

MEETING NOTICE

DATE: January 13, 2023
TO: Library Board, Mayor, City Clerk, and City Attorney
FROM: Ryan Wieber, Library Director
SUBJECT: Library Board Meeting

DATE AND PLACE OF MEETING: Tuesday, January 17, 2023
Bennett Martin Public Library
136 S. 14th St.
Lincoln, NE 68508
Auditorium

STARTING TIME OF MEETING: 8:00 a.m.
CHAIRMAN OF MEETING: Dan Sloan, President
PURPOSE OF MEETING: Monthly Business Meeting

AGENDA

1. Call to Order and Announcement of Open Meetings Law
2. Approval of Agenda*
3. Public Comment on Agenda Items
4. Approval of December 20, 2022, Meeting Minutes*
5. Standing Committee Reports
 - a. Committee on Administration
 - b. Committee on Buildings and Grounds
 - c. Committee on Finance
 - i. Approval of Monthly Recap of Expenditures for December 2022*
6. Special Committee Reports
 - a. One Book One Lincoln
 - b. Foundation Executive Director Report
7. New Business
 - a. Approve Foundation Board Candidates*
 - b. Approve Lincoln City Libraries and Foundation for LCL annual contract*
 - c. Approve Lincoln City Libraries and Foundation for LCL annual lease for office space agreement*
 - d. Approve Library Website Redesign Contract*
8. President's Report
9. Assistant Library Director's Report
10. Director's Report
11. Public Comment - Anyone wishing to address the board on a matter not on this agenda may do so at this time.

*Action Item

Proposed agenda kept continually current and available for inspection at the Administrative Office of the Bennett Martin Public Library. The Board shall have the right to modify the agenda at said public meeting when convened.

ACCOMMODATION NOTICE The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participating in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation in order to attend or participate in a public meeting conducted by the City of Lincoln, please contact the Lincoln Commission on Human Rights at 402-441-7624, or the City Ombudsman at 402-441-7511, as soon as possible before the scheduled meeting date in order to make your request. *Open Meetings Act of the State of Nebraska posted in meeting room.*

LIBRARY BOARD MEETING MINUTES

TUESDAY, December 20, 2022, 8:00 a.m.

BENNETT MARTIN PUBLIC LIBRARY

LINCOLN, NEBRASKA

BOARD MEMBERS PRESENT

Dan Sloan, Joe Shaw, Rhonda Seacrest, Lisa Hale. A quorum was present. Nichole Bogen, Jackie Ostrowicki and Christopher Stewart arrived late. Donna Marvin, absent.

OTHERS PRESENT

Ryan Wieber, Library Director; Traci Glass, Assistant Library Director; Paul Jones, Accountant; Gail McNair, Executive Director, Foundation for Lincoln City Libraries; Jocelyn Golden, Senior Attorney City Attorney's Office; LeeAnn Sergeant, Library Coordinator; Jodene Glaesemann, Walt Library Manager; Kim Shelley, NESU Library Manager; Jen Jackson, Librarian; Caitlin Lombardo, Librarian; Sarah Dale, Administrative Aide; Firas Pirali, Library Guard.

CALL TO ORDER AND ANNOUNCEMENT OF POSTING OF OPEN MEETINGS ACT

President Dan Sloan noted that a quorum was present and called the meeting to order at 8:00 a.m. and announced the Open Meetings Act was posted and available for review.

APPROVAL OF AGENDA

President Sloan noted that the Agenda/Meeting Notice was posted according to the Open Meetings Act of the State of Nebraska. Sloan noted a correction to the Agenda item 7.a. should read "2023" Library Board Meeting Locations. Ostrowicki arrived at this time. Sloan asked for a motion to approve the Agenda as corrected. Hale so moved. Seacrest seconded. There was no discussion. **ROLL CALL VOTE:** Hale, Seacrest, Shaw, Sloan, Ostrowicki – AYE. Motion carried 5-0.

PUBLIC COMMENT ON AGENDA ITEMS

President Sloan noted that public comment is welcome and reviewed the public comment process for those attending. There was no public comment.

APPROVAL OF NOVEMBER 8, 2022 MEETING MINUTES

President Sloan noted the Minutes of the November 8 Meeting Minutes had been submitted. Seacrest moved approval. Ostrowicki seconded. There was no discussion. **ROLL CALL VOTE:** Hale, Ostrowicki, Seacrest, Shaw, Sloan – AYE. Motion carried 5-0.

STANDING COMMITTEE REPORTS

Committee on Administration

No Report.

Committee on Buildings and Grounds

Approval of Janitorial Contract

Traci Glass asked for approval of the new contract. She reported that the new bids went out for janitorial service from October 19 - November 16. The low bid came in at \$128,435 from BMI Janitorial, our current janitorial service provider. Seacrest moved approval. Hale seconded. Discussion followed: Sloan asked how many applicants, Glass reported five. Sloan asked if there was significant difference in cost. Glass replied approximately \$20,000 from lowest to next highest. Sloan asked if we were pleased with their existing work, yes. Sloan asked if there were any significant changes to the structure of the contract? No. There being no further discussion, Sloan called for the vote. **ROLL CALL VOTE:** Ostrowicki, Seacrest, Shaw, Sloan, Hale – AYE. Motion carried 5-0.

Approval of Gere Parking Lot Resurfacing Contract

Traci Glass asked approval for lowest, most responsive bidder – Pavers. They provided this same service at Walt and Eiseley last year. Their bid came in at \$308,881.17. There were three bidders. Shaw moved approval. Hale seconded. Discussion followed: Sloan asked if this expense was out of Capital Improvement Program (CIP) funds? Glass confirmed. Sloan asked, when will the work begin? Glass replied, after the first of the year. There being no further discussion, Sloan called for the vote. **ROLL CALL VOTE:** Ostrowicki, Seacrest, Shaw, Sloan, Hale, – AYE. Motion carried 5-0.

Committee on Finance

Approval of Monthly Recap of Expenditures for November 2022

Joe Shaw provided the report in Marvin's absence. Total operational expenditures for November were \$727,906.06. Total expenditures from other funds were \$67,809.98, for a total of \$795,710.04. Shaw moved approval. Ostrowicki seconded. Stewart and Bogen arrived at this time. There was no discussion. **ROLL CALL VOTE:** Seacrest, Shaw, Sloan, Stewart, Hale, Ostrowicki – AYE. Motion carried 6-0.

SPECIAL COMMITTEE REPORTS

One Book -- One Lincoln Final Report

Ostrowicki introduced Jennifer Jackson and Caitlin Lombardo to review the One Book -- One Lincoln Final report for 2022. Ostrowicki thanked them for their hard work. Lombardo reported that this was one of the best attended and most popular programs in several years. Circulation of all versions of the books hit 4,152 – the highest circulation in the program's history. Participation in all events, including voting, attending book discussions, in person and Zoom events totaled 6,134 – again the highest participation numbers in some time. Notable contributors to the large numbers include two programs where we used paid collaborators. The "50's Flashback" program utilized the costume library from Nebraska Wesleyan University's Theater department. The program was very well attended and garnered interest in next year's program by attendees. Further, the Zoom author visit with Amor Towles was widely attended. Anecdotally, attendees reported afterwards that their entire book groups had gathered to attend the Zoom event under one login. The steering committee for next year will meet and a few suggestions will be made to improve the program further, but as it stands, this year's program was very successful.

Sloan inquired, how much of this program's high attendance was due to programming changes, and how much was due to a very popular book choice? Lombardo noted that one previous year's title had also garnered much attention, although it was less positive. She reported that it was likely a combination of their efforts – including making choices for the other two books that would complement/balance the known popularity of "The Lincoln Highway," and would work well with discussions and programming. Jackson noted that increased staff involvement was also helpful and tried to maximize community partnerships and attempted to increase participation in celebratory events after the winner is chosen.

Ostrowicki asked for a run-through of next steps for the 2023 program. Lombardo noted the Steering Committee is scheduled to meet in two weeks. The applications created by Jackie Ostrowicki were used to good effect for this year's applications. Jackson shared that their biggest goal is to get more community involvement. She noted that there are six openings on the committee this year. While committee members must dedicate a large amount of time, it's also a lot of fun and very impactful for the community. The Steering Committee is trying to make the program even more impactful for participants by providing great programming and interaction and engagement with the library.

Lombardo noted that the nomination of titles ends on January 31st. After that, the Support Services department makes quick work of deciding which titles will qualify by removing titles that are perhaps too academic, those for which quantities are insufficiently available, or those without enough variety of formats. After that, the committee works to narrow down the titles, a process which goes through April. In April, the programming committee meets to decide on events throughout the summer. This past year, extending that timeframe from the end of July to the end of August worked well to increase participation. Separating it from the Summer Reading Program and allowing more reading time for participants before the final vote both seemed to positively impact participation.

Hale asked if the selection committee is the proper size. Lombardo noted that about 15 members seems to be the sweet spot. Hale asked if the diversity of the committee has increased since her participation, at that time it seemed to lean toward more academic book choices. Lombardo and Jackson noted that the number of men on the committee has increased but they're still working to increase cultural diversity. Jackson noted the volunteer committee chair, David Smith, has done an excellent job setting parameters and standards for the book choices, reminding readers of those and keeping the focus on appealing to a broader swath of the community. Ostrowicki noted that Smith is a tremendous asset.

Director Wieber expressed his positive impressions of both the extensive year-long reach of the program, and the detailed end-of-year summary. He noted that he'd promoted the One Book – One Lincoln selection committee applications on his First at Four appearance on channel 10/11. Ostrowicki commended the committee's hard work. Sloan extended his thanks to the committee members – noting that One Book – One Lincoln is one of the most visible things the Library does and commended all on their hard work.

Foundation Executive Director

Gail McNair reported that the Foundation has worked to make regular donations to the library easier by creating the Friends group. She shared donation envelopes and noted that donations can be in any amounts. While events encourage annual giving, the Friends organization makes donations simpler.

Sponsorships are also available to individuals and organizations. Wine and Dine, the Book Sale and the Spelling Bee will continue to be regular events.

NEW BUSINESS

Approve 2023 Library Board Meeting Locations

Sloan noted the three options and asked for discussion as to which option to put forward. Option #1 is convenient for the Board with all 8:00 a.m. meetings at Bennett Martin, but the other two options allow for the evening hours at branch locations and may be more accessible to the public. Hale shared her positive view of evening meetings at branches and expressed enjoyment at seeing the displays and décor at branches related to seasonal programming. Lombardo, Glaesemann and Shelley noted good weather would impact the travel required. Sloan expressed a preference for Option #3 as it gives the opportunity to meet at the new Air Park/Williams location once it's complete. Hale moved to approve Option #3. Ostrowicki seconded. There was no further discussion. **ROLL CALL VOTE:** Shaw, Sloan, Stewart, Hale, Ostrowicki, Seacrest – AYE. Motion carried 6-0.

Approval Annual Library Report

Director Wieber shared that the Annual Report is produced yearly for various purposes. The data must be publicly available. Legally, it has become evident that per City code and State statute, it must be filed, which requires a board action. Senior Attorney Jocelyn Golden affirmed that a signed affidavit is required by State law. Ostrowicki noted that she's found the data helpful in the past when speaking with or writing to community members about what the library does for the community. Hale motioned to approve the Annual Report for submission to the City. Seacrest seconded. Discussion: Stewart asked if there was specific data required by State Law to appear in the report. Golden confirmed and noted that that while the requirements are fairly general, the report will be reviewed to ensure all needed information is present going forward. There being no further discussion, the vote was called. **ROLL CALL VOTE:**, Sloan, Stewart, Hale, Ostrowicki, Seacrest, Shaw – AYE. Motion carried 6-0.

PRESIDENT'S REPORT

Sloan shared that he hosted the Board members along with Ryan and Molly Wieber for a social holiday gathering at their home – no Board business was transacted, a good time was had by all. Sloan also shared his delight at attending the staff holiday gathering, declaring it a hoot and himself underdressed, despite being forewarned of the holiday sweater dress code. Stewart and Ostrowicki also attended and enjoyed gathering with library staff.

ASSISTANT LIBRARY DIRECTOR'S REPORT

Assistant Director Glass reported that the library has extended the contract with the Bookmobile consultant to continue into the next phase of acquisition. Once the contract is signed, the consultant will provide the specific details of the two vehicles being requested. She shared that both Jodene at Walt and Lisa at Eiseley have hired staff to fill vacancies. Both Maddie O. and Megan M. are current library staff, so the process to fill their positions will now begin. Sarah's former position in Admin has been filled by Megan P. who comes to us from Parks. Glass shared that last month she viewed and judged

third-year architecture students' visions of a new Central Library. She was able to increase their understanding of the needs of a public library and worked with their professors to help grade the presentations. She shared that she's completing the grant from Humanities Nebraska that allowed staff to fully digitize and create a finders guide for the Weldon Kees collection in the Heritage Room of Nebraska Authors which will allow researchers greater access. Hale asked if the library openings are attracting good applicants outside of the in-house hires. Glass replied yes, we are.

DIRECTOR'S REPORT

Director Wieber introduced Northeast Service Unit Manager, Kim Shelley to share with the Board the story behind the gifting of a bench at Bethany Branch Library. While these sorts of gifts don't necessarily require Board approval, the process needs to be clarified in the future. In this instance the gift is to honor a former Library Board member, Library staff person and community activist, we wished to share the information with the Board.

Kim Shelley shared with the Board that Marlene Cupp was a Library staff member between 1999-2002, then a Library Board member 2003-2010, including serving a year as Vice President and one year as Board President. Since her retirement, Marlene has continued as a frequent attendee and speaker at Bethany Branch library's Friday BookTalks. Marlene's daughters came to us prior to the pandemic about this project and have recently returned to complete it. Marlene's daughter, Mary, met with Shelley and Dan Miller to identify a place for the bench, decide on its design and the wording of the plaque. The plaque will contain the quote, "I cannot live without books" by Thomas Jefferson to John Adams in 1815.

The concrete pad, bench and plaque will be provided by Marlene's daughters. The bench will include side and center armrests to discourage nappers and skateboarders. It will be placed prominently in front of Bethany Branch where it will be a beautiful addition, highly visible to passersby on Cotner Blvd. as well as being practical for customers waiting for their rides, a convenience not currently available at Bethany. A wonderful memorial for someone who has done so much for the community.

Sloan commented on what a great project it is. Shaw noted that Marlene Cupp is a wonderful person. Shelley noted that she's 85 this year and we'd love to see the bench in place this spring so Marlene can see its completion. Dan will be working to move the work along. Shelley invited all to come have a seat this spring once the project is complete.

Director Wieber noted that he and Glass have been coordinating on what to do in the case of a library closure due to weather conditions. He also noted that the Staff Association Holiday Party was fun and festive and he enjoyed attending. Finally, Wieber reported that the Purge Report this month includes a large number of purged ConnectED accounts – reflecting students who have aged out of the program.

PUBLIC COMMENT

No public comment

ADJOURNMENT

There being no further business, the meeting was adjourned at 8:41 a.m.

Memo to the Library Board

January 2023

FISCAL YEAR 2022-2023 BUDGET: The actual percent of budget expended year to date is 33.33%, compared to the budgeted 33.00%. Annual adjusted expenditures to date is 33.44%.

STANDING COMMITTEE REPORTS

*Approval of Monthly Recap of Expenditures—Action Item

Reports are attached. Treasurer Donna Marvin will bring forward a motion to approve.

SPECIAL COMMITTEE REPORTS

One Book One Lincoln

Selection committee member Jackie Ostrowicki will report on the Steering Team meeting of 1/12/23.

NEW BUSINESS

Approval of Foundation Board Candidates – Action Item

The Library Board will consider approval of the following candidates for Foundation Board Members: Dutch Bell, Susan Ferris, Doug Emery, Judy Harvey, and Ann Stewart. Please see the attached doc for candidate biographies.

Approval of the 2023 Annual Contract between Lincoln City Libraries and the Foundation—Action Item

This contract establishes the relationship between the Library and the Foundation and is required annually (usually approved by December). Jocelyn Golden reviewed this contract and made some simple language adjustments, with no material changes.

Approval of the 2023 Annual agreement between Lincoln City Libraries and the Foundation for leasing the office space—Action Item

Minor language adjustments were made, with no material changes.

Approval of the Library Website Redesign Contract—Action Item

This process began in spring 2022 with an RFP and selection process involving Library and City staff, led internally by Asst Director Traci Glass. The timing of the project will be projected out later than originally planned, as some important communications-related work will need to be in progress or

substantially completed before GHD begins designing the site. The work includes developing a communications and messaging baseline, LCL style guide, and coordinating a revised logo that will consider the city's probable direction in using the new flag design and colors.

DIRECTOR'S REPORT

As part of my report, I'll speak to some upcoming priorities.

Contracts Filed:

Bob Hanover, Nebraska Game and Parks: Presentation about activities available and history of Nebraska State Parks for \$0

Wachiska Audubon Society: Bird EnCOUNTER program at Walt for \$0

Miranda McCown: Reschedule Cosplay Programs to March

Lea Jo Mendez: Sensory Storytime regular presenter between January-April 2023 for \$2,000.00

Service Providers Named in Agreement: Musicians participated in Gere's Family Fun Night for \$0



LINCOLN CITY LIBRARIES

136 S. 14th Street

Lincoln, NE 68508-1899

MEMORANDUM

TO: Library Board

FROM: Paul E. Jones, Business Office

RECAP OF EXPENDITURES - DECEMBER 2022

| | | |
|---|-----------------|------------------------|
| Library Operational Budget - FY 2022-23 | \$ 1,047,911.23 | |
| Library Enc/Reapp - FY 2021-22 | 6,734.65 | |
| Heritage Room Fund - FY 2022-23 | 3,990.59 | |
| Polley Music Library - FY 2022-23 | 11,632.92 | |
| | | <hr/> |
| Total Operational Expenditures | | \$ 1,070,269.39 |
| Grants | \$ 3,942.30 | |
| Hompes Fund | 194.08 | |
| Keno | 48,958.35 | |
| Miscellaneous Library Donations Funds | 3,557.39 | |
| Capital Improvements | - | |
| | | <hr/> |
| Total Expenditures - Other Funds | | 56,652.12 |
| | | <hr/> |
| TOTAL EXPENDITURES | | \$ 1,126,921.51 |

Library Director's Report

December 2022

In honor of longtime library employee, John Kubicek, who recently passed away, staff came up with the idea to place a bird feeder in the Bennett Martin courtyard. Wild Bird Habitat then graciously donated and installed a durable feeder recently, a nice tribute in John's memory.

The library is developing a strategy to increase awareness of the ConnectEd program, where every Lincoln Public Schools' student automatically receives a library account unless a parent or guardian opts out. The importance of ConnectEd is student access to the library by way of a convenient and immediate account provided at school-year startup. There is no visit to a library, no application to complete, and in return the LCL is automatically provided accurate student directory information—which is important in maintaining up to date patron contact information. Students also have access to online materials, including Overdrive ebooks, homework help, and more. Beyond providing convenient access, the real goal of a program like ConnectEd is to encourage reading, aid in the educational and learning process (literacy!) and help introduce kids and families to the library. To measure usage and aid in program development, we will begin monthly reporting of ConnectEd statistics.

