Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections up to 598 webpages and 174 documents (approximate amount on your website today) To help remove stale content, Revize will not be moving over old news, events or calendar items.

Phase 7: Content editing and site administration training (one day session via web conference)

Phase 8: Go live!

**Revize Annual Fee**, pre-paid. Includes Unlimited Tech Support, CMS software updates (up to 5 users), security software updates, SSL security certificate, and website health checks. Website hosting Included free of charge (10GB web content storage space, 100GB month bandwidth limit) with pre-paid annual fee.

## Grand Total (1st year)

Second year and onward investment

## Content Copywriting: \$ per hour

**Revize provides a free website design refresh after year four of service if client signs a 5-year locked-in rate agreement!**

**Additional Services (Optional – not required)**

Online Library Card Application Web App.

**These Website Features Come With your New Website:**

The Following Applications & Features will be integrated into Your Website:

In addition to the Non-Profit/Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for libraries and government agencies. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

- Citizen's Communication Center Apps
- Citizen's Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

**Citizen's Communication Center Apps**

- Home Page Alert for Library's Emergency News
- E-Notify Center with Email & Text Alerts
- Document Center with Keyword Search
- FAQs with Keyword Search
- Staff Directory with Keyword search
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Online Web Forms to be displayed on any web page on the website
- Photo Galleries
- Quick Link Buttons
- Sliding Feature Bar
- Language Translator – over 95 languages
- Extended Mega Menu Navigation System – allows web visitors to get to any web page within 1 click from the Home Page

**Citizen's Engagement Center Apps**

- Patron Request Center with Captcha
- RSS Feeds
- Library Newsletter Sign up link

**Staff Productivity Apps**

**revize.**

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- Agenda Posting Center
- RFP Posting Center
- Image Manager
- iCal Integration
- Drag and Drop Menu Management
- Drag and Drop Photo Management
- Drag and Drop Document Management
- Link Checker
- Menu Manager
- Online Web Form Builder
- Staff Directory with Keyword Search
- Website Content Archiving
- Website Content Scheduling

#### **Site Administration and Security Features**

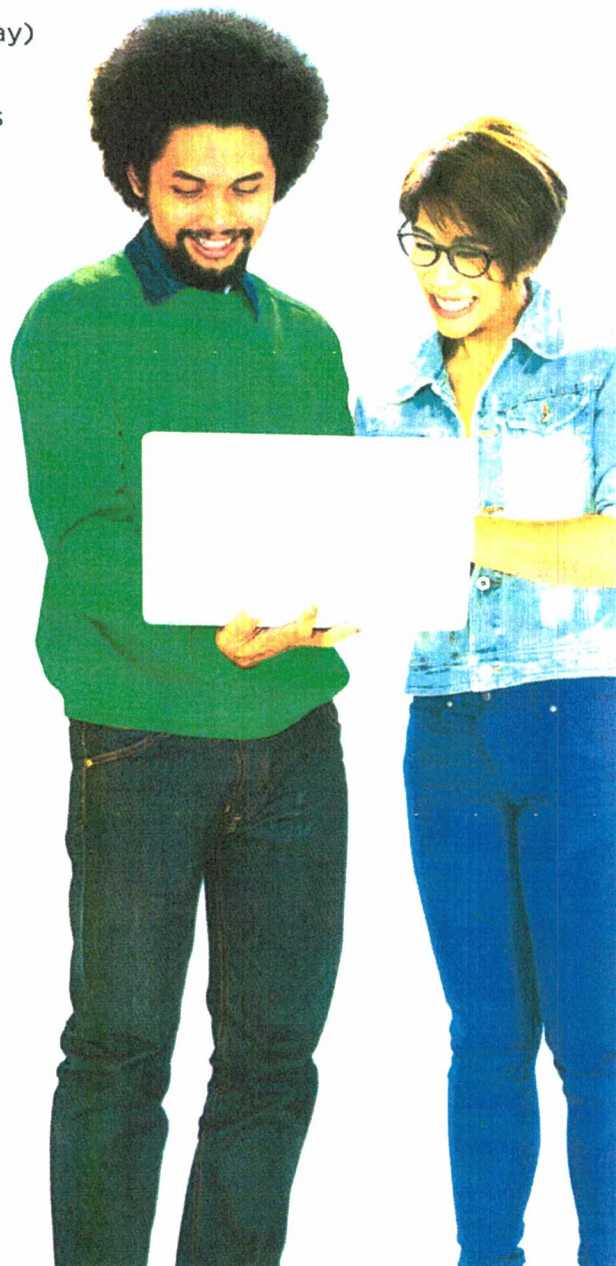
- Audit Trail
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