The City of Lincoln recently updated its Remote Work Policy, with one of the modifications being the allowance of ad hoc work from home occurrences, after coordination and approval by supervisors. As a very public-serving city department, most library work can only be accomplished onsite, however, the policy is now more flexible when there are occasional circumstances that may allow work from home such as family illness, medical appointments, or weather conditions.

The library will soon embark upon a big process to update the design and functionality of our website. Led by Assistant Director Traci Glass, a team of LCL and city Communications staff have landed on a solid plan and a well-qualified contracted partner in GHD. Staff will be key contributors in prioritizing content, access and discoverability, and the future workflow. Prior to our work with GHD, we will be developing branding, a color/logo scheme that fits the library and reflects the City, and website graphics/imagery and a style guide—all necessary components for GHD to incorporate.

Our Vision: The Library Experience—setting a distinctive tone in promoting and providing lifelong education for our entire community

*Literacy, Learning and Literature, shared in community, and engagement
in community celebrations, solutions, and innovations*

Seen in:

Interactions Between People

Susan Steider shared this story: During the last week of December, there was a family visiting from Nashville, Tennessee. The mother was originally from Lincoln and she and her family were in Lincoln visiting her parents. They had come for the Explore and Learn and the mom commented that we had a beautiful library and she really liked how friendly and inviting our Youth Area was. She said that they visit their Nashville branch regularly but that it isn't nearly as nice and doesn't have such a large a fun children's area as Eiseley does.

Manager Lisa Olivigni reported: "A retired man who enjoys ice fishing stopped by Eiseley to apply for a Kansas fishing license. He and his friends were heading to Kansas the following weekend and he needed a current permit. He had struggled to take care of it on his phone but didn't have much luck. We set him up on one of the public internet computers and talked him through the application and printing process. After successfully printing his new fishing license, he thanked us and said he couldn't have done it without our help.

Sharon Sayre at Bennett Martin relayed this job-affirming interaction, "A customer asked me if I could tell him which bus route would take him to the Food Bank of Lincoln before it closed so I looked that up and gave him the route information; where to catch the bus, the time it left, and the time it arrived. He thanked me and said 'Librarians are the best! You don't have any bias.'"

Melanie Newell at Gere shared this interaction: "A customer came to us hoping to find a \$300 textbook from Interlibrary loan. Wyatt Packard and I were both quite busy at the information desk, but we were able to team up and assist the individual to make a new library account, sign up for ILL and locate and order the book he needed for class. There was a bit of a language barrier as well so I was proud of our ability to team up and assist at different parts of the process so that this college student could save a big chunk of change!"

At Walt Branch, Meagan Moore assisted a patron this month who was looking for information on his vehicle but was completely unfamiliar with computers. In addition to finding the needed information, she was also able to inform him about Tech Time at Gere and provide the contact information for Aging Partners continuing education for seniors.

Community Engagement Campaigns

Northeast Services Unit (NESU) Librarian Karrie Simpson commented, "We invited kids and their *dads* (or other significant male figures) to join us for free waffles and fun winter crafts." Karrie went on to

report: "Waffles with Dad" was held December 3rd at Anderson Branch Library. Eighty people came. It was neat to see that many men in our facility with their kids. We received many nice "Thank-yous" from the families as they left. Activity stations included creating a snowflake picture frame, a greeting card, and a wood kit donated by Home Depot. An employee working at the service desk during the event overheard an attendee comment, "The food was good, but the hammering was great! Who doesn't love hammering?!" NESU staff members particularly enjoyed seeing so many *dads* playing hopscotch on the rug in the youth area. Brenda Ealey reported that 145 people attended a similar "Donuts with Dad" event on December 17.

Programming and Events

Garren Hochstetler assisted in filling the week between Christmas and New Year's and reported "I held yarn art programs for teens and kids each afternoon: weaving, knitting, finger knitting, and friendship bracelet making. One boy who was very proud of his four-finger finger knitting was excited to pose for Amy Huffman as part of a social media post about youth area crafts and the escape room activity hosted by Caitlin Lombardo. There have often been up to a dozen people crafting away at the same time from different families, with several languages being spoken."

Manager Brenda Ealey reported that Cally O'Brien, Ronda Howard, and Vicki Wood hosted the Donuts with Dad event at Gere on Saturday morning the 17th. There were a variety of craft kits for families to choose from, including wooden models provided by Home Depot, a snowflake sun catcher project and cardstock picture frames to decorate. Ronda shared this from one of the father's attending: "My wife surprised me this morning and told me what was going on at the library and my response was – Hurry up! Let's go!" There were 145 attending.

NESU's Karrie Simpson shared "Our *Noon Year's Eve* party at Anderson Branch Library was a huge success. One hundred and fifteen people came to ring in the new year. We had crafts and games and a balloon drop at Noon... ish! Channel 10/11 came and reported. It was great to give families a free and fun option for the day. We will definitely repeat this program in the future.

The Polley Music Library had the Omaha ensemble Omkara perform at the library on December 10. They specialize in performing music from the wide repertoire of Bollywood film soundtrack music. Their program covered music from the entire history of Bollywood, and they discussed various trends and changes in the music over the decades between performances of representative pieces. About 20 attendees watched the entire event, with several more coming and going. Librarian Scott Scholz reported hearing "lots of very positive comments from attendees, and we'll have to have them back soon!"

Family Fun Night at Gere was the 6th. Cally O'Brien and Cal Harman hosted with 75 attending. Cal put together the program with the theme of "Rock Band" and invited 7 local musicians who answered questions about music and let kids try out their instruments. There were two drum kits, two electric guitars, one acoustic guitar, one violin, two electric basses, one microphone, and lots of auxiliary percussion instruments. The drum sets were very popular, as were the guitars. Back at the craft table, kids could make a jingle bell bracelet and tambourine paper plate shaker. About halfway through the event, the musicians played renditions of *YMCA*, *Joy to the World* and *Rockin' Robin* that the kids shook their rhythm instruments along with, sang and danced to. It was a raucous evening and Gere's most popular family night yet.

Technology

Charlotte McAvoy assisted many patrons with Mobile Printing. She said, "This has become a preferred method of printing for many people, including the college-aged and those without cards."

Laura Nickel relayed this interaction, "A man approached me wanting to check out an e-book and said he had never done it before. He had found a couple of titles and didn't know what to do next. He told me that he taught at UNL and wanted to be able to project sections of the book on a screen for his class. I explained the different devices he could use to access Hoopla and it seemed that he would be using a laptop and the web-based service. First, I checked his account because he said he had not been into the library for a long time. We changed his PIN to a more memorable number, then I walked him through logging in to Hoopla and setting up a password from the Hoopla website, like he would be doing from his laptop. I explained the system and checkout limits. Afterwards he told me he knew what to do and thanked me for showing him how."

Walt Branch's Liz Claymon assisted a patron via phone who called while traveling. He specifically wanted to access audiobooks while on his trip and has never done so before. Liz explained the process to him, and then, because he was driving, emailed him his card number, links to the apps, and information for setting up his accounts at a later time.

For the Hour of Code event this year, Manager Jodene Glaesemann prepared an unplugged curriculum for both pre-K through 2nd grade and Grade 2-5 programs. After the unplugged portion of each hour, the children and their adults worked on coding using library computers. The young children coded a monkey through obstacles while he caught bananas. The older children coded various dancing animals dabbing, rolling, and doing the disco. The programs were very much enjoyed. After multiple requests for more coding programs, they are being planned as this is written.

Facilities

Collection maintenance occurs regularly at all locations, and NESU Manager Kim Shelley reported that Jeremiah Johnson weeded and shifted the adult DVD collection at Bethany Branch to make more room; this in turn created and cleaned up more space for face-out displays. Nate Hamel noted that in early December at Anderson Branch Library, he had weeded additional YA non-fiction items, freeing up needed space for new arrivals.

Outreach

Brenda Ealey shared that Regina Merrill was at Holmes Elementary CLC on the 13th with 40 attending. She used a World Cup theme and read from non-fiction books about the history of the World Cup. The younger group made finger puppet soccer players and played soccer with the puppets and cotton balls. The older group played an online guessing game of "Where do you think the ball is?" and completed word searches and coloring pages. Also, Greg Welch visited UNL 1 time this month and saw 4 classes and 67 children for toddler and preschool storytimes.

Collaboration

The Polley Music Library added 10 ukuleles to our collection donated by the Lincoln Ukulele Group (LUG). Five will go into general circulation, and 5 will be held to be used by walk-in participants at the

rehearsal/jam sessions that will start happening at BMPL in January. They also donated 2 music stands for use at these sessions.

Areas of Excellence and Focus

Primary Area of Focus—Early Childhood

Youth Services staff made several outreach efforts during the month including a visit to the McPhee Family Literacy Group where they shared information about the library, how to get a card, read aloud best practices, and how to select a good book. All mothers were so surprised to know that their children didn't have to be quiet in the library and that locations are open until 8 pm! Read Aloud materials and books were given out at the Center for People in Need Distribution Day. The 5-hour event was attended by over 300 people.

Youth Services Coordinator Vicki Wood planned and hosted a training day on December 8 for all LCL staff members who facilitate sessions of Baby Lapsit, Toddler Time, Music and Movement, Wee Workout, and Storytime.

Additional Areas of Focus—in these, the library usually collaborates with other organizations

All Students

Low-income families

Nancy Peters at Bennett Martin Nancy Peters pointed out that due to the extreme cold temperatures throughout December, we have given out donated gloves, hats, socks, scarves, and hand warmers to a lot of our patrons.

NESU's Jeremiah Johnson noted that a new batch of COVID tests came in...and then went out." A customer commented on the phone to NESU Manager Kim Shelley, "I am so glad you have free COVID tests again at the library. They are so hard to get and so expensive. Thank you for having them available."

Employment

Melanie Newell shared this customer interaction: "A customer that I used to have regular tech time appointments to learn to do online job hunting, returned this month for some assistance in completing onboarding paperwork to his new job! I'm happy that the skills he learned during tech time have allowed him to hunt for jobs independently online, and that he knows he can come back if there is something he gets stuck on technologically. A great outcome for this customer!"

Public Services Coordinator LeeAnn Sergeant reported that staff assisted many patrons with online job applications. Jackie Spackman gave an example of this, "While working in the computer lab I took over from another staff member who was helping a non-native speaker fill out an employment application for Lincoln Public Schools. I assisted the patron in explaining the information needed for the previous employment page, and helped with some grammar issues while she was filling out that section. As we moved through the rest of the application I helped explain some of the other pages that were very wordy (disability identification, military status, etc.). We were able to get the application submitted and she was very happy to have the long process complete."

Lisa Olivigni reported that the Library's intern grant request to the Nebraska Library Commission has been funded for another year. LCL will have interns at: Gere, Eiseley, NESU, Walt, Bennett Martin and Youth Outreach Services.

Celebrating the diversity of our city

Jodene Glaesemann attended an Edge 360 meeting (anti-racism initiative of the Urban Libraries Council). As part of this work, she then scheduled meeting with staff from the Mayor's office to plan bias training for Library staff.

Building up the Culture of Lincoln Maker

Reading

Jeremiah Johnson shared: "A college-aged girl from Nebraska Wesleyan came in and asked me for a very particular book recommendation: "Something popular that you might have been assigned for a college-level English course." I gave her a few options from some of my own previous classes, and she eventually settled on *Girl in Hyacinth Blue* by Susan Vreeland. She was very thankful for the recommendation and excited about the premise of the book: A painting in which the origin story is told backwards--through previous owners. She said she was glad she asked, and it was "exactly the type of book she was looking for."

Local History and Genealogy

Kim Jorgensen relayed this reference request, "A customer in England asked us to check on any articles about the Dave Clark Five from when they performed at Pershing Auditorium in December of 1964. I did find an article about the concert that said extra police were hired to handle the large crowds of screaming teenaged fans."

Services to our Aging Population

Carrie Remmers sent a list to Home Outreach patrons of recommendations for winter reads by LCL staff. She reported that many lists were returned with multiple titles circled indicating they'd like to check them out.

Vicki Clarke reported December's Memory Café was a holiday success. Eight people attended including several from Eastmont Towers and a new husband and wife couple. Liz Claymon instructed guests on how to decorate a clear plastic ornament by swirling paint inside. This worked on color choice decision

making, hand-eye coordination, and dexterity. Several ornaments were going to be hung on trees at home and some were wrapped up to be given as presents to grandchildren. A crackling fireplace video on the big screen set the mood along with hot coffee, hot chocolate, and cookies. When the crafts were mostly complete, words to favorite carols were projected on the big screen and everyone sang along to Johnny Mathis and Bing Crosby. A good time was had by all!

SUBMITTED BY RYAN WIEBER, LIBRARY DIRECTOR

**Lincoln City Libraries
December 2022 Use Report**

| Location | Loans | Visits | Computer Reservations | Program & Outreach Attendance | December 2022 Total Use | December 2021 Total Use | CHANGE |
|-------------------------------|----------------|---------------|--------------------------|-------------------------------------|----------------------------|----------------------------|--------------|
| Bennett Martin Public Library | 12,107 | 9,748 | 2,343 | 170 | 24,368 | 22,913 | 6.35% |
| Anderson Branch | 10,255 | 4,137 | 536 | 236 | 15,164 | 13,984 | 8.44% |
| Bethany Branch | 7,330 | 2,434 | 204 | 51 | 10,019 | 9,457 | 5.94% |
| Eiseley Branch | 20,455 | 6,524 | 832 | 361 | 28,172 | 26,266 | 7.26% |
| Gere Branch | 55,818 | 13,922 | 1,150 | 656 | 71,546 | 70,428 | 1.59% |
| South Branch | 8,014 | 2,980 | 395 | 148 | 11,537 | 11,416 | 1.06% |
| Walt Branch | 34,463 | 9,088 | 862 | 154 | 44,567 | 41,760 | 6.72% |
| Williams Branch | 442 | 582 | 24 | 133 | 1,181 | 993 | 18.93% |
| Lied Bookmobile | 1,798 | 257 | 0 | 460 | 2,515 | 3,203 | -21.48% |
| InterLibrary Loan | 175 | 0 | 0 | 0 | 175 | 235 | -25.53% |
| SUBTOTAL | 150,857 | 49,672 | 6,346 | 2,369 | 209,244 | 200,655 | 4.28% |
| DownloadStream Audio | 33,545 | 0 | 0 | 0 | 33,545 | 29,251 | 14.68% |
| Download/Stream eBooks | 27,631 | 0 | 0 | 0 | 27,631 | 24,115 | 14.58% |
| Stream Video | 819 | 0 | 0 | 0 | 819 | 719 | 13.91% |
| Download SUBTOTAL | 212,852 | 49,672 | 6,346 | 2,369 | 271,239 | 254,740 | 6.48% |
| TOTAL CIRCULATION | 363,709 | 99,344 | 12,692 | 4,738 | 480,483 | 455,395 | 5.51% |

| | | | |
|------------------|---------|---------|--------|
| WiFi Sessions | 175,070 | 93,600 | 87.04% |
| WiFi Users | 16,188 | 9,115 | 77.60% |
| Website Users | 55,136 | 55,042 | 0.17% |
| Website Sessions | 107,110 | 107,522 | -0.38% |
| Database Use | 19,479 | 12,052 | 61.62% |

| Holdings Report | PRINT | | NON PRINT | | Total | REGISTRATIONS | 2022 | 2021 | Change |
|------------------|---------|---------|-----------|--------|---------|---------------------|----------------|----------------|----------------|
| | Adult | Youth | Adult | Youth | | Purged | 758 | 57 | 1229.82% |
| Owned | 368,675 | 300,671 | 76,462 | 33,532 | 779,340 | Active | | | |
| Added | 2,242 | 1,705 | 61 | 95 | 4,103 | Resident | 146,303 | 198,758 | -26.39% |
| Withdrawn | -4,423 | -2,293 | -286 | -638 | -7,640 | ConnectED | 42,063 | 41,905 | 0.38% |
| Current | 366,494 | 300,083 | 76,237 | 32,989 | 775,803 | County | 9,136 | 12,965 | -29.53% |
| | | | | | | NonResident | 942 | 1,056 | -10.80% |
| | | | | | | Reciprocal | 474 | 787 | -39.77% |
| | | | | | | Limited Use | 8,556 | 10,732 | -20.28% |
| | | | | | | Total Active | 207,474 | 266,203 | -22.06% |

December 2022 Use Compared to December 2021
Lincoln City Libraries

| Location | Print Checkouts | | Print Loan | Non-Print Checkouts | | Non-Print | Total Checkouts | | Total Loan |
|---------------------------|-----------------|----------------|--------------|---------------------|---------------|---------------|-----------------|----------------|--------------|
| | 2022 | 2021 | Change | 2022 | 2021 | Loan Change | 2022 | 2021 | Change |
| BMPL | 9,395 | 9,936 | -5.44% | 2,712 | 3,050 | -11.08% | 12,107 | 12,986 | -6.77% |
| Anderson | 8,152 | 7,559 | 7.84% | 2,103 | 2,185 | -3.75% | 10,255 | 9,744 | 5.24% |
| Bethany | 6,260 | 6,039 | 3.66% | 1,070 | 1,090 | -1.83% | 7,330 | 7,129 | 2.82% |
| Eiseley | 17,790 | 16,291 | 9.20% | 2,665 | 2,823 | -5.60% | 20,455 | 19,114 | 7.02% |
| Gere | 48,343 | 47,081 | 2.68% | 7,475 | 8,201 | -8.85% | 55,818 | 55,282 | 0.97% |
| South | 6,873 | 6,708 | 2.46% | 1,141 | 1,561 | -26.91% | 8,014 | 8,269 | -3.08% |
| Walt | 30,127 | 28,436 | 5.95% | 4,336 | 4,939 | -12.21% | 34,463 | 33,375 | 3.26% |
| Williams | 314 | 381 | -17.59% | 128 | 156 | -17.95% | 442 | 537 | -17.69% |
| Lied Bookmobile | 1,596 | 1,985 | -19.60% | 202 | 140 | 44.29% | 1,798 | 2,125 | -15.39% |
| InterLibrary Loan | 175 | 235 | -25.53% | 0 | 0 | 0.00% | 175 | 235 | -25.53% |
| Subtotal Checkouts | 129,025 | 124,651 | 3.51% | 21,832 | 24,145 | -9.58% | 150,857 | 148,796 | 1.39% |
| Download/Stream Audio | 0 | 0 | 0.00% | 33,545 | 29,251 | 14.68% | 33,545 | 29,251 | 14.68% |
| Download/Stream eBook | 0 | 0 | 0.00% | 27,631 | 24,115 | 14.58% | 27,631 | 24,115 | 14.58% |
| Stream Video | 0 | 0 | 0.00% | 819 | 719 | 13.91% | 819 | 719 | 13.91% |
| TOTAL CHECKOUTS | 129,025 | 124,651 | 3.51% | 83,827 | 78,230 | 7.15% | 212,852 | 202,881 | 4.91% |

| Location | Youth Checkouts | | Youth Loan | Adult Checkouts | | Adult Loan | Visits | Visits | Visits |
|---------------------------|-----------------|---------------|--------------|-----------------|----------------|---------------|---------------|---------------|---------------|
| | 2022 | 2021 | Change | 2022 | 2021 | Change | 2022 | 2021 | Change |
| BMPL | 4,232 | 3,955 | 7.00% | 7,875 | 9,031 | -12.80% | 9,748 | 7,779 | 25.31% |
| Anderson | 5,044 | 4,163 | 21.16% | 5,211 | 5,581 | -6.63% | 4,137 | 3,547 | 16.63% |
| Bethany | 4,162 | 4,165 | -0.07% | 3,168 | 2,964 | 6.88% | 2,434 | 2,116 | 15.03% |
| Eiseley | 13,298 | 11,742 | 13.25% | 7,157 | 7,372 | -2.92% | 6,524 | 6,103 | 6.90% |
| Gere | 30,893 | 29,655 | 4.17% | 24,925 | 25,627 | -2.74% | 13,922 | 13,774 | 1.07% |
| South | 4,369 | 4,225 | 3.41% | 3,645 | 4,044 | -9.87% | 2,980 | 2,682 | 11.11% |
| Walt | 22,850 | 21,423 | 6.66% | 11,613 | 11,952 | -2.84% | 9,088 | 7,474 | 21.59% |
| Williams | 319 | 364 | -12.36% | 123 | 173 | -28.90% | 582 | 431 | 35.03% |
| Lied Bookmobile | 1,014 | 1,263 | -19.71% | 784 | 862 | -9.05% | 257 | 151 | 70.20% |
| InterLibrary Loan | 0 | 0 | 0.00% | 175 | 235 | -25.53% | 0 | 0 | 0.00% |
| Subtotal Checkouts | 86,181 | 80,955 | 6.46% | 64,676 | 67,841 | -4.67% | 49,672 | 44,057 | 12.74% |
| Download/Stream Audio | 4,677 | 4,363 | 7.20% | 28,868 | 24,888 | 15.99% | 0 | 0 | 0.00% |
| Download/Stream eBook | 4,142 | 3,842 | 7.81% | 23,489 | 20,273 | 15.86% | 0 | 0 | 0.00% |
| Stream Video | 0 | 0 | 0.00% | 819 | 719 | 13.91% | 0 | 0 | 0.00% |
| TOTAL CHECKOUTS | 95,000 | 89,160 | 6.55% | 117,852 | 113,721 | 3.63% | 49,672 | 44,057 | 12.74% |

| Location | Program & Outreach Attendance - Youth | | P&O Att - Youth Change | Program & Outreach Attendance - Adult | | P&O Att - Adult Change | Computer Use | | Computer |
|-----------------|--|--------------|------------------------------|--|------------|---------------------------|--------------|--------------|--------------|
| | 2022 | 2021 | Change | 2022 | 2021 | Change | 2022 | 2021 | Change |
| BMPL | 113 | 123 | -8.13% | 57 | 15 | 280.00% | 2,343 | 2,010 | 16.57% |
| Anderson | 236 | 0 | 0.00% | 0 | 0 | 0.00% | 536 | 693 | -22.66% |
| Bethany | 16 | 0 | 0.00% | 35 | 35 | 0.00% | 204 | 177 | 15.25% |
| Eiseley | 361 | 124 | 191.13% | 0 | 0 | 0.00% | 832 | 925 | -10.05% |
| Gere | 645 | 173 | 272.83% | 11 | 30 | -63.33% | 1,150 | 1,169 | -1.63% |
| South | 148 | 0 | 0.00% | 0 | 0 | 0.00% | 395 | 465 | -15.05% |
| Walt | 132 | 70 | 88.57% | 22 | 35 | -37.14% | 862 | 806 | 6.95% |
| Williams | 133 | 0 | 0.00% | 0 | 0 | 0.00% | 24 | 25 | -4.00% |
| Lied Bookmobile | 124 | 553 | -77.58% | 336 | 374 | -10.16% | 0 | 0 | 0.00% |
| TOTAL | 1,908 | 1,043 | 82.93% | 461 | 489 | -5.73% | 6,346 | 6,270 | 1.21% |

December 2022 Use Compared to December 2019
Lincoln City Libraries

| Location | Print Checkouts | | Print Loan | Non-Print Checkouts | | Non-Print | Total Checkouts | | Total Loan |
|---------------------------|-----------------|----------------|---------------|---------------------|---------------|----------------|-----------------|----------------|----------------|
| | 2022 | 2019 | Change | 2022 | 2019 | Loan Change | 2022 | 2019 | Change |
| BMPL | 9,395 | 13,088 | -28.22% | 2,712 | 5,433 | -50.08% | 12,107 | 18,521 | -34.63% |
| Anderson | 8,152 | 9,135 | -10.76% | 2,103 | 4,376 | -51.94% | 10,255 | 13,511 | -24.10% |
| Bethany | 6,260 | 6,617 | -5.40% | 1,070 | 1,788 | -40.16% | 7,330 | 8,405 | -12.79% |
| Eiseley | 17,790 | 19,153 | -7.12% | 2,665 | 5,786 | -53.94% | 20,455 | 24,939 | -17.98% |
| Gere | 48,343 | 48,959 | -1.26% | 7,475 | 12,789 | -41.55% | 55,818 | 61,748 | -9.60% |
| South | 6,873 | 7,879 | -12.77% | 1,141 | 2,392 | -52.30% | 8,014 | 10,271 | -21.97% |
| Walt | 30,127 | 33,298 | -9.52% | 4,336 | 8,346 | -48.05% | 34,463 | 41,644 | -17.24% |
| Williams | 314 | 536 | -41.42% | 128 | 269 | -52.42% | 442 | 805 | -45.09% |
| Lied Bookmobile | 1,596 | 1,066 | 49.72% | 202 | 251 | -19.52% | 1,798 | 1,317 | 36.52% |
| InterLibrary Loan | 175 | 228 | -23.25% | 0 | 0 | 0.00% | 175 | 228 | -23.25% |
| Subtotal Checkouts | 129,025 | 139,959 | -7.81% | 21,832 | 41,430 | -47.30% | 150,857 | 181,389 | -16.83% |
| Download/Stream Audio | 0 | 0 | 0.00% | 33,545 | 23,088 | 45.29% | 33,545 | 23,088 | 45.29% |
| Download/Stream eBook | 0 | 0 | 0.00% | 27,631 | 20,020 | 38.02% | 27,631 | 20,020 | 38.02% |
| Stream Video | 0 | 0 | 0.00% | 819 | 962 | -14.86% | 819 | 962 | -14.86% |
| TOTAL CHECKOUTS | 129,025 | 139,959 | -7.81% | 83,827 | 85,500 | -1.96% | 212,852 | 225,459 | -5.59% |

| Location | Youth Checkouts | | Youth Loan | Adult Checkouts | | Adult Loan | Visits | | Visits |
|---------------------------|-----------------|---------------|---------------|-----------------|----------------|----------------|---------------|---------------|----------------|
| | 2022 | 2019 | Change | 2022 | 2019 | Change | 2022 | 2019 | Change |
| BMPL | 4,232 | 5,363 | -21.09% | 7,875 | 13,158 | -40.15% | 9,748 | 15,431 | -36.83% |
| Anderson | 5,044 | 5,511 | -8.47% | 5,211 | 8,000 | -34.86% | 4,137 | 5,906 | -29.95% |
| Bethany | 4,162 | 4,554 | -8.61% | 3,168 | 3,851 | -17.74% | 2,434 | 3,267 | -25.50% |
| Eiseley | 13,298 | 14,478 | -8.15% | 7,157 | 10,461 | -31.58% | 6,524 | 11,081 | -41.12% |
| Gere | 30,893 | 30,643 | 0.82% | 24,925 | 31,105 | -19.87% | 13,922 | 17,959 | -22.48% |
| South | 4,369 | 5,332 | -18.06% | 3,645 | 4,939 | -26.20% | 2,980 | 4,147 | -28.14% |
| Walt | 22,850 | 26,235 | -12.90% | 11,613 | 15,409 | -24.63% | 9,088 | 13,236 | -31.34% |
| Williams | 319 | 577 | -44.71% | 123 | 228 | -46.05% | 582 | 780 | -25.38% |
| Lied Bookmobile | 1,014 | 796 | 27.39% | 784 | 521 | 50.48% | 257 | 265 | -3.02% |
| InterLibrary Loan | 0 | 0 | 0.00% | 175 | 228 | -23.25% | 0 | 0 | 0.00% |
| Subtotal Checkouts | 86,181 | 93,489 | -7.82% | 64,676 | 87,900 | -26.42% | 49,672 | 72,072 | -31.08% |
| Download/Stream Audio | 4,677 | 3,086 | 51.56% | 28,868 | 20,002 | 44.33% | 0 | 0 | 0.00% |
| Download/Stream eBook | 4,142 | 2,559 | 61.86% | 23,489 | 17,461 | 34.52% | 0 | 0 | 0.00% |
| Stream Video | 0 | 0 | 0.00% | 819 | 962 | -14.86% | 0 | 0 | 0.00% |
| TOTAL CHECKOUTS | 95,000 | 99,134 | -4.17% | 117,852 | 126,325 | -6.71% | 49,672 | 72,072 | -31.08% |

| Location | Program & Outreach Attendance - Youth | | P&O Att - Youth Change | Program & Outreach Attendance - Adult | | P&O Att - Adult Change | Computer Use | | Computer |
|-----------------|--|--------------|------------------------------|--|------------|---------------------------|--------------|---------------|----------------|
| | 2022 | 2019 | Change | 2022 | 2019 | Change | 2022 | 2019 | Change |
| BMPL | 113 | 545 | -79.27% | 57 | 77 | -25.97% | 2,343 | 3,510 | -33.25% |
| Anderson | 236 | 10 | 2260.00% | 0 | 9 | -100.00% | 536 | 1,258 | -57.39% |
| Bethany | 16 | 0 | 0.00% | 35 | 40 | -12.50% | 204 | 459 | -55.56% |
| Eiseley | 361 | 370 | -2.43% | 0 | 0 | 0.00% | 832 | 1,802 | -53.83% |
| Gere | 645 | 231 | 179.22% | 11 | 63 | -82.54% | 1,150 | 1,959 | -41.30% |
| South | 148 | 93 | 59.14% | 0 | 0 | 0.00% | 395 | 845 | -53.25% |
| Walt | 132 | 1,080 | -87.78% | 22 | 65 | -66.15% | 862 | 1,558 | -44.67% |
| Williams | 133 | 56 | 137.50% | 0 | 0 | 0.00% | 24 | 63 | -61.90% |
| Lied Bookmobile | 124 | 0 | 0.00% | 336 | 0 | 0.00% | 0 | 1 | -100.00% |
| TOTAL | 1,908 | 2,385 | -20.00% | 461 | 254 | 81.50% | 6,346 | 11,455 | -44.60% |

LINCOLN CITY LIBRARIES

Monthly Categorical Report

December 31, 2022

| | Budget Amount | Budgeted Year-to-Date | Expended Year-to-Date | Balance | Current Month Expended |
|--|----------------------------|------------------------------|--------------------------|------------------------|-------------------------------|
| Administration-Div. 1 | | | | | |
| Personnel | \$ 855,401.00 | \$ 285,133.67 | \$ 273,746.78 | \$ 581,654.22 | \$ 82,253.59 |
| Supplies | 30,500.00 | 10,166.67 | 8,724.65 | 21,775.35 | 2,206.67 |
| Services & Charges | 90,645.00 | 30,215.00 | 55,886.49 | 34,758.51 | 3,518.16 |
| Other | - | - | - | - | - |
| Total | \$ 976,546.00 | \$ 325,515.33 | \$ 338,357.92 | \$ 638,188.08 | \$ 87,978.42 |
| Percent Expended | | 33.33% | 34.65% | | |
| Buildings & Grounds-Div. 2 | | | | | |
| Personnel | \$ 119,531.00 | \$ 39,843.67 | \$ 37,725.04 | \$ 81,805.96 | \$ 12,308.39 |
| Supplies | 24,000.00 | 8,000.00 | 6,163.23 | 17,836.77 | 1,759.40 |
| Services & Charges | 984,185.00 | 328,061.67 | 330,106.31 | 654,078.69 | 98,390.43 |
| Other | 90,900.00 | 30,300.00 | - | 90,900.00 | - |
| Total | \$ 1,218,616.00 | \$ 406,205.33 | \$ 373,994.58 | \$ 844,621.42 | \$ 112,458.22 |
| Percent Expended | | 33.33% | 30.69% | | |
| Public Service-Div. 3 | | | | | |
| Personnel | \$ 5,622,546.00 | \$ 1,874,182.00 | \$ 1,726,031.75 | \$ 3,896,514.25 | \$ 557,492.95 |
| Supplies | 61,000.00 | 20,333.33 | 9,646.60 | 51,353.40 | 2,260.02 |
| Services & Charges | 49,750.00 | 16,583.33 | 13,438.44 | 36,311.56 | 5,187.31 |
| Other | - | - | - | - | - |
| Total | \$ 5,733,296.00 | \$ 1,911,098.67 | \$ 1,749,116.79 | \$ 3,984,179.21 | \$ 564,940.28 |
| Percent Expended | | 33.33% | 30.51% | | |
| Support Services-Div. 4 | | | | | |
| Personnel | \$ 1,183,694.00 | \$ 394,564.67 | \$ 396,232.53 | \$ 787,461.47 | \$ 144,288.85 |
| Supplies | 63,500.00 | 21,166.67 | 12,248.10 | 51,251.90 | 2,994.07 |
| Services & Charges | 440,171.00 | 146,723.67 | 187,683.56 | 252,487.44 | 26,016.28 |
| Other | 900,000.00 | 300,000.00 | 476,775.64 | 423,224.36 | 109,235.11 |
| Total | \$ 2,587,365.00 | \$ 862,455.00 | \$ 1,072,939.83 | \$ 1,514,425.17 | \$ 282,534.31 |
| Percent Expended | | 33.33% | 41.47% | | |
| Total Library Operational | | | | | |
| Personnel | \$ 7,781,172.00 | \$ 2,593,724.00 | \$ 2,433,736.10 | \$ 5,347,435.90 | \$ 796,343.78 |
| Supplies | 179,000.00 | 59,666.67 | 36,782.58 | 142,217.42 | 9,220.16 |
| Services & Charges | 1,564,751.00 | 521,583.67 | 587,114.80 | 977,636.20 | 133,112.18 |
| Other | 990,900.00 | 330,300.00 | 476,775.64 | 514,124.36 | 109,235.11 |
| Total | \$ 10,515,823.00 | \$ 3,505,274.33 | \$ 3,534,409.12 | \$ 6,981,413.88 | \$ 1,047,911.23 |
| Percent Expended | | 33.33% | 33.61% | | |
| | | | | | |
| Other Library Fund Appropriations | Amount Appropriated | Expended Year-to-Date | | Balance | Current Month Expended |
| FY 2021-22 Encumbrances | \$ 72,763.70 | \$ 40,812.68 | | \$ 31,951.02 | \$ 6,734.65 |
| FY 2021-22 Reappropriated | \$ 376,359.00 | \$ 112,419.82 | | \$ 263,939.18 | \$ - |

**LINCOLN CITY LIBRARIES - FUND BALANCES
DECEMBER 2022**

| | Beginning Balance | Receipts | Expended | Ending Balance |
|---------------------------|------------------------------|-----------------|-----------------|---------------------------|
| <u>GRANT FUNDS</u> | | | | |
| Net Lender Fund | \$ 672.00 | \$ 1,670.34 | \$ 17.00 | \$ 2,325.34 |
| NLC NE eReads Grant 2022 | 3,925.30 | - | 3,925.30 | - |
| State Aid 2021 | 19,428.83 | - | - | 19,428.83 |
| State Aid 2022 | 51,393.00 | - | - | 51,393.00 |
| NHC ARPA 2021 Kees | 1,960.58 | - | - | 1,960.58 |

DONATED FUNDS

| | | | | |
|-------------------------|---------------|----------|-------------|---------------|
| Heritage Room | \$ 111,854.85 | \$ - | \$ 3,990.59 | \$ 107,864.26 |
| Polley Music Library | 306,662.78 | - | 11,632.92 | 295,029.86 |
| Joseph J. Hompes | 98,562.27 | - | 194.08 | 98,368.19 |
| Misc. Library Donations | 587,192.41 | 5,000.00 | 3,557.39 | 588,635.02 |
| Alice Nielsen | 79,804.91 | - | - | 79,804.91 |
| Dorothy Holland | 114,795.63 | - | - | 114,795.63 |
| Glennis Leapley | 61,062.65 | - | - | 61,062.65 |
| Lincoln Cares | 19,870.83 | 392.85 | - | 20,263.68 |

APPROPRIATED FUNDS

| | Budget | Dec 2022 | Expended Exp-to-Date | Balance |
|--|---------------|-----------------|---------------------------------|----------------|
| Heritage Room FY 2022-23 | \$ 37,510.00 | \$ 3,990.59 | \$ 12,370.08 | \$ 25,139.92 |
| Polley Music Library FY 2022-23 | 115,220.00 | 11,632.92 | 35,946.58 | 79,273.42 |
| Keno FY 2021-22 | 287,565.60 | 22,331.85 | 27,486.45 | 260,079.15 |
| Keno FY 2022-23 | 981,475.00 | 26,626.50 | 53,667.30 | 927,807.70 |
| Capital Improvement Projects | | | | |
| FY 2020-21 Williams | 913,362.00 | - | - | 913,362.00 |
| FY 2021-22 Bookmobile | 450,000.00 | - | - | 450,000.00 |
| FY 2022-23 Bennett Martin Elevator 1-4 | 200,000.00 | - | - | 200,000.00 |
| FY 2022-23 Gere/Bethany Parking Lot | 240,000.00 | - | - | 240,000.00 |
| FY 2022-23 Branch Improvements | 200,000.00 | - | - | 200,000.00 |

Foundation

for Lincoln City Libraries

For our Libraries. For our future.

Foundation for Lincoln City Libraries Nominating Committee Report 2023 Slate of Trustee Nominations

The Foundation for Lincoln City Libraries Nominating Committee presents for approval by the Library Board the 2023 nomination slate for new FLCL Trustees:

Dutch Bell, Pinnacle Bank

My name is Dutch Bell. I was born in Texas, but I call Nebraska home. Our family moved to West Point when I was in second grade and later moved to Hooper. I then moved to Lincoln to attend UNL. I have been with Pinnacle Bank now for over eight years where I am currently a branch manager. It has given me great opportunity to meet such wonderful people in our community. I really enjoy being a part of our community and finding ways to be involved. I have been through numerous leadership programs and really enjoy listening and learning from others.

I have been married to my wonderful wife since 2020, and we just celebrated our son's first birthday. We believe in the power of reading and love to read to our son daily. We love to explore whether that is travel, trying new foods, or diving into a documentary or book.

I spent a large portion of my childhood at the public library with limited resources at home including internet, and I know the importance that Libraries can make in various aspects. We also work with a lot of people that utilize the Library daily, and it really shows the importance of what our Libraries do for the community. I look forward to being a part of such a valuable foundation.

Susan Ferris, Realtor

Hello! Thank you for considering me for service to the Foundation for Lincoln City Libraries. I would be pleased to be a member.

I am a Sioux City, Iowa native, and my fondest childhood memories are of my trips to the small branch library in my neighborhood. I was allowed to ride my bike and bring home as many books as my bike basket would hold as often as I liked.