#### **Mobile Device and Accessibility Features**

- [WCAG 2.1 AA ADA Compliant](#)
- [ADA Accessibility Widget](#)
- Responsive Website Design (RWD) for great mobile phone viewing

## Revize Support Includes

- 5AM - 5PM PST Phone Support (Monday thru Friday)
- 24X7X365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage







## Revize Web Services Sales Agreement

This Sales Agreement is between Client Library Name, State ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 11-1-2022

<b>CLIENT INFORMATION:</b>	<b>REVIZE LLC:</b>
Client Name: _____	Revize Software Systems
Client Address: _____	150 Kirts Blvd., Suite B
Client Address 2: _____	Troy, MI 48084
Client City/State/Zip: _____	248-269-9263
Contact Name: _____	
Billing Dept. Contact: _____	
Client Website Address: <a href="http://www.y.org">www.y.org</a>	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

Quantity	Description	Price
1	Phase 1 – Project Planning and Analysis, onetime fee:	
1	Phase 2 – Discovery & Design from scratch - One concept, three rounds of changes, home page and inner page designs and layout, includes Responsive Web Design.	
1	Phase 3 & 4 – Revize Template Development - Set-up all CMS modules listed on the following page with I-framing or linking to any additional 3rd party web applications and CMS module updates, onetime fee:	
1	Phase 5 – Quality Assurance Testing, onetime fee:	
1	Phase 6 – Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections – up to 56 web pages and 995 documents (approximate amount on your website today). To help remove stale content, Revize will not me moving over old alerts, events, or calendar items.	
1	Phase 7 – Content Editing/Administrator Training, one-day session, onetime fee:	
1	Phase 8 – Go Live, onetime fee:	
1	Revize Annual Fee, pre-paid: Includes unlimited tech support, CMS software updates (up to 5 users), security software updates, and 24 hour website health monitoring. Website hosting on 4 redundant server farms included free of charge with SSL security certificate (50 GB storage space, 100 GB monthly bandwidth limit) with pre-paid annual fee:	
<b>Grand Total</b>		

Five-year agreement with free website design refresh during year five. The annual fee will be a locked-in rate of \$0,000 for the first 5 years. If client cancels this sales agreement before the sales agreement expiration date, the full amount of the 5-year agreement is still due. This agreement will automatically renew each year after five years of service, unless either party gives notice of cancellation by email and letter 30 days before the end of the annual one-year anniversary date. Revize requires a check for \$0,000 to start this Initiative. Remaining balance due upon website delivered for content editor training or the first-year anniversary of the kick off meeting, whichever comes first. Annual services and website hosting start the day of the Kick Off project meeting. For project timeline and details please refer to our proposal dated 11-14-2022. CLIENT understands that the project completion date is highly dependent on their timely communication with REVIZE.

CLIENT also agrees and understands that:

- a. The primary communication tool for this project and future tech support is the REVIZE customer portal found at <https://support.revize.com>.
- b. During the project, CLIENT will respond to REVIZE inquiries within 48 hours of the request to avoid any delay in the project timeline.
- c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.

**Terms:**

1. *Payments: All Invoices are due upon receipt. Work begins upon receiving initial payment.*
2. *Additional content migration, if requested, is available for \$3 per web page or document.*
3. *This Sales Agreement is the only legal document governing this sale. If the contract is terminated before the expiration date, the full amount of the contract is still owed.*
4. *Both parties must agree in writing to any changes or additions to this Sales Agreement.*





The Government Website Experts

5. *Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of California.*
6. *Pricing expires in 30 days.*

<b>AGREED TO BY:</b>	<b>CLIENT</b>	<b>REVIZE</b>
<i>Signature of Authorized Person:</i>	_____	_____
<i>Name of Authorized Person:</i>	_____	<u>Joseph J. Nagrant</u>
<i>Title of Authorized Person</i>	_____	<u>Business Development Director</u>
<i>Date:</i>	_____	_____

Please sign and return to: Joseph J. Nagrant Fax 1-866-346-8880

## The Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for government websites. The applications and features are grouped into five categories:

- Constituents’s Communication Center Apps
- Constiutents’s Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

### Constituent’s Communication Center Apps

- Home Page Alert
- E-Notification Center with Email Alerts
- Document Center with Keyword Search
- FAQs with Keyword Search
- Staff Directory with Keyword Search
- “Share This” Social Media Sharing App
- News Center integrated with Facebook and Twitter
- Web Forms
- FOIA Request Web Form
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendars
- Sliding Feature Bar
- Language Translator - over 95 languages
- Mega Menu