By education, I have a Bachelor of Science degree in Medical Technology from UNMC. This is from 1978, before technology was even a glimmer of being the tools of today. I have reasonable technology skills, not great, but believe wholeheartedly that knowledge is power. I love the level playing field that public libraries offer to anyone that wants to learn anything.

In 1980, I married my husband Michael and we moved to Grand Rapids, Michigan, and then to San Francisco for his medical training as an Ear, Nose and Throat physician. We moved to Fond du Lac, Wisconsin to start his first practice, until we moved to Lincoln in 1993 for him to work in a larger practice setting.

We raised our four children here and have been empty nesters for about 15 years. My husband is retired and currently serving on three local boards. While he was working and I was at home, I was heavily involved in volunteering at my children's schools and in various local service organizations. I've been the President of the local board for TeamMates, the booster club board Fastbreakers at UNL, and for the Lancaster County Medical Alliance. The LCMA is a volunteer organization that did countless health related projects and some legislative advocacy. Our voices were unique in that we could discuss health related proposals with Nebraska legislators on how they would impact our families while also having first hand knowledge from our physician spouses who could report on the impact to providing the patient care.

In 2008, I tried my hand as a Realtor and found a great fit. I am a relationship-based person and big picture thinker. My goal in my work is never to sell anything, but to educate and guide my clients so that they know that they have made a solid and informed decision. My daughter Jenna moved back to Lincoln in 2016. She became my partner and helped me grow to a small team of six agents. Today I am working less and she has taken the leadership role for our team. It's a good time for me to return to more community involvement that my work schedule rarely allowed.

My favorite thing about board service is learning about the organization, it's issues, it's systems, it's service to the community. I like to look at the volunteer experience, specifically how volunteers are recruited, trained, and maintained. I enjoy hearing a wide range of voices and experiences and hope that this board has members with a broad representation of our community at large.

In addition to our daughter Jenna, our son Tom is an engineering professor at Texas A&M, our son Adam runs a print shop in Vancouver, BC, Canada, and our son Grant has a Master's in Music from San Francisco Conservatory and lives in Nashville. Michael and I have been married 43 years in March, we have four grandchildren and one on the way. We enjoy travel in a small motorhome, mostly to visit our kids. I love to cook and I am a pretty serious knitter. I've enjoyed membership in a book club of very bright and dedicated readers since 1993.

Doug Emery, Retired

Doug Emery Resume: I am a lifetime Lincoln resident and a longtime user of the Lincoln Library system. I am a graduate of Lincoln Public Schools and I attended the University of Nebraska. I spent 5 years in the United States Army, stationed in Germany, and Nebraska National Guard. I worked for the United States Postal Service for 35 years and held many management positions retiring as the Postmaster of Lincoln. I was the City Council

representative for NE Lincoln for 8 years and truly loved serving the citizens of the area of Lincoln that I have spent virtually my entire life.

I am currently an International Technical Official for the International Boxing Association and have spent 40+ years in boxing. I have represented the United States at boxing events including the Olympics and 9 World Championships. I now travel for IBA to train and evaluate officials around the world.

I am married to Denise and have two children and three grandchildren. I love to read and am in our libraries at least once a week. I have actively led and been part of a group that has worked to keep Bethany library open and to ensure that NE Lincoln has equitable facilities with all of the other quadrants. One of my proudest accomplishments as a member of the City Council was making sure the library budget was not reduced.

Judy Harvey, University of Nebraska-Lincoln

My name is Judy Harvey and I am excited to volunteer to serve on the Board of Trustees for Lincoln City Libraries. I am a speech language pathologist and work at the University of Nebraska – Lincoln. My teaching and research interests include the cognitive aspects of communication and language. In addition to my full-time job as UNL faculty, I work part time as a speech therapist at Madonna Rehabilitation Hospital. I have board experience as a member and officer on the Nebraska Speech Language and Hearing Association and on the board of the Brain Injury Alliance of Nebraska.

My husband, Matt, and I live in Lincoln with our fierce little tabby, ThunderCat. I have been a card-carrying member of Lincoln City Libraries for thirty years. My “home” library is the South Branch. Any day you stop in there you’ll observe someone reading at the well-lighted tables, parents and kids stuffing bookbags full, people using computers, and patrons reading available newspapers, as well as those checking out books and videos. I truly appreciate this community and I can’t think of a better place to volunteer time and energy.

Ann Stewart, Library Assistant

Ann taught Elementary Special Education for 25 Years with Lincoln Public Schools, working with a variety of ages and disabilities. Ann retired in 2016 and later participated in the Leadership Lincoln Training (2018). Ann has helped with her family’s foundation for the past 35 years, making contributions to nonprofits of all varieties. Ann did foster care for about 6 years, parenting and working with families with some very challenging circumstances. Ann is the trustee of her dad's trust and trustee/POA for her mother, Jo. Ann currently works for the Nebraska State Library (law library for the supreme court and court of appeals) as an assistant, not a librarian. She is looking forward to being part of the FLCL.

DIGITAL SOLUTIONS AGREEMENT

| Customer Details | | Order Terms | |
|--------------------------|--|-----------------------------------|--|
| Customer: | City of Lincoln | Product Solution: | Library Website |
| Primary Contact: | Traci Glass | Project Number: | 22-132 |
| Title: | Assistant Library Director | Estimated Delivery Timing: | 36 Weeks |
| Email: | tglass@lincoln.ne.gov | License Term: | Four (4) years |
| Telephone: | 402.441.8500 | Payment Terms: | Net 30 days from Invoice, <input type="checkbox"/> CAD <input checked="" type="checkbox"/> USD |
| Address: | 440 S. 8 th St. STE 200 Lincoln, NE 68508 | Quote Expiry Date: | 12/6/2022 |
| Send Invoices to: | finance@lincoln.ne.gov | Account Executive: | Matt Hays |
| | | Account Executive Email: | Matthew.hays@ghd.com |
| | | Account Executive Phone: | 720.812.2418 |

Purpose

Lincoln City Libraries intends to contract with a Contractor to work cooperatively with Library staff, as well as select community stakeholders, and the Library Board as appropriate to create a new, intuitive, modern website that will incorporate the Library's brand.

Statement of Work

| Service/Feature | Description | Implementation Fees | Annual Fees |
|------------------------------|--|---------------------|-------------|
| Project Management | <ul style="list-style-type: none"> Preparation of Agendas/Minutes for Kickoff and all weekly meetings (MS Teams) Preparation of project agreements and invoice Scope, schedule, quality, and risk management activities | Included | |
| Full Sitemap Development | <ul style="list-style-type: none"> Public Engagement in website navigation design via the Treejack platform Information Architect to create first draft sitemap based on a review of Analytics, existing website, and best practices in navigation and user experience One (1) presentation to staff of draft sitemap, including an overview of website navigation best practices Information Architect to work through sitemap revisions with you to obtain the final version (up to 3 rounds of revisions) | Included | |
| Writing for the Web Training | <ul style="list-style-type: none"> Includes writing style guide Includes review of a page for each writer (up to 8 pages) GHD will provide a folder structure containing Word documents representing each page per the approved sitemap GHD will provide a content schedule for organizing content contributors | Included | |
| Content Writing | GHD can provide writing/editing services if the Library requires them. Upon completion of the sitemap and review of existing content, a quote can be provided. Optionally, GHD can provide these services on a time and materials basis with a maximum budget. | Included | |
| Wireframe Design | <p>GHD will create a wireframe design of the new intranet. The wireframe will use the findings from the engagement and sitemap phases to ensure it meets the needs of the organization at go-live.</p> <ul style="list-style-type: none"> Creation of two (2) low-res wireframe design concepts for the homepage template Creation of two (2) low-res wireframe design concepts for the interior page and drop-down menu Up to three (2) rounds of revisions for all concepts | Included | |
| Design | <ul style="list-style-type: none"> Review branding guidelines, photos, and website likes/dislikes Creation of one (1) High fidelity design concept for homepage template Creation of one (1) High fidelity design concept for each of interior page and drop- down menu Interior page design includes design of text styles, tables, emphasis, buttons, block- quotes, accordion foldouts, sub-navigation menu, and two (2) layout builder components | Included | |

| | | | |
|---|--|-----------------|-----------------|
| | <ul style="list-style-type: none"> Up to five (5) rounds of revisions for all concepts | | |
| Install & Configure CMS and Core Modules, CSS | <ul style="list-style-type: none"> CSS & template development of approved website designs into responsive templates <p>Also includes:</p> <ul style="list-style-type: none"> Setup and configure CMS Setup and configure core modules | Included | |
| Reusable Microsite Template | <p>One (1) High fidelity design concept based on the existing main site for one (1) re-usable landing page template and one (1) associated interior page template</p> <ul style="list-style-type: none"> Up to three (3) rounds of revisions CSS and template development of approved landing page design Template and menu configuration | Included | |
| Content Writing/Editing & Migration | <ul style="list-style-type: none"> Client to complete content writing in the Word documents and file structure provided by GHD GHD to import content into the completed website using an import script Client to review content after import to clean up the formatting, add embedded media, and build Layout Builder structures | Included | |
| CMS Training (instructor-led in-person) | <ul style="list-style-type: none"> 2 days of instructor-led training Recording of the training session and access to online manuals Up to 6 hours of post-training support from your trainer | Included | |
| SirsiDynix Integration _ Require access to SirsiDynix | <ul style="list-style-type: none"> Pull from and display book river Integrate main site search with the library catalog | Included | |
| Secure Pages Module | | Included | |
| Additional Integrations with 3d Party Applications | <ul style="list-style-type: none"> Cost to be determined in the Technical Needs Assessment stage for integration (i.e., Forms search, other third-party applications) No cost for linking out or embedding third-party applications | TBD | |
| Quality Assurance Testing | <ul style="list-style-type: none"> Template verification against approved designs and WCAG 2.0 level AA guidelines Review responsive handling on various screen sizes Browser testing Module verification CMS verification | Included | |
| Pre-Go Live Reports | <ul style="list-style-type: none"> Reports on Broken Links, Spelling and Accessibility. Includes initial scan and one (1) re-scan | Included | |
| Go Live | <ul style="list-style-type: none"> Creation and review of the Go Live Plan DNS Changes, Setup redirects (max 250) Testing and verification | Included | |
| Website Hosting and Unlimited User License | | | \$4,980 |
| Form Builder Premium | | | \$5,900 |
| Secure Pages Module | | | \$2,700 |
| Premium Product Support | | | \$2,800 |
| SSL Certificate (https://) | | | FREE |
| Google Site Search | | | \$1,200 |
| TOTAL | | \$92,335 | \$16,380 |

Expenses

| Service/Feature | Description | Implementation Fees | Annual Fees |
|-------------------------------|--|-----------------------|-------------|
| GHD staff travel | <p>GHD staff will travel to the head offices of the City of Lincoln Library for the following project items:</p> <ul style="list-style-type: none"> Project Kick-Off Design/Concept presentation CMS Training | Not to exceed \$4,000 | N/A |
| OPTIONAL: CMS Training Onsite | | \$3,500 | N/A |

Optional

| Service/Feature | Description | Implementation Fees | Annual Fees | Included? |
|--|---|--|-------------|-----------|
| LDAP/Active Directory/Azure AD Integration | <ul style="list-style-type: none"> Integration with Active Directory to provide access to secure areas of the site without the need for further login once on the organization's network. (integrated with content manager accounts) | \$4,500 | \$1,500 | |
| Parser Training | <ul style="list-style-type: none"> Client-owned or licensed applications hosted on a different site or server can use our parsing technology to integrate with the website's look and feel. The main benefit of this is that it is a seamless user experience, and the client maintains control of their applications. | \$5,500 | N/A | |
| Intranet | <ul style="list-style-type: none"> This add-on option involves the creation of a separate website with access restricted to staff via a user account or through Active Directory (ADFS or SAML) integration. Any staff members that are in your Active Directory would not be required to log in to the intranet once they have signed on to your network, as their credentials are passed seamlessly to the intranet site. This option requires a significant budget as it involves the creation of a standalone site, involving a similar amount of effort as the creation of the public sites. The technical needs assessment included in the scope of work for the project will encompass the specific requirements for the intranet site, including scope, cost, and integration with third-party applications. GHD Services Inc. City of Lincoln Fee Proposal 6 The advantage of this option is that the administration and management of the content are all done through the same CMS platform (segregated by the organization), meaning that internal users do not need to learn and maintain a separate software system. Also, as the site design will be based on the new website's look and feel, staff will have a smooth transition from the public site to the intranet. | \$25,00 - \$40,000 (exact cost determined in technical discovery) | TBD | |
| Accessible Document Remediation | <ul style="list-style-type: none"> To ensure compliance our team can provide remediation services for the content on your website at launch and on an ongoing basis. | TBD based on the volume of content | N/A | |

Acceptance Criteria

Final sign-off and approval by the City Library of all project deliverables.

Delivery Schedule

The schedule will be provided upon approval of this Statement of Work. A project of this nature is typically completed within 26 weeks, subject to provision approvals, content, or other necessary materials required for the completion and launch of the website.

Exclusions and Assumptions

Any work not specified in the Description of Services above.

Payment Schedule

An invoice will be issued to the Customer by GHD for all Implementation or One-Time fees upon completion of work (Effective Date) as follows:
100% of project Implementation Fee upon satisfactory completion of project deliverables.

An invoice will be issued to the Customer by GHD for 1 Year's Annual fees when GHD makes the available Product to Customer ("Estimated Delivery Timing"). DSA does not include applicable taxes.



Change Requests

The fees quoted are based on GHD executing the services on a specific, mutually agreed upon, schedule that allows both GHD and Customer reasonable time to perform their tasks. Any deviation from the scope or schedule could result in corresponding changes to the estimated price, dates, responsibilities, or other provisions of the project. Changes that have a material impact on any of the foregoing will be accommodated with a Change Order form or a separate Statement of Work as deemed appropriate by both parties. GHD will make reasonable efforts to mitigate the costs associated with the change, with the Customer bearing only that portion of costs that cannot be mitigated or otherwise avoided.

GHD's Terms and Conditions are applicable to this Digital Solutions Agreement and incorporated herein by reference. The offer to perform the Statement of Work for the fees quoted shall expire if not accepted and signed by an authorized representative of Customer on Quote Expiry Date.

IN WITNESS WHEREOF, GHD and Customer have caused this Agreement to be executed by their authorized representatives as of the date of last signature below ("**Effective Date**").

Customer

Print name
Print title
Click or tap to enter a date.

GHD Digital

Ali Carden, PMP | A GHD Principal
**Vice President & Global Practice Director,
Products and Platforms**
Click or tap to enter a date.

Terms and Conditions

1. Products. (a) GHD Digital, together with any GHD Digital vendors (hereinafter "**GHD**") shall grant the Customer as identified in the Digital Solutions Agreement ("**DSA**") a limited license to use or access GHD's digital solutions (hereinafter the "**Products**") which are identified and described by the DSA. The DSA shall be governed by these terms and conditions and any documents incorporated by reference (the "**Terms**"; together with the DSA, the "**Agreement**") "GHD" together with Customer, shall be referred individually as a "**Party**" and jointly as the "**Parties**". (b) Customer acknowledges GHD may utilize vendors to process data or provide additional functionality to Products. "**GHD vendors**" as used herein means the third parties involved in providing any portion of the Products subject to these Terms. (c) Customer agrees to require their Authorized End Users to accept an end user license agreement provided by Customer which conforms to the terms of this Agreement (the "**End User License Agreement**"). "**Authorized End Users**" shall mean Administrative Users and Public Users. "**Administrative Users**" shall mean any of Customer's employees, representatives, consultants, contractors, or agents who are authorized to use the Product and have been supplied user identifications and passwords by Customer or on Customer's behalf to use or otherwise access the Products in the manner permitted by this Agreement. "**Public Users**" shall mean any individuals not affiliated with Customer, such as members of the public, authorized by Customer to use or otherwise access the Products in the manner permitted by this Agreement.

2. Proprietary Rights. (a) "**IP**" means all intellectual property throughout the world, including: (i) copyrights, derivative software and products, graphical user interfaces, screen layouts, trade secrets, trademarks and service marks (including all goodwill), domain names, social media sites, patents, inventions, modifications, improvements, customizations, bug fixes, upgrades, designs, logos and trade dress, moral rights, publicity rights, and privacy rights. "**Intellectual Property Rights**" means all rights in the IP whether existing under statute or at common law or equity, now or hereafter recognized and (ii) any application or right to apply for any of the rights referred to herein and all renewals, extensions, and restorations of the foregoing. Each Party shall retain ownership of their IP and Intellectual Property Rights existing as of the Effective Date, or developed or acquired independently of this Agreement, and nothing in this Agreement shall assign any ownership thereof to the other Party. (b) Customer retains all ownership of any IP owned by Customer prior to the date of this Agreement or created by Customer during the term of this Agreement. (c) Customer acknowledges that all IP in the Products other than the IP provided by Customer is the property of GHD and that all, GHD domains, designs, templates, formats, pricing, documentation, manuals, software listings, source code, or object code relating to the Products may constitute trade secret, proprietary and/or confidential information of GHD. However, GHD grants to Customer and Authorized End Users a nonexclusive, nontransferable, non-sublicensable, revocable license to use and access the Products, pursuant to the terms of this Agreement and End User License Agreement, as applicable. (d) Customer's exposure to the Products may result in Customer developing or suggesting IP or other improvements or changes related to the Products ("**Feedback**"). Customer grants to GHD a worldwide, perpetual, irrevocable, royalty-free license to use, distribute, disclose, and make and incorporate into its services any suggestion, enhancement request, recommendation, correction or other Feedback provided by Customer or Authorized End Users relating to the operation of GHD's Products or ancillary software. (e) With Customer's prior written consent, GHD may use Customer's name, logo, and/or trademark in connection with certain promotional materials, including software brochures, websites, press releases, advertising, and other materials promoting the Products, which GHD may disseminate to the public. Customer may withdraw authorization for such use at any time by providing thirty (30) days written notice as provided in Section 23 below.

3. Data Use. (a) As between the Parties, Customer owns all right, title, and interest, including all Intellectual Property Rights, in and to Customer Data. "**Customer Data**" shall mean Customer's information, data, and other content, in any form or medium, that is submitted, posted, or otherwise transmitted by or on behalf of a Customer or Authorized End Users. Customer shall be responsible for, and GHD may rely upon, the accuracy and completeness of all requirements, programs, instructions, reports, data, and other information furnished by Customer to GHD pursuant to this Agreement. As necessary to provide Product to Customer, Customer grants to GHD a non-exclusive, royalty-free, perpetual, irrevocable, worldwide license to access, revise, reproduce, distribute, host, store, manage, process, display, and otherwise use Customer Data and perform all acts with respect to Customer Data, as necessary to

provide the Products to Customer, prevent or address Customer's technical problems with the Products, and meet all other purposes for Customer set forth herein. GHD shall have no obligation to validate any contents of the Customer Data for content, correctness, usability, or for any other purpose. Customer shall comply with any reasonable demand by GHD to correct, discontinue, or remedy any violation of applicable laws or regulations pertaining to the Customer Data. (b) Customer agrees that GHD may use Customer Data to add insight, analytics, and data science to the Products and/or to provide or suggest additional solutions and services to Customer. (c) Notwithstanding anything to the contrary in this Agreement, GHD may monitor Customer's and each Authorized End User's use of the Products and collect, compile, and use Aggregated Statistics. "**Aggregated Statistics**" shall mean Customer Data and information related to or derived from Customer's and each Authorized End User's use of the Products that: (i) is anonymized and presented in a way which does not reveal Customer's identity; and (ii) may be combined with historical or recent data and information of other customers or additional data sources. GHD may reproduce, distribute, display, make publicly available, and otherwise use the Aggregated Statistics for any business purpose, during and after the term of this Agreement, such as for creating solutions and Products for other GHD customers, provided that neither Customer nor Authorized End Users shall be identified as the source of any Aggregated Statistics. As between GHD, Customer, and each Authorized End User, all right, title, and interest in Aggregated Statistics belong to and are retained solely by GHD. (d) Customer agrees Customer Data will be stored by GHD within the Customer's country of origins borders.

4. Data Protection. (a) Customer agrees that GHD may store some or all Customer Data on GHD systems which may run on a third party cloud storage provider, including but not limited to Azure Cloud. (b) Customer represents and warrants that it has obtained and/or owns all rights, permissions, and consents necessary in the Customer Data and Authorized End Users' information necessary to meet all purposes and relevant obligations set forth herein. (c) If GHD receives, has possession or custody of, access to, or control over, any Customer Data which includes Personal Information then GHD represents it will comply with all applicable laws and regulations in connection with its receipt, use, handling, Processing, access to and storage of Personal Information. "**Personal Information**" means information Customer (directly or indirectly, including through another party) shares with, discloses to, allows, or provides access to GHD, that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household, or as "Personal Information" may otherwise be defined by law. "**Processing**" means any operation or set of operations that are performed on data or on sets of data, whether or not by automated means. GHD's Personal Information Processing Addendum is located at ghd.com/en/resources/trustcenter/PersonalInformationProcessingAddendum_1_0.pdf is incorporated into this Agreement.

5. Data Retention. (a) Unless set forth otherwise in the DSA, GHD shall retain Customer Data on GHD systems for seven (7) years from the expiration or termination of this Agreement ("**Retention Date**"), after which time GHD shall be permitted to (but not obligated to) remove such Customer Data from GHD systems. Prior to the Retention Date, Customer may download such Customer Data in a mutually agreed format at a cost to be determined, or Customer will be subject to a monthly fee to extend the Retention Date. (b) A data destruction certificate certifying Customer Data (not including Aggregated Statistics) has been destroyed from GHD hardware and software shall be provided at the Customer's written request at a cost of five hundred (\$500) dollars, in the currency set forth in the DSA. (c) GHD maintains a daily backup of its systems for thirty (30) days. In certain circumstances, it may be possible to restore data that has been inadvertently deleted by Customer. A request to restore data can be made to Customer support. Fees may be applied to restore deleted content.

6. Data Security. GHD will maintain industry standard administrative, technical, and physical safeguards, including but not limited to PCI DSS and ISO 27001 compliance, to protect the security and privacy of Customer Data, in use, in transit, and at rest. These safeguards include, but are not limited to, implementation of adequate privacy and security policies and data breach response plans that comply with industry standards and the requirements of applicable laws and the regulatory agencies responsible for enforcing them. If either Party becomes aware of any unauthorized access to or breach of the Products which includes Customer Data ("**Security Incident**"), such Party will promptly notify the other in writing of the Security Incident and include the following information: (i) the nature of the Personal Information compromised and how the Security Incident occurred; (ii) the timing of the Security Incident; (iii) the steps taken by the impacted Party to resolve the Security Incident; and

(iv) the measures to be undertaken and implemented to prevent a reoccurrence of the Security Incident. GHD agrees to abide by its data security outlined in its privacy policy published at ghd.com/en/privacy-policy.aspx. In the event of a Security Incident, GHD reserves the right to shut down the Product(s) to protect the Parties with reasonable notice to Customer and with no liability to GHD for these or other remedial actions.

7. Term and Payment. (a) The term of the license granted to Customer shall be set forth in the DSA and shall continue until the Agreement is terminated or expires pursuant to Section 15. Unless otherwise provided for in the DSA, upon expiration of the initial term, the term will continue with automatic renewals for additional one (1) year terms, unless written notice of cancellation is delivered to GHD thirty (30) days prior to the expiration date. Each renewal term may include a price increase of the last month's Consumer Price Index as found on <https://www.statcan.gc.ca/en/start>. GHD will provide reasonable notice, 90 days or greater, to Customer of price increases. (b) GHD shall invoice Customer on a periodic basis for the applicable fees as set forth in the DSA. Customer agrees to pay such invoices within thirty (30) calendar days after the date of the applicable invoice. Unpaid invoices will be subject to a charge of one (1.0%) percent per month on any outstanding balance. (c) GHD shall provide Customer with notice of the unpaid invoices and if payment has not been made by Customer within thirty (30) days of such notice, GHD reserves the right without liability to suspend the Products or Customer's access to the Products. (d) In addition to specified rates or charges for the Products specified in the DSA, Customer shall pay all local, federal, and state/provincial sales tax, goods and services tax, value added tax, and other taxes applicable to the provision of the Products under this Agreement.

8. Customer Responsibilities. (a) Customer shall license all third-party software and obtain all hardware, at Customer's sole expense, that may be needed for Customer to operate the Products. (b) Customer shall abide by all laws, regulations, ordinances, and the Acceptable Use Policy ("AUP") set forth in Section 12. Customer assumes responsibility for all acts or omissions of its Authorized End Users and agrees to indemnify and hold GHD harmless from any claim howsoever arising from the acts or omissions of its Authorized End Users. (c) Customer shall comply with any demand by GHD to correct, discontinue, or remedy any violation of applicable laws, or regulations, pertaining to Customer Data or any other content collected or used by the Products. (d) Customer agrees to any limits on bandwidth and disk usage that may be set forth in the DSA. (e) Customer may subscribe and consent to receive outage notifications, release notes, and/or other marketing material from GHD. (f) Unless the Customer utilizes Single Sign On ("SSO") where Customer manages their own active directory, Customer will promptly provide to GHD a list of names and other requested information to register each Administrative User to use the Products. Each Administrative User will have a unique User ID for his or her access to the Products which cannot be shared nor transferred. Customer will adopt and maintain such security precautions for User IDs to prevent their disclosure to and use by unauthorized persons and will promptly take steps to remove access for such unauthorized persons and notify GHD if the security or integrity of a User ID or password has been compromised. Customer will promptly notify GHD in writing if any of its Administrative Users' use of the Products is being terminated unless Customer utilizes SSO where Customer manages their own active directory. The number of Administrative Users licensed shall be as set forth in the DSA. Customer may permanently reassign an Administrative User license from one individual to another individual by (1) notifying GHD of the Administrative User whose use of the Products is being terminated and (2) the individual to whom the Administrative User license will be reassigned. Each additional Administrative User may require an additional fee, the amount for which is specified in the DSA.

9. Change Order. Customer may request a modification to the DSA by written request to GHD. The requested changes will become effective only when a change order which describes the scope of the changes, the timing for the performance of any Services, and any fees resulting from the changes is executed by authorized representatives of both parties ("**Change Order**"). Upon execution, a Change Order will become part of this Agreement.

10. Product Customization. (i) GHD may provide services or Products and Product customization ("**Deliverables**") set forth in the DSA. (ii) In the event that the DSA provides Deliverables to Customer for evaluation or test purposes (e.g., demo, test, or trial-versions), the Customer's right to use such version is limited to (i) internal evaluation or test purposes by Customer and, where applicable, (ii) the time period specified by GHD during implementation planning ("**User Acceptance Testing**" or "**UAT**"). Any Productive Use is strictly prohibited. "**Productive Use**" means an environment in which Deliverables are used for Customer's business purposes and not for test purposes. All major

upgrades, modifications, and new systems must be tested by the appropriate users prior to installation of the software in production ("**Production**"). UAT plans include tests of all major functions, processes, and interfacing systems. Use of the Deliverables pursuant to this section may be subject to functional restrictions and any use is at the Customer's own risk. GHD disclaims all liability arising from use of the Deliverables during UAT. (iii) Unless otherwise provided, Customer shall inspect Deliverables and conduct an acceptance test for a period of time specified by GHD to accept Deliverables ("**Acceptance Period**"). Customer shall review and inspect the Deliverables and shall either (i) provide acceptance or (ii) provide GHD with notice that the Deliverables do not conform to the DSA ("**Deficiency**"). Within thirty (30) business days of such notice GHD will provide a response or a plan of remedial action to Customer's notice of Deficiency and extend the Acceptance Period. Failure to provide notice of acceptance or rejection or a Deficiency statement to GHD at the end of the Acceptance Period constitutes acceptance by Customer. Upon acceptance, an invoice will be issued for any annual fees due and for any unpaid one-time implementation fees per the DSA. In the event the Customer finds the Deliverables do not conform to the DSA, within ninety (90) business days following acceptance, GHD will take commercially reasonable steps to remedy the Deliverables. After ninety (90) business days, any Deficiencies in the Deliverables will be remedied by GHD using commercially reasonable efforts at Customer's expense to be billed on a time and material basis pursuant to a Change Order.

11. Equipment. GHD will not furnish equipment or materials necessary for the Product to Customer and its Authorized End Users, except as expressly provided in the DSA ("**Equipment**"). If Equipment is provided to Customer by GHD, all Equipment is the sole and exclusive property of GHD. Customer agrees to promptly deliver Equipment, at Customer's cost and risk of loss, to GHD at the end of the license term or earlier, as requested by GHD.

12. Acceptable Use Policy ("AUP") and End User License Agreement. Customer agrees to require its Authorized End Users to use the Product in accordance with GHD's AUP published at ghd.com/en/resources/trustcenter/AcceptableUsePolicy_1_0.pdf and incorporated into this Agreement. GHD reserves the right to make changes to the AUP without notice. In the event the Product is accessed by Authorized End Users including Public Users, Customer agrees to provide and maintain an End User Agreement. A sample End User Agreement can be provided upon request to be adopted and maintained by the Customer.

13. Third Party Integrations Fees. Product may be used by Customer in conjunction with one or more third party services. Customer's use of GHD's third-party services in conjunction with the Product may be subject to separate fees and terms by third parties and the functionality of third-party integrations may be limited by the availability of data sources from third parties and access to data sources from the third party's vendors. In the event Customer requests third party services be integrated into the Product, the Services required will be addressed through a Change Order, which will be subject to a third-party integration fee.

14. Default. Customer shall be in "**Default**" if (i) Customer or its Authorized End User breaches any of the terms of this Agreement, or the AUP, (ii) GHD has reasonable grounds to believe that Customer or an Authorized End User is in breach of this Agreement, or (iii) there is the institution by or against Customer of insolvency, receivership, bankruptcy proceedings or upon Customer ceasing to do business. If GHD reasonably believes Customer to be in Default, GHD shall provide Customer with notice of the nature of such Default. If the Default has not been cured by Customer within thirty (30) days of such notice, GHD shall have the right, at its sole discretion and without notice, to take such remedial actions as it deems appropriate, including without limitation: (i) suspending or terminating Customer's license to access the Products without liability for any losses or damages arising out of or in connection with such suspension or termination; (ii) restricting, downgrading, suspending, or terminating the subscription of, access to, or current or future use of the Products; (iii) removing any Customer Data that Customer or its Authorized End User has submitted, posted, or displayed; (iv) imposing other restrictions on Customer's use of any features or functions of the Products as GHD may consider appropriate in its sole discretion; and (v) any other corrective actions or penalties that may be available to GHD in law, equity, or contract.

15. Termination and Suspension. The provision of the Products shall expire as set forth in the DSA. Customer may not terminate this Agreement during the term of the license as set forth in the DSA without written authorization from GHD. Upon expiration or earlier termination of this Agreement, Customer shall immediately discontinue use of the Product. No expiration, termination, or suspension will affect Customer's obligation to pay all fees due pursuant to the

DSA. Customer shall have no right to a refund of any previously paid fees. Any suspension of access to the Products resulting from a Default shall not constitute a termination of the Agreement. Customer's access to the Products shall resume upon Customer no longer being in Default, and upon payment by Customer any costs directly related to the restoration of access to the Products.

16. Warranty. (a) GHD warrants the functionality of the Product as set forth in the SLA. (b) Customer understands that some of the features of the Products may be temporarily or permanently discontinued, changed, upgraded, improved, or limited, with reasonable notification to Customer. (c) Customer acknowledges that use of the Products is at Customer's own risk, except as otherwise provided herein. GHD is not responsible for protection or privacy of information transferred through the Internet or any other network Customer may utilize. Sensitive data may be protected with the use of encryption that does not violate any governing laws or regulations. Customer acknowledges that GHD has no control over and accepts no responsibility for Customer Data hosted by Customer. (D) EXCEPT AS EXPRESSLY SET OUT HEREIN, THE PRODUCTS ARE PROVIDED WITHOUT WARRANTIES, GUARANTIES, OR REPRESENTATIONS OF ANY KIND, EXPRESSED OR IMPLIED, AT COMMON LAW, BY COURSE OF CONDUCT OR USAGE IN THE TRADE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES REGARDING ACCURACY, COMPLETENESS, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR USE OR PERFORMANCE. GHD DOES NOT WARRANT THAT THE PRODUCTS WILL MEET ALL OF CUSTOMER'S REQUIREMENTS OR THAT IT WILL OPERATE IN ALL COMBINATIONS WHICH MAY BE SELECTED FOR USE BY CUSTOMER OR THAT THE OPERATION OF THE PRODUCTS WILL BE ERROR FREE OR UNINTERRUPTED OR THAT ANY DEFECTS IN THE PRODUCTS WILL BE CORRECTED OR THAT ANY DATA IS COMPLETE OR WHOLLY ACCURATE, OR THAT THE PRODUCTS WILL FUNCTION WITHOUT FAILURE OR INTERRUPTION. UPON CUSTOMER NOTIFYING GHD OF ANY ERRORS, BUGS, OR OTHER PROBLEMS IN THE PRODUCTS, GHD'S ONLY RESPONSIBILITY WILL BE TO PROVIDE COMMERCIAL REASONABLE EFFORTS TO CORRECT SUCH PROBLEMS TO THE EXTENT COMMERICALLY FEASIBLE.

17. Indemnification. (a) GHD agrees to indemnify and hold harmless Customer and its Authorized End Users from and against losses, damages, liabilities, and expenses (including reasonable legal fees, court costs, and costs of investigation) to the extent they are based on a claim that the Products infringe on any patent, copyright, trademark, or other intellectual property right of a third party; provided however, that GHD shall have no liability or obligation if the claim arises from (i) any alteration or modification to the Products by Customer or any third party not specifically authorized by GHD, (ii) any combination of the Products by Customer with other programs or data not furnished by GHD; or (iii) any use of the Products by Customer or its Authorized End Users that is prohibited by the Acceptable Use Policy or End User License Agreement (as applicable) or is otherwise outside the permitted use for which the Products are intended. (b) Notwithstanding anything to the contrary contained or implied herein, the GHD Indemnitees (defined below) shall have no liability for any damages, whatsoever relating to the tools, third party software, third party products, or any products or services not developed or provided by GHD. (c) Customer agrees to indemnify and hold harmless GHD, its parents, subsidiaries, affiliates, officers, directors, employees, agents, vendors, subcontractors, and any successors or assigns (together the "GHD Indemnitees") from and against any and all losses, damages, liabilities, and expenses (including reasonable legal fees, court costs, and costs of investigation) to the extent caused by (i) any negligence or willful misconduct of Customer, or (ii) any breach by Customer of the terms of this Agreement. GHD agrees to indemnify and hold harmless the Customer, its elected officials, officers, directors, employees, and agents (together the "Customer Indemnitees") from and against any and all losses, damages, liabilities, and expenses (including reasonable legal fees, court costs, and costs of investigation) to the extent caused by (i) any negligence or willful misconduct of GHD, its parents, subsidiaries, affiliates, officers, directors, employees, agents, vendors, subcontractors, and any successors or assigns (together the "GHD Indemnitors"), or (ii) any breach by GHD of the terms of this Agreement.

18. Limitation of Liability. (a) TO THE MAXIMUM EXTENT PERMITTED BY LAW, FOR ANY DAMAGE CAUSED BY NEGLIGENCE, INCLUDING ERRORS, OMISSIONS, OR OTHER ACTS; OR FOR ANY DAMAGES BASED IN CONTRACT; OR FOR ANY OTHER CAUSE OF ACTION OR THEORY OF LIABILITY; THE GHD INDEMNITEES' LIABILITY SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER TO GHD DURING THE TWELVE (12) FULL CALENDAR MONTHS IMMEDIATELY PRECEDING THE MONTH IN WHICH THE EVENT UPON WHICH LIABILITY IS PREDICATED FOR THE

PRODUCTS PROVIDED BY GHD HEREUNDER. (b) EXCEPT AS EXPRESSLY SET OUT HEREIN, THE GHD INDEMNITEES SHALL NOT BE LIABLE TO CUSTOMER, TO ANYONE CLAIMING BY, THROUGH OR UNDER CUSTOMER, OR TO ANY THIRD PARTY FOR ANY LIABILITY, EXPENSE, INJURY, CLAIM, PENALTY, FINE, INTEREST, OR CAUSE OF ACTION WHATSOEVER OR HOWSOEVER ARISING FROM , SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, OR FOR LOSS OF PROFIT OR REVENUES, BUSINESS INTERRUPTION, CONTRACT, GOODWILL, OR OTHER BUSINESS OR ECONOMIC LOSS, OR FOR LOST OR DAMAGED DATA, THE AVAILABILITY OF DATA, OR DAMAGE TO NETWORK, COMPUTER, SERVER, OR THE PRODUCTS. "NOTWITHSTANDING THE TERMS OF THIS SECTION, THE LIMITATION OF LIABILITY FOR THE RISKS DESCRIBED HEREIN WHICH ARE COVERED BY GHD'S INSURANCE POLICIES, SHALL BE EQUAL TO THE MINIMUM INSURANCE LIMITS SPECIFIED BY THIS AGREEMENT".

19. Dispute Resolution. Both Parties agree in good faith to attempt to resolve amicably, without litigation, any dispute arising out of or relating to this Agreement provided hereunder. The matter may be submitted to the judicial system set forth in Section 20, in which event all litigation and collection expenses, witness fees, court costs, and reasonable legal fees shall be paid to the prevailing Party.

20. Choice of Law. If Customer resides in the United States, the laws of the State of Nebraska shall govern this Agreement, without reference to conflicts of law rules or principle. If Customer reside in Canada the laws of the Province of Ontario and the laws of Canada applicable therein shall govern this Agreement. Both GHD and Customer specifically disclaim the application of the UN Convention on Contracts for the International Sale of Goods to the interpretation or enforcement of this Agreement. Customer shall bring any action, suit or other legal proceeding to enforce, directly or indirectly, this Agreement or any right based upon it exclusively in such courts.