### Constituent’s Engagement Center Apps

- Constituent Request Center with Captcha (Report a Concern App)
- RSS Feed

### **Staff Productivity Apps**

- Agenda Posting Center
- Bid Posting
- Image Manager
- iCal Integration
- Drag and Drop Menu Management
- Drag and Drop Photo Management
- Drag and Drop Document Management
- Link Checker
- Menu Manager
- WebForm Builder
- Website Content Archiving
- Website Content Scheduling

### **Site Administration and Security Features**

- Audit Trail
- History Log
- URL Redirect Setup
- Page Permissions
- Roles and Permission-based Security Mode
- Role-based Editing Controls
- Secure Site Gateway
- SEO Tool Kit
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

### **Mobile Device and Accessibility Features**

- WCAG 2.1 AA ADA Compliant
- ADA Accessibility Widget
- Responsive Website Design (RWD) for great mobile phone viewing

## Service Level Agreement

### Revize Maximum Response Times via Severity Level

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

Crisis issues, determined by Revize, are defined as when a website error renders the CMS program or website completely unusable or nearly unusable or introduces a high degree of operational risk and no workaround is available. Until this error is resolved, the website is essentially halted. A large number of users and or core program functionality are severely impacted.

Critical issues are defined as website errors that are an inconvenience, or causes a inconsistent behavior of the website, which does not impede the normal functioning of the website. It could be an error that occurs consistently and affects non-essential functions and is an inconvenience which impacts a small number of users. May also contain visual errors for the graphical display of the website that is not ideal but still functioning correctly.

Normal issues are defined as an error that has a small degree of significance or is a minor cosmetic issue, or is a one-off case. A one-off case occurs when the error occurs and cannot be reproduced easily. These are errors that do not impact the daily use of the website. A low error is something that does not affect normal use, and can be accepted for a period of time, but the ser would eventually want changed.

### Technical Support Escalation:

If an issue cannot be remedied by the Tech Support technician within 3 days, it will be escalated to the CTO, Ray Akshaya. If the problem is not resolved within 3 business days, then the Business Development Director, Joseph Nagrant, will assemble a team to work on the issue and have a conference call with the client explaining the resolution path the company will take to resolve the issue. If additional time is needed, the Business Development Director will contact the client and notify the client with an explanation and a follow up date as agreed by both the client and Revize.

### Revize Support

- 8 a.m. - 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- Training refreshers
- Video tutorials and online training manual



**APPENDIX C**  
**PRICING FORM**  
**WEBSITE DESIGN AND HOSTING**  
(PLACE THIS FORM IN A SEPARATE ENVELOPE)

Provide hourly rates, along with estimated annual pricing in accordance with the District's current requirements, as set forth in the Scope of Work. Proposer should use a separate form to state pricing for any added value.

Pricing shall remain firm for a minimum of two (2) years. Any and all requests for pricing adjustments for follow-on contract renewal periods shall be provided no later than sixty (60) days prior to the end of the contract period. Any such proposed price adjustments shall not exceed The Bureau of Labor Statistics Consumer Price Index (CPI) data for Los Angeles-Riverside-Orange County, CA, All Items, Not Seasonally Adjusted, "annualized change comparing the original proposal month and the same month in the subsequent year." (This information may be found on the U.S. Department of Labor's website at [www.bls.gov](http://www.bls.gov).)

Consultant Name	One-Time Fee	Ongoing Monthly-Fee Annual Fee	Hourly Rate for Support	Response Time for Support
Revize LLC	\$9,800	\$3,900	Included	See Attached Sales Agreement

Total Estimated Annual Price (12 Months):	\$ 13,700 Total First Year Charges
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Please provide estimated response time for unscheduled website services on an as-needed basis and specify any fees or costs associated with such calls.

Consultant represents that it, its employees and subcontractors have all licenses, insurance, permits, qualifications, and approvals of whatever nature that are legally required to perform the Services, including a City Business License, and that such licenses and approvals shall be maintained throughout the term of this Agreement. Compensation for the above services shall be based on the estimated amount of time spent in adequately performing the Services.

Invoices shall be submitted to the District as performance of the Services progresses. District shall review and pay the approved charges on such invoices in a timely manner.