21. Contracting Entity. The term GHD Digital used herein is a marketing name for the entities licensing the Product. For Customers located in the United States of America, the Product is licensed from GHD Services Inc, a Delaware corporation with offices at 2055 Niagara Falls Blvd., Niagara Falls, NY 14304, USA. For Customers located in the Canada, the Product is licensed from GHD Digital (Canada) Limited, formerly eSolutionsGroup Limited, an Ontario corporation with offices at 455 Phillip St., Waterloo, ON, N2L 3X2, CA.

22. Force Majeure. GHD will not be liable for any delay or failure to perform any obligation under this Agreement where the delay or failure results from any unforeseen or unavoidable cause reasonably beyond the affected Party's control ("Force Majeure"). Force Majeure may include, but is not limited to natural events, pandemic, labor, or civil disruption, governmental or legislative actions, or orders of any court or agency having jurisdiction of the Party's actions.

23. Notice. Notices pertaining to this Agreement shall be in writing and deemed to have been duly given if delivered by email to the respective Party's contact identified in the Agreement, or at such other address as may be changed by either Party by giving written notice thereof to the other. All notices to GHD pertaining to this Agreement shall be delivered to digital-legal@ghd.com.

24. Insurance. GHD agrees to carry throughout the Term of this Agreement insurance coverage appropriate to its Products and Services. The certificates of insurance, incorporated herein by reference, confirm GHD's policy details for its commercial general liability, technology professional liability, and cyber liability insurance in effect at the Effective Date. Upon Customer's request, GHD will provide certificates of insurance, stating Customer as a certificate holder and required endorsements and waivers.

25. Service Levels. The Product will meet or exceed the minimum service level standards set out in the Service Level Agreement, subject to change without notice, published at ghd.com/en/resources/trustcenter/ServiceLevelAgreement_1_0.pdf and incorporated into this Agreement.

26. General. (a) Third Party beneficiaries. This Agreement does not and is not intended to confer any rights or remedies upon any person other than the Parties. (b) Waiver. No failure or delay by either Party in exercising any right, power or privilege hereunder will operate as a waiver thereof, nor will any single or partial exercise of any such right, power, or privilege preclude any other or further exercise thereof. (c) Successors and Assignment. Customer may not assign, sublet, or transfer any rights under or interest (including, but without limitation, monies that are due or may become due) in this Agreement without



the written consent of GHD. GHD shall not assign this Agreement without the written consent of the Customer, which shall not be unreasonably withheld. The obligations of the Parties under this Agreement will not terminate upon any attempted assignment that violates this Agreement. Any assignment or attempted assignment violating this Agreement is void. (d) Severability and Survival. The Parties agree that, in the event one or more of the provisions or a portion thereof of this Agreement should be declared void or unenforceable, the remaining provisions shall not be affected and shall continue in full force and effect. The Parties also agree that the obligations and representations, indemnifications, or limitations of liability contained within this Agreement shall survive the termination of this Agreement. (e) Authority. Customer represents and warrants that the individual accepting this Agreement is doing so with full

and complete authority to bind Customer on whose behalf they are acting to every term of this Agreement. Acceptance of this Agreement signifies that Customer has read and agrees with all terms and conditions referenced in this Agreement. (f) Entire Agreement. The DSA, these Terms, and any documents referenced in either document constitute the complete and final agreement between GHD and Customer regarding the subject matter hereof. This Agreement supersedes all prior or contemporaneous communications, representations, undertakings, or understandings of the Parties, whether oral or written, relating to the DSA or the Products. Modifications of this Agreement shall not be binding unless made in writing and signed by an authorized representative of each Party.



Proposal

Library Website Redesign (REBID) RFP 22-132

City of Lincoln

1 July 2022

→ The Power of Commitment





a. EXHIBIT 1

If your company meets the minimum requirements as listed in this RFP under Section **I. F. ESSENTIAL QUALIFICATIONS AND EXPERIENCE**, then please complete this form and include in the electronic response as indicated. Fill in your company name in the two areas listed below, sign and date.

I have read and understand the "ESSENTIAL QUALIFICATIONS AND EXPERIENCE" requirements as outlined. I declare that our company, GHD Services Inc. meets all said requirements in the capacity of the Company and not through the experience of our sub-contractors or staffs' experience acquired through previous employment at other companies.

GHD Services Inc. was identified as the Contractor/Provider contractually

responsible in contract agreements performing all the requirements as listed in the above referenced section of the RFP.

Further, our company understands and agrees that this form does not represent or replace any other submissions requested under Section **IV. Evaluation and Submittal Information, B., 2. for EXPERIENCE, PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS** for the evaluation. The

sole purpose of this form is to declare that our company meets the minimum qualifications and experience for acting in the capacity of the responsible party and to ascertain our company, regardless of sub- contractors and former experience of employees, is eligible for consideration in this RFP process.

I am an authorized signer to represent our company on this proclamation.

A handwritten signature in black ink, appearing to read "Michael", is written over a horizontal line.

7/1/2022

Authorized Company Representative

Date



B. LETTER OF INTEREST

GHD is pleased to submit a proposal for the design and development of a new library website for the **Lincoln City Library** (the Library).

As an organization with extensive experience providing enterprise websites and online systems to **over 500 public sector and library clients**, we specialize in website assessment, content auditing, information architecture and writing for the web. We aim to partner with our clients to create an audience and resource-based website, where people can easily identify themselves within the website menu and find the resources that they are looking for.

Libraries are focal points for the community; they are cultural centres that play a major role in creating a liveable, creative, and sustainable city.

We will align the project framework with the core priorities for your library, such as:

- Provide a seamless and integrated experience providing access to content and resources via a single, easy-to-use Library-branded online environment
- Improve the integration of Library catalogue and other content offerings with the primary domain
- Consistent, optimized browsing experience across all contemporary standard desktop and mobile devices, screen sizes and operating systems
- Help the Library to better promote the services you provide to the community

Your public library website serves the needs of a variety of different audiences. It caters to both readers and researchers, attracts potential library cardholders and event attendees. Your new website must be versatile and easy to use and be responsive to all devices whether it be a desktop, tablet or mobile.

We will ensure your website community feels connected to their library through intuitive and modern two-way digital communication that encourages feedback, clean, accessible design that promotes open government, and a lasting partnership that fosters a culture of positive digital change. We aim to make your website more intuitive with enhanced user experience, while providing efficiencies that streamline workflows and automate low-value, repetitive tasks.

We are thrilled at the chance to help the Lincoln City Library grow and evolve in this next step of digital transformation, for your web presence and beyond!

A handwritten signature in black ink, appearing to read "M. Hays".

Matthew Hays
Account Executive
Matthew.hays@ghd.com





CONTENTS

D. COMPANY INFORMATION

AREAS OF EXPERTISE

AWARDS *SHORTENED TO 2021 AND 2022 FOR BREVITY

E. DEVIATIONS, MODIFICATIONS, ADDITIONAL CHANGES

F. AGREEMENTS

EXPERIENCE, PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS - (SECTION 1 OF PROPOSAL RESPONSE) 4

A. SUMMARY OF PROPOSER'S EXPERIENCE 4

B. SUMMARY OF PROPOSER'S PROPOSED STAFF MANAGEMENT APPROACH
AND SUBCONTRACTORS 8

TECHNICAL PROPOSAL - (SECTION 2 OF PROPOSAL RESPONSE) 12

1. SCOPE OF WORK 12

2. PROJECT ENVIRONMENT 13

4. PROPOSED RESOLUTION 28

5. INNOVATION AND CREATIVITY 29

1. TECHNICAL CONSIDERATIONS 30

2. EVALUATE AND IDENTIFY POTENTIAL CHALLENGES 30

B. PROJECT WORK PLAN, MANAGEMENT, AND IMPLEMENTATION 31

1. WORK PLAN 31

2. PROJECT PLANNING AND MANAGEMENT 34

3. PERFORM IMPLEMENTATION 34

4. PROVIDE POST IMPLEMENTATION SUPPORT 35

C. DELIVERABLES AND COMPLETION 36

PROJECT SCHEDULE- (SECTION 3 OF PROPOSAL RESPONSE) 40

APPENDIX 1 – RESUMES 45

APPENDIX 2 – REFERENCES 56



D. COMPANY INFORMATION

i. Company name, address, and telephone number;

Name of Bidder: GHD Services Inc.

Local Office: 3807 South 148th Street, Omaha, Nebraska, 68144

Headquarters: 455 Phillip St, Waterloo, ON N2L 3X2

Telephone Number: 720.812.2418

GHD (formerly eSolutionsGroup) is one of the world's leading professional services companies. Established in 1928, we now operate globally with over 10,000 professionals operating out of more than 200 offices around the world. We have proven ourselves in the public space as a reliable, innovative and financially stable firm with global revenues of over \$2 billion last year.

Our Products & Platforms division, which will be working on this project, has approximately 160 employees, and has been providing digital solutions, mobile apps and websites to municipal governments for nearly 20 years with over 500 current municipal website clients.

Our website projects have won over 200 awards for our clients. We believe that our success is a result of collaboration with our clients and our clients' success. Our beliefs are rooted in our core values of **Integrity, Teamwork and Respect.**

AREAS OF EXPERTISE

Through a wide spectrum of websites, digital products and platforms, and consulting services, GHD delivers exceptional, award-winning results. Our experienced, diverse and collaborative team is well suited to be a trusted partner of this project. As an international, digital agency, we have established a reputation as municipal experts and have worked with all levels of the public and not-for-profit sector, including multiple libraries across North America.

Project Management

Our project managers (PMs) are responsible for keeping the project on time and on budget. GHD staff holds years of experience of delivering best practices in content strategies, appealing accessible and responsive design for our public sector clients. Our team follows the same high standards on every project to ensure that the following considerations are always well-defined and agreed upon:

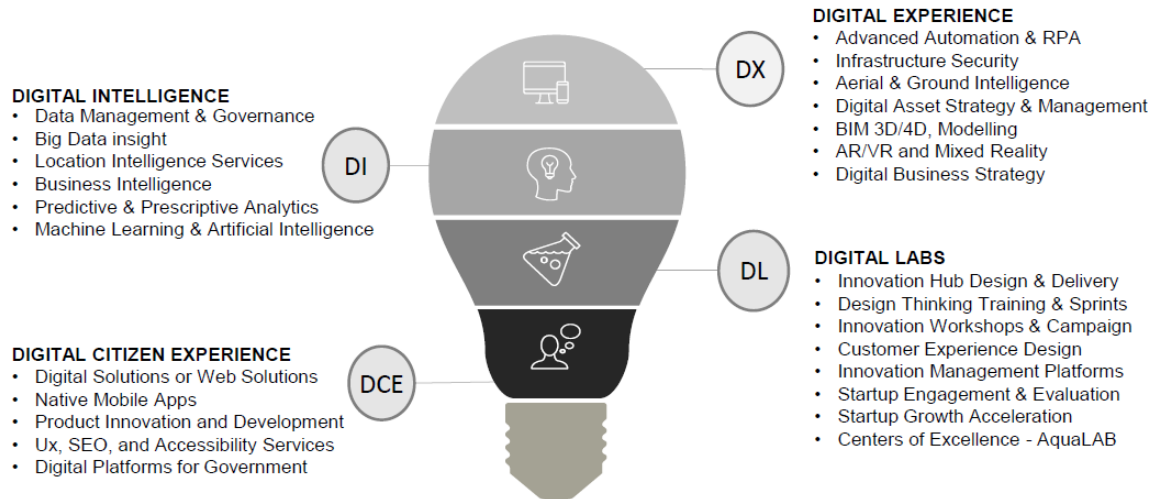
- Project scope and budget
- Roles and responsibilities
- Timeline and project schedule
- Milestones and deliverables
- Key performance indicators (KPIs)
- Change requests and mitigation

Website Development and Creative Services

Our internal creative team is made up of RGD experts (<https://www.rgd.ca/>) with decades of collective experience. Working to create website designs, branding material, logos, marketing campaigns, illustration, video production, animation and more, the team is always hard at work creating new and original content specific to your needs.



Our Practices and Capability Hubs





AWARDS *SHORTENED TO 2021 AND 2022 FOR BREVITY

As a testament to our clients' hard work and our partnership with our clients and the communities that we work in we are thrilled with the outcomes. We have been honoured to see our work help our clients achieve their objectives and achieve recognition from their peers through wins such as:

2021

2021 DotCOMM Award
Gold Winner

[Municipality of Wawa](#)

2021 DotCOMM Award
Gold Winner

[City of Yorkton](#)

2021 DotCOMM Award
Gold Winner

[City of Belleville](#)

2021 AVA Digital Award
Platinum Winner

[City of Port Colborne](#)

2021 AVA Digital Award
Platinum Winner

[Ontario Association of Chiefs of Police](#)

2021 AVA Digital Award
Gold Winner

[City of Yorkton](#)

2021 AVA Digital Award
Gold Winner

[Northland Power](#)

2021 AVA Digital Award
Gold Winner

[Municipality of Port Hope](#)

2021 AVA Digital Award
Honourable Mention

[Township of West Lincoln](#)

Hermes Creative Award
Platinum Award:

[Burns Lake Branding and Marketing Plan](#)

Hermes Creative Award
Gold Award

[Discover Brantford](#)

Hermes Creative Award
Gold Award

[Ontario Association of Chiefs of Police](#)

Apex Award
Grand Award

[County of Grand Prairie](#)

2022

2022 AVA Digital Award
Platinum Winner
[Northern Rockies Tourism](#)

2022 AVA Digital Award
Gold Winner

[Invest Windsor Essex](#)

2022 AVA Digital Award
Honourable Mention

[City of Kitchener](#)

2022 AVA Digital Award
Honourable Mention

[City of Medicine Hat](#)



E. DEVIATIONS, MODIFICATIONS, ADDITIONAL CHANGES

1. E-Verify: GHD cannot comply with E-Verify as services will be provided by team members located in the U.S. and Canada.

2. Insurance:

According to the insurance requirements, "*Deductibles/Retentions: Deductibles/Retentions above \$25,000.00 shall not be permitted unless written consent is given by the Owner prior to close of an RFP or bid, or upon execution of the Agreement if a formal bid or RFP is not issued.*" GHD Deductibles/Retentions are over \$25k and we need written consent by the Owner to proceed.



F. AGREEMENTS



Acceptance Criteria

Delivery Schedule

Schedule will be provided upon approval of this Statement of Work.

Exclusions and Assumptions

Payment Schedule

An invoice will be issued to the Customer by GHD for all Implementation or One-Time fees on signing (Effective Date).
An invoice will be issued to the Customer by GHD for 1 Year's Annual fees when GHD makes available the Product to Customer ("Estimated Delivery Timing"). DSA does not include applicable taxes.

Change Requests

The fees quoted are based on GHD executing the services on a specific, mutually agreed upon, schedule that allows both GHD and Customer reasonable time to perform their tasks. Any deviation from the scope or schedule could result in corresponding changes to the estimated price, dates, responsibilities, or other provisions of the project. Changes that have material impact to any of the foregoing will be accommodated with a Change Order form or a separate Statement of Work as deemed appropriate by both parties. GHD will make reasonable efforts to mitigate the costs associated with the change, with Customer bearing only that portion of costs that cannot be mitigated or otherwise avoided.

GHD's Terms and Conditions are applicable to this Digital Solutions Agreement and incorporated herein by reference. The offer to perform the Statement of Work for the fees quoted shall expire if not accepted and signed by an authorized representative of Customer on Quote Expiry Date.

IN WITNESS WHEREOF, GHD and Customer have caused this Agreement to be executed by their authorized representatives as of the date of last signature below ("Effective Date").

Customer

Print name
Print title
Click or tap to enter a date.

GHD Digital

Ali Carden, PMP | A GHD Principal
Vice President & Global Practice Director,
Products and Platforms
Click or tap to enter a date.

Terms and Conditions v.2 (4.20.2022)



| DIGITAL SOLUTIONS AGREEMENT | |
|---|---|
| Customer Details | Order Terms |
| Customer: [Enter customer name] | Product Solution: [Enter Product(s) name] |
| Primary Contact: [Enter contact name] | Project Number: [Enter BST Project number] |
| Title: [Enter job title] | Estimated Delivery Timing: [Enter number of weeks] |
| Email: [Enter email address] | License Term: [Enter Annual, 3 Year or 5 Year] |
| Telephone: [Enter telephone number] | Payment Terms: Net 30 days from invoice, <input type="checkbox"/> CAD <input type="checkbox"/> USD |
| Address: [Enter billing street address] | Quote Expiry Date: Click or tap to enter a date. |
| [Enter billing city, province/state address] | Account Executive: [Enter account exec name] |
| [Enter any billing postal code] | Account Executive Email: [Enter account exec email] |
| Send Invoices to: Enter billing email address here | Account Executive Phone: [Enter account exec phone] |
| Purpose | |

| Statement of Work | | | |
|-------------------|-------------|--------------------|------------|
| Service/Feature | Description | Implementation Fee | Annual Fee |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| TOTAL | | | |

| Optional | | | | |
|-----------------|-------------|--------------------|------------|-----------|
| Service/Feature | Description | Implementation Fee | Annual Fee | Included? |
| | | | | |
| | | | | |

EXPERIENCE, PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS - (SECTION 1 OF PROPOSAL RESPONSE)

A. SUMMARY OF PROPOSER'S EXPERIENCE

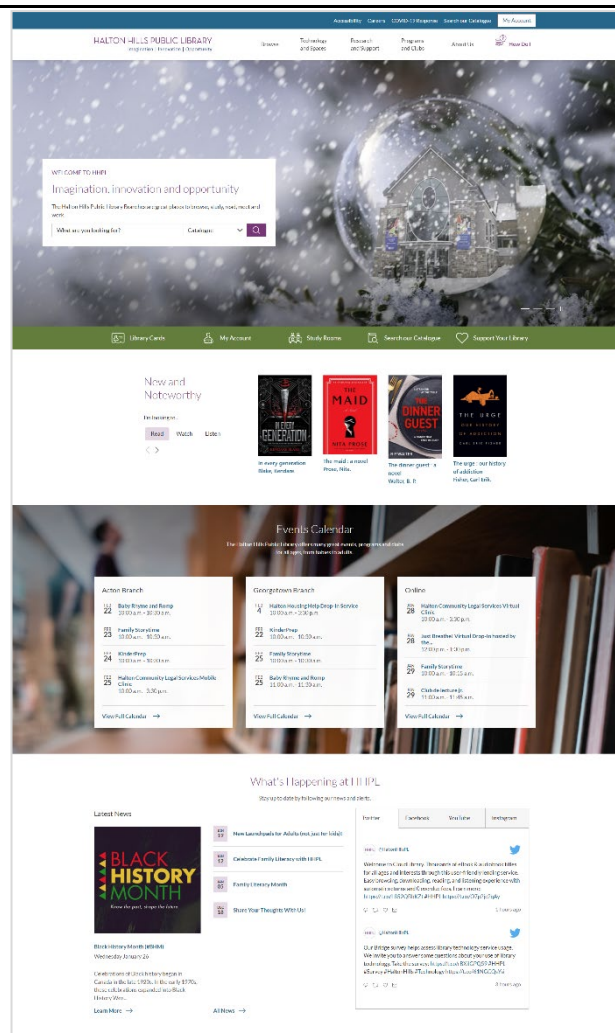
Please see below for a small sample of similar website projects.

Halton Hills Public Library | www.hhpl.on.ca
 Project ran from July 2018 – December 2018
 GHD was the prime Contractor

HALTON HILLS PUBLIC LIBRARY
 Imagination | Innovation | Opportunity

Brief Description:

- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web
- Governance and Social Media Policies
- Design
- Content Management System
- Room Booking application
- Program registration Calendar with eCommerce
- Integration to Encore Library Catalogue
- Form Builder with eCommerce integration
- Google Search
- Training
- Hosting



Peterborough Public Library |

www.ptbolibrary.ca/en/index.aspx

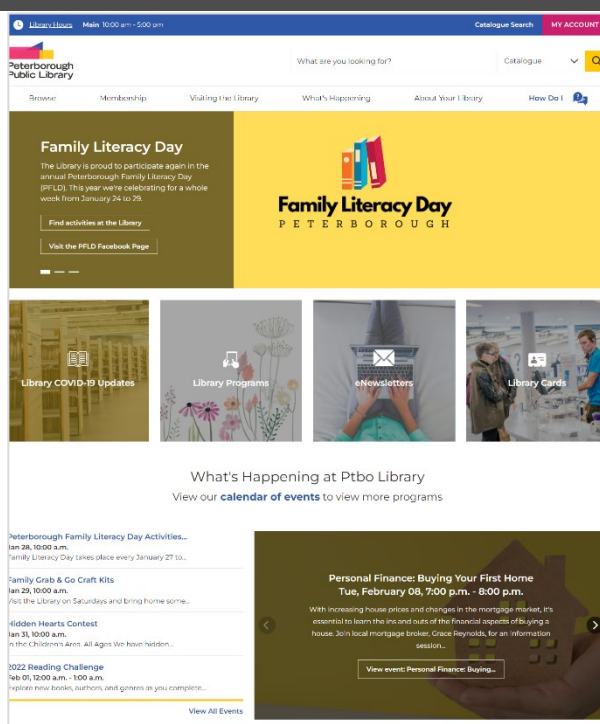
Project ran from July 2018 – January 2019

GHD was the prime Contractor



Brief Description:

- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web
- Governance and Social Media Policies
- Design
- Content Management System
- Room Booking application
- Program registration Calendar with eCommerce
- Integration to Encore Library Catalogue
- Form Builder with eCommerce integration
- Google Search
- Training
- Hosting



County of Brant Public Library | www.brantlibrary.ca

Project ran from June 2019 – December 2019

GHD was the prime Contractor



Brief Description:

- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web
- Design
- Content Management System



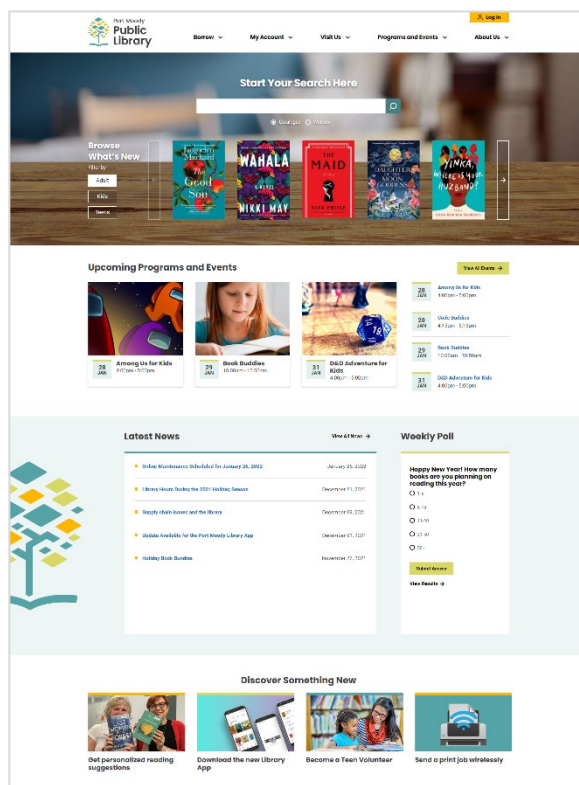
- Integration into Polaris
- Integration into TVs at facilities for viewing events
- Integration into Payment of fines
- Form Builder with eCommerce integration
- Book Club Module
- Google Search
- Training
- Hosting
- Intranet

Port Moody Public Library | www.portmoodylibrary.ca

GHD was the prime Contractor



- Logo Design
- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web Governance
- Design
- Content Management System
- Calendar with waitlist functionality
- Integration into SirsiDynix
- Integration to ADFS for logons
- Integration to OpenText
- Google Search
- Training
- Hosting

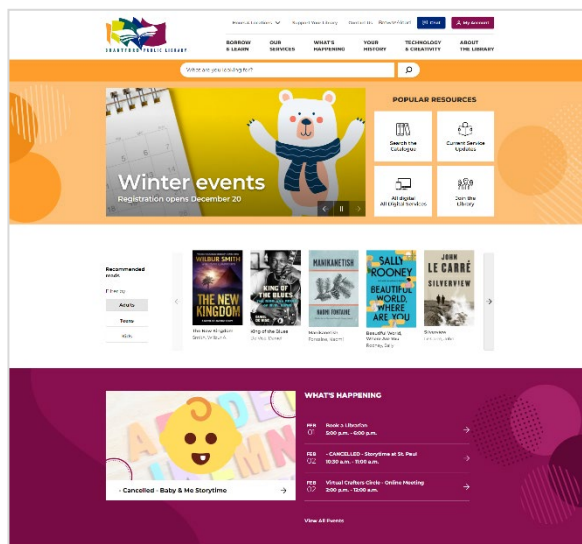


Brantford Public Library | www.brantfordlibrary.ca

GHD was the prime Contractor



- Logo Design
- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web Governance
- Design
- Content Management System
- Calendar with waitlist functionality
- Integration into Sirsidynix
- Integration to ADFS for logons
- Integration to OpenText
- Google Search
- Training
- Hosting

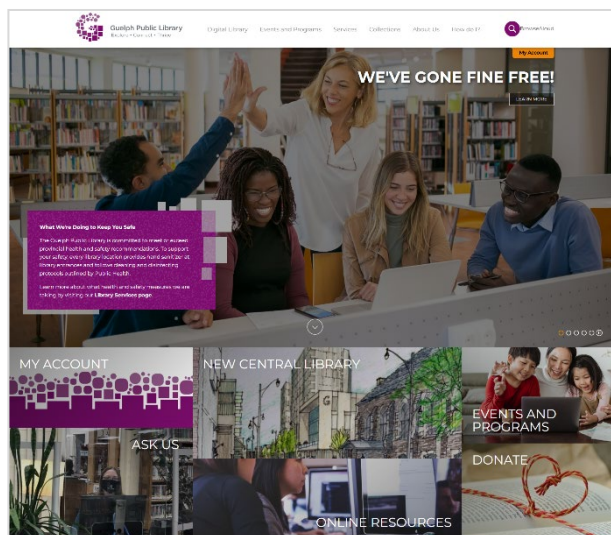


Guelph Public Library | www.guelphpl.ca

GHD was the prime Contractor



- Needs Assessment (internal, external)
- Budget considerations, including one-time and ongoing costs
- Focus Group on information architecture
- Writing for the Web
- Design
- Content Management System
- Integration into Polaris
- Integration into TVs at facilities for viewing events
- Integration into Payment of fines
- Form Builder with eCommerce integration
- Book Club Module
- Google Search
- Training
- Hosting
- Intranet





B.SUMMARY OF PROPOSER'S PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS

i. The Proposer shall present a detailed description of its proposed approach to the management of the project.

Our project will have both a Project Manager and Project Director. Your Project Manager will be responsible for the day-to-day management of the project scope, schedule, and budget and has the authority to make decisions to solve problems and adapt to changes in scope within defined limits. Our experienced project management team has worked extensively with public sector organizations to implement websites and other digital solutions, and are well equipped to identify risks, overcome challenges, and provide meaningful solutions to problems.

In the event that a challenge or change of scope extends beyond the Project Manager's limits of authority, they will involve your Project Director who is ultimately accountable for the overall success of the project. Project Directors have substantial limits of authority within GHD, and have earned their role through significant experience in our business and by achieving consistent positive outcomes in their projects. Throughout the project, your Project Director will regularly check in with you and your Project Manager to measure project progress, assist the Project Manager in proactively identifying risks and challenges, ensure our project delivery is aligned with your business objectives, and otherwise leverage their experience to ensure our project is a success.

GHD's project management approach is flexibly defined around the following steps:

- Definition of scope
- Definition of personnel
- Definition of timelines
- Definition of milestones
- Definition of KPIs (Key Performance Indicators)
- Assurance that all milestones are met
- Evaluation of KPIs with client

Philosophy of Project Planning

Our well proven 360° philosophy of project management is based on the view that each project is a part of pervasive and far reaching objectives held by our clients. By collaboratively defining objectives, envisioning winning strategies, and building well considered tactics to meet long-term goals, we help our clients maximize their ability to introduce and accomplish new objectives. This philosophy is founded on four structured questions:

Where are we now?

We gather crucial information to understand the current situation and the target ideas for each objective.

Where do we want to go?

Based on the gathered information, we define the best strategic course of action, identify project objectives and potential barriers, and then determine our tactical approach.

How are we going to get there?

Using progressive evaluation, we envision and execute action plans that are in-line with the defined goals and strategy. Action plans provide us with the information we need to define project roles, responsibilities, tasks, resources, timelines, and milestones.

How do we know we've arrived? How is success measured?

Follow up evaluations with our clients help assess key performance indicators against accomplishments and gather information for future directions. A process of evaluative reporting determines any next steps.

Typically, successful websites are easy to navigate by internal and external clients, provide optimal search retrieval, have optimized search engine functionality and are easy to maintain and update.



We work closely with the client team to establish key performance indicators to measure success. It is important that we establish how the website can contribute to the goals and objectives of the organization as the basis of developing meaningful performance measures.

ii. The Proposer shall provide information to substantiate that they have sufficient professional staff to meet proposed schedule. Identify the specific professionals who will work on the Owner's project if their company is awarded the contract resulting from this RFP. The names, job titles and relationship with the Contractor of the team proposed for assignment to the Owner's project should be identified in full, with a description of the team leadership, interface and support functions and reporting relationships. The primary work assigned to each person should also be identified.

We have provided brief bios for our proposed project team, detailing their experience with past projects of this nature, as well as notable credentials and accolades. All proposed personnel are available to work on this project for DECD. We also have additional qualified staff available should any replacements be required during the course of the project. Please refer to **Section 1.2.1 – Resumes** for complete profiles of all team members

Matthew Hays | Account Executive,



With 30 years of experience in operations management, project management, and systems improvement with governments and non-profits, Matt understands the unique environment for customers implementing technical projects. He applies his business and strategic planning knowledge to help customers choose the best products to serve their residents. Located in Denver, Colorado, he is responsible for the advancement of GHD – Digital with customers located in the Central United States. Matt joined GHD-Digital in May 2022.

Marnie Erjavec | Senior Project Manager



Marnie has over 20 years of experience successfully managing projects in both the public and private sector. She started off in Product Operations with BlackBerry but quickly realized that she had a knack for setting deadlines and objectives to attain a larger goal, that's where Project Management began. During this time with BlackBerry in such high demand she was credited with some of the company's most successful product launches globally. Marnie was given the opportunity to take on more complex projects with numerous global partners that expanded from certifications, supply chain, forecasting/projections, product/brand development and so much more. Running projects with multiple stakeholders, ranging from \$25k to \$1MM. After joining GHD in 2019, Marnie is a highly adaptable Senior Project Manager who thrives on new challenges and working in a fast-paced, environment. Extensive experience leading cross-functional, large-scale projects. She works well independently and excels when working with team members. Marnie embraces transparency and works with tenacity to build trust and value in her work. Having a background in both operations and project management, Marnie is well versed in ensuring that all client's needs are met while maintaining the project on budget, on time and identifying any risks if applicable.

Kaitlin Plue | Project Coordinator



ROLE: Project Management Support

Kaitlin is a Project Coordinator who helps maintain the project schedule and budget by coordinating day-to-day activities. Kaitlin uses her passion for helping others and her excellent communication skills to fulfil client-driven goals. After spending a year as the team lead on a website development project with GHD, Kaitlin took this knowledge along with her passion for project management to earn her Ontario College Graduate Certificate in Project Management, graduating first in her class with Presidents Honours. With experience being on the client-side of an GHD project, Kaitlin possesses a unique perspective along with a high level of understanding of GHD software and processes. She is now using her educational background to pursue her Certified Associate in Project Management certification from the Project Management Institute.

Jordan Arron | Solution Architect



ROLE: Website Solution Architect

Jordan Arron is a Solution Architect with GHD with over 15 years of experience in software development, 7 years in mobile app development and 12 years in integrations. As a solution architect, Jordan is responsible for designing, describing, and managing the solution engineering in relation to specific business problems. His main focus is on the technical decisions being made regarding the solution and how they impact the business outcomes.

Marc Trudel | Creative Director



ROLE: Website Creative Lead

Marc is a Creative Director at GHD. He brings experience, passion, and enthusiasm to his work. With 25 years of experience, Marc is responsible for the design of hundreds of website interfaces for clients in the fields of government, mining, technology, and health. His specialties include strong conceptual thinking; web and print design; photography; branding; concept-to-production development. Marc is a hands-on director who works closely with his team to effectively implement all aspects of each project. His goal for every client, big or small, is to surpass expectations and help create their online identity in the most creative and visually engaging way.

Oliver Ibanez | Front-End Developer & Internet Marketer



ROLE: Website User Interface/SEO/SEM Lead

As an accomplished Web Designer and Internet Marketer, Oliver has over 15 years' experience building, managing and promoting websites. With strong foundations in design, programming and internet marketing, Oliver is able to build highly intuitive, feature-rich websites with distinct emphasis given to conversions and traffic generation. As front-end developer Oliver constantly strives to stay ahead of the pack by analyzing the latest cutting-edge technologies, design techniques and how they can be applied to creating effective web user experiences. This includes responsive/mobile design, UI/UX design, web frameworks and coding advancements. Similarly, Oliver continuously reviews Google's latest algorithm updates, Search Engine Optimization techniques, Social Media strategies and traffic analysis in order to provide better advice and services to project stakeholders.

Sean Wyse | Information Architect



ROLE: Website Information Architect

As an Information Architect at GHD, Sean develops intuitive sitemaps, facilitates focus groups and provides guidance and feedback to our clients regarding proper web writing techniques, including how to create written content that meets accessibility standards. He has a passion for simplifying the complex and improving usability of digital services. Having earned a bachelor's degree in English from McMaster University, a Network Systems Technician Diploma from Mohawk College and a Teaching English Foreign Language Certification, Sean's knowledge covers a number of areas related to communications, content development and user experiences. His previous work experience in direct marketing has included helping clients realize their challenges and developing solutions to better connect with their customers.

Kimkhua Tran | Website Implementation Manager



ROLE: Website Development Lead

Kimkhua is the website Implementation Manager and a member of the Software Development team. Kimkhua is primarily responsible for website development scheduling and the successful innovative development and implementation of our websites.

Kimkhua manages and leads the web development team and ensures that the highest level of Quality is carried through the lifecycle of the project. She is the liaison between team members and external stakeholders such as senior management.

In addition to website development and implementation, Kimkhua has a strong background in custom web development, database driven applications, reporting services and queries, SharePoint Configuration and Administration and ERD Design.

With a background in Project Management Kimkhua is able to manage the scope, schedule, budget and quality of the project from start to finish. Kimkhua has valuable experience providing programming and process systems support in fast-paced, technical environments. Kimkhua's professional experience is reinforced by Ontario College Advanced Diploma in Computer Programmer and Analysis and Project Management Training from Conestoga College.

Jeremy Wolf, B. CS, B. Math | Quality Assurance / Security Specialist



ROLE: Quality Assurance

Jeremy Wolf is a member of the GHD Quality Assurance team since 12 years and is responsible for ensuring that company products and services achieve high levels of quality. This pursuit of better quality often involves meeting standards in a wide variety of different topics such as accessibility, performance, and security. As a quality assurance specialist, Jeremy is also responsible for investigating problems raised by clients and customer support and communicating with developers and other staff members to ensure that solutions to such problems are found.

Heathcliffe Hutchings | Technical Trainer & Support



ROLE: Training of Staff in use of Website Content Management Tools

Heath has over ten years' experience in technical training; joining GHD in 2011 he is the primary Technical Trainer / Training Developer covering the core line of web-based products offered. He has a proven ability to learn complex materials and repackage and present them in complete, easy-to-follow directions for clients of varying technical experience. He is also responsible for developing supporting materials, often unique to each client, pre- and post-training sessions. Heathcliffe's objective has always been to get clients comfortable and excited about using new software and technology. He strives to take the learning experience

beyond basic technical instruction and includes concept exploration and best practices in his training sessions; encouraging a positive environment where new users can openly discuss creative usage and functional implementation.

iii. Subcontractors

GHD confirms there will be no subcontractors used on this project.

TECHNICAL PROPOSAL - (SECTION 2 OF PROPOSAL RESPONSE)

The technical proposal section submission shall include each of the items listed below – See information regarding these categories in Section III. PROJECT INFORMATION. This requested submission information shall be subject to the maximum page count.

1. SCOPE OF WORK

The goals of the website redesign:

GHD understands the Library is seeking an experienced web application and design firm to redesign, develop, and implement a new mobile responsive website.

Based on your RFP, your goals include:

- a) Create an engaging, patron-centered website
- b) Better inform patrons and non-users about library programs, services and collections
- c) Provide easy functionality for staff to update and edit the site
- d) Streamline the website structure for easier navigation and content discovery
- e) Deliver dynamic content
- f) Modernize and enhance visual appeal and presentation
- g) Improve Search Engine Optimization (SEO)
- h) Implement responsive design
- i) Comply with accessibility standards

We will align our deliverables determine project success with the following guiding principles:

- **A future-ready organization with an agile culture** – GHD is committed to working with the Library to build a new, expertly designed, responsive, state-of-the-art website using the latest technologies. Your new website will be accessible across all devices and browsers.
- **Convenient, patron-centered services and programs** – at GHD we pride ourselves in developing patron-centered systems that help libraries simplify their internal processes while engaging the public. We look forward to providing these solutions to the Library.



- **A safe, welcoming, and equitable system** – GHD has a wealth of expertise in accessible website design and implementation. We will provide the Library with writing for the web training to ensure that your site content is written through a patron lens with accessibility in mind.
- **Adaptive spaces for meeting diverse needs** – Inform patrons of your spaces, facilities, and activities through your website via use of advanced layout builder, call-to-action items, design elements, and social media integration.
- **Fresh spaces for the creation and incubation of new ideas** – GHD will work with the Library to ensure that your new website promotes a culture of innovation and creativity.
- **Increase effectiveness to meet growing and changing community needs** – To align the Library's online presence, GHD will partner with the Library to support continued collaboration through innovation of online solutions, while cutting back on the Library's staff time.
- **A Library that is the place to be** - Your new website will be a key tool for promoting your services. Our award-winning designs have helped hundreds of clients establish a strong online presence. GHD will ensure that the Library's brand and identity are taken into consideration during every phase of your website project – from initial planning, to design, and through launch.