# Revize Quote

Phase 1: Project Planning and Analysis, SOW	\$300
Phase 2: Discovery Meeting & Design from scratch - One concept, three rounds of changes, home page design, inner page design and layout. Includes Responsive Web Design and reusable department home page template.	\$2,000
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking or integration via I-frame to the library's many 3rd party web applications like SirsiDynix, Bibliotheca, etc. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	\$3,800
Phase 5: QA Testing	\$900
Phase 6: Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections up to 598 webpages and 174 documents (approximate amount on your website today) To help remove stale content, Revize will not be moving over old news, events or calendar items.	\$1,900
Phase 7: Content editing and site administration training (one day session via web conference)	\$900
Phase 8: Go live!	Included
<b>Revize Annual Fee</b> (pre-paid): Includes Unlimited Tech Support, CMS software updates (up to 5 users), security software updates, SSL security certificate, and website health checks. Website hosting Included free of charge (10GB web content storage space, 100GB month bandwidth limit) with pre-paid annual fee:	\$3,900
<b>Grand Total (1st year)</b>	<b>\$13,700</b>
Second year and onward investment	\$3,900/year

## Content Copywriting: \$95 per hour

**Revize provides a free website design refresh after year four of service if client signs a 5-year locked-in rate agreement!**

**\$3800**

**Additional Services (Optional – not required)**

Online Library Card Application Web App.

\$75 per hour. A full Statement of Work would need to be defined

**These Website Features Come With your New Website:**

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- Document Center with Keyword Search
- FAQs with Keyword Search
- Staff Directory with Keyword search
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Online Web Forms to be displayed on any web page on the website
- Photo Galleries
- Quick Link Buttons
- Sliding Feature Bar
- Language Translator - over 95 languages
- Extended Mega Menu Navigation System - allows web visitors to get to any web page within 1 click from the Home Page

**Citizen's Engagement Center Apps**

- Patron Request Center with Captcha
- RSS Feeds
- Library Newsletter Sign up link



**Staff Productivity Apps**

- Agenda Posting Center
- RFP Posting Center
- Image Manager
- iCal Integration
- Drag and Drop Menu Management
- Drag and Drop Photo Management
- Drag and Drop Document Management
- Link Checker
- Menu Manager
- Online Web Form Builder
- Staff Directory with Keyword Search
- Website Content Archiving
- Website Content Scheduling

**Site Administration and Security Features**

- Audit Trail
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

**Mobile Device and Accessibility Features**

- [WCAG 2.1 AA ADA Compliant](#)
- [ADA Accessibility Widget](#)
- Responsive Website Design (RWD) for great mobile phone viewing



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**PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES**

**TO:** Library Board of Trustees  
**FROM:** Jeanette Contreras, Library Director  
**SUBJECT:** Legislative Updates  
**DATE:** December 19, 2022

**BACKGROUND**

Secretary Carline will provide a report on current legislations. Below is an update from the Independent Special Districts of Orange County.

**CA Proposition Results**

Proposition	Vote	Dem	Rep	\$FOR	\$AGAINST
Prop 1. Reproductive Freedom	Y	Y	N	\$15M	\$0.2M
Prop 26. Indian Casino Sports betting	N	-	N	\$132M	\$436M
Prop 27. Online/mobile betting	N	N	N	\$169M	\$249M
Prop 28. K-12 arts/music	Y	Y	-	\$11M	\$0
Prop 29. Dialysis Clinic Regulations	N	Y	N	\$8M	\$86M
Prop 30. Millionaire Tax	N	Y	N	\$48M	\$25M
Prop 31 Flavored Tobacco/Vape Ban	Y	Y	N	\$35M	\$23M

**Federal News:**

New Democrat leader in house will be Hakeem Jeffries of New York, succeeding Nancy Pelosi, who will remain in congress.

Georgia Election Today– Walker vs Warnock for Senate. (Warnock - 49.4%; Walker – 48.5%)

**Federal Bills:** (No actions yet on the following bills.)

HR 2467 (Dingell D-MI) PFAS Act, possibly abandoning “Polluter Pays”. At Senate Committee on Envi. and Publ. Wks. Since 7/22/2022 (Opposed unless amended.)

HR 5118 Wildfire and Drought (Neguse D-CO) Passed house 7/29/2022.

HR 7089 (Kildee D-MI) Vet PFAS Act At House Vet. Affairs Health Action Subcommittee.

S 4231 (STREAM ACT – Feinstein D-CA) To support Water Infrastructure (Storage, recycling, and desal) in Reclamation States 5/25/2022 – Senate Energy and Nat Resources, sub-com. on Water and Power.



HR 9032 (Arrington R-TX) CAPS (Control America's Perilous Spending) Act. Limits 2023 discretionary funding to about \$1.6T, and limits future growth by 2% per year afterward. Discretionary spending is only about 25% of the federal budget.

**State News:**

Anthony Rendon is Speaker of the Assembly until June 30, 2023, when Robert Rivas will become Speaker.

Governor Newsom calls special session returning legislature to Sacramento in December to tax oil industry profits.

Black residents of CA may receive \$223,000 per person as reparations for past housing discrimination. AB 3121, enacted on September 30, 2020, established a Task Force to Study and Develop Reparation Proposal for African Americans, known as the Task Force or Reparations Task Force.