We commend the Library for taking this important step to update your website to be more visually appealing, provide a user-friendly experience with accessibility options, to provide accurate information about library collections and offerings, and to allow for easy navigation through your services. At GHD, we not only keep up with these demands, but work to stay ahead of the curve, constantly looking ahead at tomorrow's challenges and creating products and solutions with our clients that deliver better services.

We recommend using an intuitive, modern Content Management System (CMS), so staff will have the ability to manage the entire website including the home page, interior pages, news releases, events, photo galleries, menu items and much more. **The proposed i:Create CMS** is easy to use and has been built to allow users of all experience levels to easily maintain the site content.

2. PROJECT ENVIRONMENT

Staff Maintenance:

a) Intuitive editing and updating process for users who do not possess knowledge of HTML or CSS languages. Confirmed. i:Create features an easy to use WYSIWYG editor to allow authorized administrators to efficiently make edits in the back-end of the site. i:Create offers the following editing options, some new, some familiar including:

- Standard formatting functionality font formats (bold, italic, etc), bullets lists, indent, and tables
- Ability to embed social media including Twitter and YouTube
- Ability to embed 3rd party code (i.e. Google Maps)
- Shared Content module to share like content across multiple pages
- Accordion module to create folding content to save space and reduce scrolling
- Layout Builder module to create more feature rich, columned responsive content

The i:Create CMS features built-in roles-based access control. Top-level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. In addition to setting up content editing levels, the built-in workflow engine allows you define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made public.

b) Ability to set permissions for different user accounts.



GHD provides a solution that features built-in roles-based access control. Top-level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. You are also able to create user groups with specific permissions and add individual users to that group.

In addition to setting up content editing levels, the built-in workflow engine allows you define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.

The administrators of the site will be able to provide users with different levels of security based upon section, page, user or site and can limit users down to a page, if desired. User types include

- Administrator
- Publisher
- Approver
- Editor

Each of the above can be set-up at the user level and the user group level.

c) Provide applications for site maintenance (broken links, 404 redirects, etc.).

The Link Checker V3 tool allows you to run a broken link report to see if your website has any hyperlinks that are broken. The report will describe the exact problem, such as a 404 Error, for each broken link detected.

Site Functionality and Design:

a) Deliver dynamic content triggered by dates or variable flags.

i: Create provides the ability to schedule web content updates at specific dates and times, right down to the minute. Conversely, the ability to expire content is provided as well.

When adding content to the site, the publish date can be current or can be set for a date in the future. You will also have the ability to set a date for the content to automatically be removed from the site.

The built-in workflow engine allows notifications to be sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.

b) Responsive design that automatically resizes and adjusts content based on screen resolutions and mobile devices as well as retina display ready.

There is a rapidly increasing need for websites to work seamlessly across all devices – which requires responsive design. We employ the latest front-end technologies to build fully responsive websites. Optimized for desktop computers, tablets and smart phones, our responsive solutions take content from a single source and automatically adjust it to the screen resolution and orientation on which it is being viewed, no matter the device. Over 55% of web searches today are made from a mobile device – don't let your website be left behind.

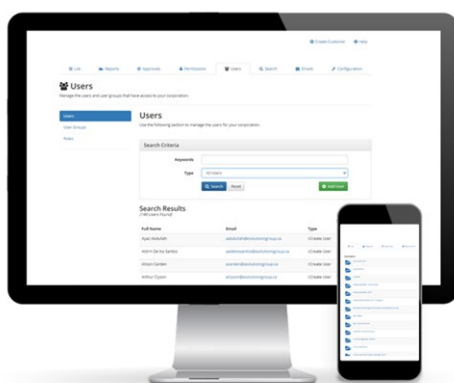
Touch and mouse-friendly, our responsive websites deliver a seamless, cross-platform experience, improving usability and accessibility for users on any device.



Our sites are tested on modern desktop and mobile browsers.

c) Improved form builder functionality to allow more layout flexibility, dynamic capabilities such as conditional forms, and reCAPTCHA integration

Our Form Builder tool offers an entirely new level of online customer service. Accessible and easily integrated into any CMS, building user-friendly forms has never been so simple. Built-in eCommerce capabilities also allow you to create customized online payment forms that make sense for your users.



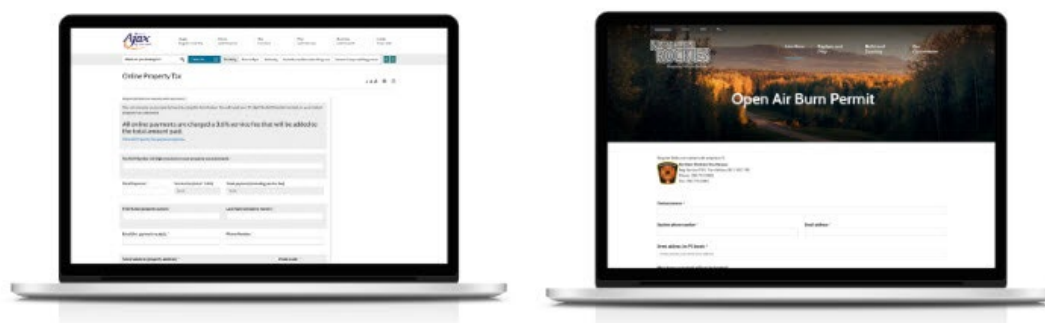
Features

- Variety of question types - Create forms with the question type of your choice, from text fields and check boxes to date selection and file uploader.
- Build question logic - Build smart forms that will provide the necessary questions, based on the selections users make.
- eCommerce - Form Builder has the capability to allow you to collect payments for a variety of services.
- Customizable emails - Create email notifications to automatically respond to form submissions.
- Custom workflows - Create workflows to handle complex forms that require approvals before completion.
- Branded pages - Have your forms fit seamlessly into your website's look and feel.
- Mapping integration - Ability to integrate to ESRI and Google Maps for pinpoint location selection.
- Review and audit submissions - Response Report and Excel Export for simple exporting and reporting.
- Responsive design - Your forms will work perfectly on mobile and desktop.

Some examples of live customer forms can be found here:

- Report a Problem: <https://forms.thunderbay.ca/Report-a-Problem>

- Property Tax: <https://forms.ajax.ca/Payments/Property-Tax>
- Donation: <https://webforms.brant.ca/Finance/Donations>
- Business License Application: <https://forms.medicinehat.ca/Business/Business-License>
- Bylaw Complaint: <https://forms.northernrockies.ca/Report-a-problem>
- Burn Permit: <https://forms.northernrockies.ca/Burn-Permit-Application>
- Dog License: <https://forms.haltonhills.ca/eServices/Dog-Licence>
- Special Event Application: <https://forms.haltonhills.ca/Recreation-and-Parks/Special-Event-Application>
- Volunteer Application: <https://forms.haltonhills.ca/Recreation-and-Parks/Volunteer-Application>
- Committee Application: <https://forms.medicinehat.ca/Community-Development/Committees-Commissions-and-Boards-Application>
- Submit a Job Application: <https://forms.haltonhills.ca/HR/Submit-a-Job-Application>
- Meeting With Mayor Request: <https://forms.medicinehat.ca/Mayors-office/Request-a-meeting-with-the-Mayor>
- Noise Complaint: <https://forms.peterborough.ca/Airport/Noise-complaint-form>
- Event Feedback Form: <https://webforms.burlington.ca/Parks-and-Recreation/Event-Feedback-Form>



d) Include modules for specific library needs and make suggestions for additional features/modules.

Our proposed solution offers the flexibility to expand your website as the needs of the Library and the needs of your stakeholders evolve. Start with the modules that suit the Library's needs now, and incorporate new ones when the need arises.

We pride ourselves on staying on the cutting edge of technology, and work together with our clients to help us stay there. We have user groups who help us to preview new features and updates as well as get feedback from our clients on the future direction of the product.

Occasionally we will introduce new modules as part of these updates. These updates are optional. Major updates are also communicated in our user group meetings and eNewsletters. We also schedule regular demos to show the latest major releases. Major releases occur approximately three times a year.

e) SSL encryption (https).

Secure information transfer is a key component of the design and implementation of the website and its supporting applications. All our solutions make use of 2048-bit SSL for data transfers over the web between the server and the end-user. TLS1.2 is used to encrypt data in transit.

f) Run all site functions without the need of Flash or Java applets.

Confirmed. Flash or Java applets are not required to run any site functions on the proposed CMS.

g) Cross-browser compatibility.

GHD strives to provide a quality visitor experience for your visitors. For the public facing side of websites and online applications we test with modern and supported browsers, devices and operating systems. The following represents a current list of supported browsers:

Microsoft Windows:

- Microsoft Edge (latest at go live)
- Firefox (latest at go live)
- Google Chrome (latest at go live)

Apple OS X:

- Safari (latest at go live)
- Google Chrome (latest at go live)
- Firefox (latest at go live)
- Microsoft Edge (latest at go live)

Mobile Devices:

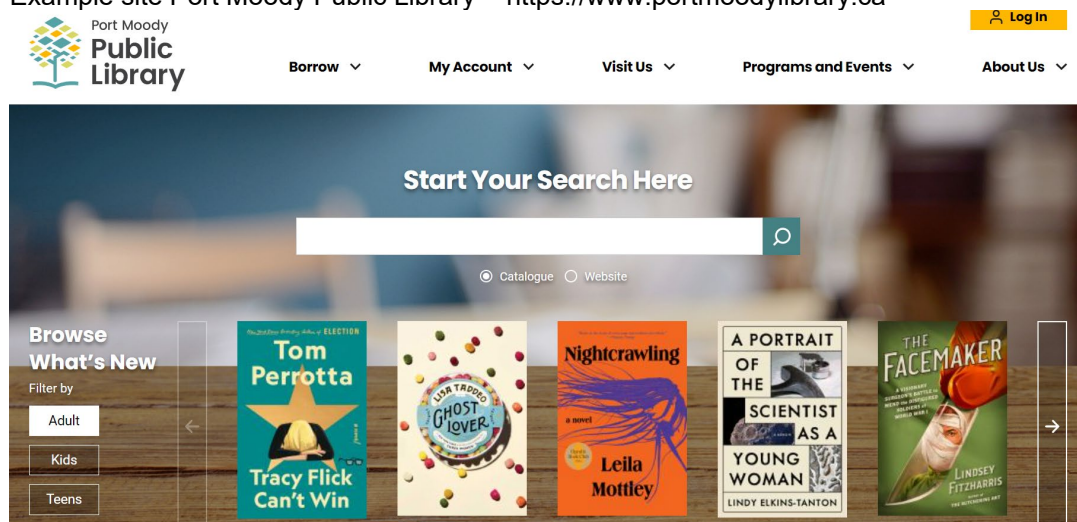
- Google Chrome for Android (latest at go live)
- Firefox for Android (latest at go live)
- Safari for iOS (latest at go live)

GHD designs our sites for all supported browsers, we also design for the site to degrade gracefully for older browsers that may no longer be supported.

h) Search box with choice of either full site search or catalog search.

Our solution will allow users to easily toggle between a full site search or catalog search.

Example site Port Moody Public Library - <https://www.portmoodylibrary.ca>





i) Convert current PDF attachments to readable web pages or forms.

The Library will be able to convert PDF attachments to fillable and readable forms with the easy to use Form Builder tool.

j) Patching and updates should be performed by the hosting service, with clear communication with Library staff about what updates are being done, and when.

i:Create is updated every three months (quarterly). These updates include enhancements to the system such as minor new features as requested by our clients, and bug fixes.

Occasionally we will introduce new modules as part of these updates. These updates are optional. Major updates are also communicated in our user group meetings and eNewsletters. We also schedule regular demos to show the latest major releases. Major releases occur approximately three times a year.

Integration is typically handled via API/Webservice and those are versioned appropriately for compatibility

GHD staff will complete any maintenance that may affect the availability of the hosted applications outside of regular work hours as per our standard maintenance schedule.

Tasks completed as part of Scheduled Maintenance may include:

- Critical security updates
- Emergency infrastructure repair (power, network)
- Emergency hardware replacement/upgrades

Clients are to be informed 72 hours in advance of any Unscheduled Maintenance except in the case of Emergency Maintenance.

The following describes the standard scheduling of maintenance and system events:

- Scheduled Maintenance Window: 10:00pm-4:00am on the 3rd Tuesday of each Month
- Unscheduled Maintenance: As required
- Backup Window: 6:00pm-8:00am daily

In addition to performing regular updates to prevent against security threats, GHD takes immediate action upon determining that a security incident has occurred. GHD may need to remove vulnerable hosted solutions or applications from service in order to prevent further exploits. GHD will also then need to carefully investigate to identify what additional systems may have been affected or if data sets were exposed.

In the event that the data is of a sensitive nature and is controlled by specific incident response standards such as PCI card holder data GHD will follow the specific response process as dictated by the compliance standard.

k) The ability for updates to be rolled back quickly in the event of undesirable side-effects.

i:Create automatically keeps a history list of at least the last 100 saved versions of a page. By using the Page History option it is possible to roll back your web page to any of these previous versions. This can be very useful if you have accidentally saved over or deleted vital data or simply wish to restore old content, such as in seasonal web pages.

The CMS also has the ability to compare versions and track what content has been added/deleted/updated.

l) Easy to execute and maintain a backup schedule of all site components.

The solution utilizes Azure managed SQL that includes backup replicas. Full database backups happen weekly, differential database backups generally happen every few hours, and transaction log backups generally happen every 5 - 10 minutes

m) Has a system in place to allow for compliance with the City of Lincoln's retention requirements?



The Library uses GHD services to store and maintain data throughout its lifecycle. GHD does not delete or archive customer data other than upon termination of services. The customer is responsible to delete records or data when no longer required using the provided tools. Backup copies of data are retained for up to 6 months.

Integration

a) Keyword optimization with improved SEO, title and metadata descriptions, include implementation of Google analytics.

GHD designs our sites with SEO best practices in mind. We structure the page templates using CSS to keep the HTML clean and simple providing search crawlers with the ability to quickly and easily parse the site. SEO needs to have a plan and be reported on, and content changed on a quarterly basis.

i:Create's metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.

b) Seamless social media integration for platforms such as Facebook and Instagram.

GHD uses social media APIs for integrating social media seamlessly into the look and feel of your website. We will work with your team in the design phase of the project on how the integration will look.



Within i:Create, you can also embed YouTube videos or a Twitter feed into any interior page with the simple click of a convenient button in our editor tool.

In addition, each page of the site will include the Share tool which will allow users to share the page over their social media platforms and also have the option to email the page to a friend.

c) Preserve existing integration with SirsiDynix, and Evanced.

GHD confirms the new site can continue to link out to the SirsiDynix library catalog service the same way the link out from the current Library site performs.

3. PROJECT REQUIREMENTS

a) To provide a website that fully meets accessibility standards.

In accordance with ADA accessibility legislation, GHD designs our technical offerings against the Principles, Guidelines and Success Criteria as outlined in the WCAG 2.0 Level A and AA accessibility guidelines. In this spirit of accessibility, we use the WCAG 2.0 Sufficient and Advisory techniques as the basis for our websites and products. We take seriously our responsibility to regularly review the latest best practices in the industry, such as the newer WCAG 2.1 guidelines and updates to ARIA specifications, and update our development standards accordingly. We strive to provide web solutions that are accessible to users of all abilities, considering the end user impact beyond legislation.

Led by our International Association of Accessibility Professionals (IAAP) certified Web Accessibility Specialists team, we manually test our websites and products using assistive technology. Our developers and quality assurance specialists are trained in testing with JAWS, Apple VoiceOver, and NVDA, the three most used screen readers. GHD performs semi-annual accessibility audits on all our products to ensure that we are meeting WCAG standards and best practices.



These audits involve:

- Screen reader testing
- Keyboard testing
- Review of ARIA best practices
- Semantic HTML structure, and more

Through the entire process we will be ensuring that each element of the site is compliant, this includes testing for:

- Proper use of headings
- Tagging of all required page elements (links, images, tables, etc.)
- Compliant font types and sizes
- Compliant color contrast

Our thorough testing processes allow us to identify and address accessibility barriers quickly and effectively.

GHD utilizes website authoring governance platforms as part of our evaluation process on all projects to identify accessibility concerns across all aspects of our application and service offerings in addition to our regular product audits. The use of these technologies evaluates not only the technical aspects of our products but allows us to help clients ensure that their self-developed content and media are being offered in accordance with accessibility best practices. During the development of your website, our development team will perform peer review to identify any accessibility issues, quality assurance specialists will test against accessibility focused test cases, and our configuration team will provide a final assessment using scanning software and manual review. Any complex accessibility questions or concerns will be brought to our Web Accessibility Coordinator and assessed by our Technical Accessibility Committee if needed. With over a decade of experience in web accessibility, the GHD team is able to support your organization in meeting a high standard of accessibility compliance throughout your entire website project and beyond.

b) Effective use of color and graphics, using Library branding design elements.

GHD understands that the website is the Library's digital face to the world, and the website must express a unique sense of place while showcasing all that you have to offer. Our design philosophy revolves around usability rules and principals, which are then tested with the stakeholder audience.

GHD's design team will work closely with you to create a website design that communicates your brand, highlights the most important information for your users, is easily navigable for site visitors, and that you are proud to present to your internal and external stakeholders alike on every visit.

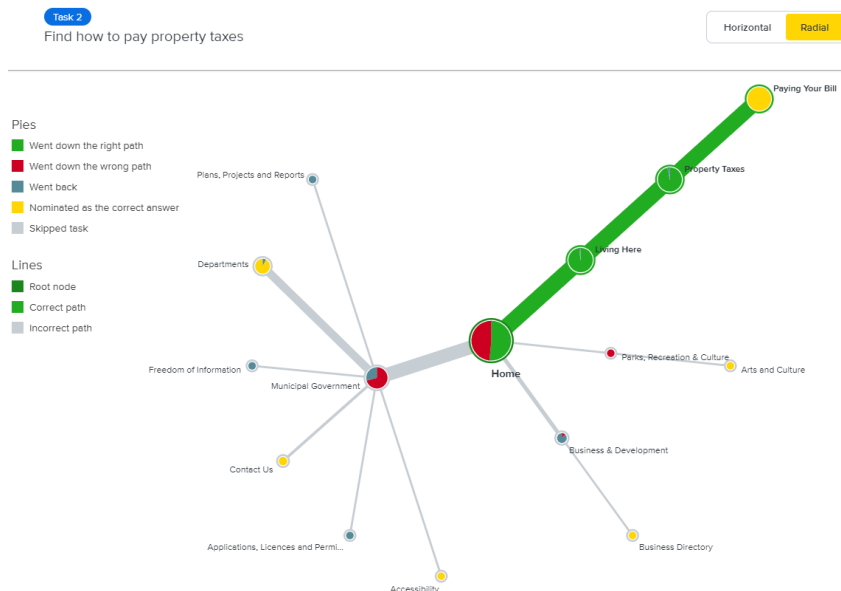
c) Clear, efficient navigation with ability to reach a page with as few clicks as possible

The new site will need to provide the visitor with intuitive, easy to use, and clear ways to find the information they are looking for. A typical site visitor has a specific task they would like to accomplish and it is our job as a team to get them there quickly and efficiently. To do this we will use our expertise, experience and best practices along with your deep knowledge of your users to create a new website sitemap. This process includes:

Sitemap Draft – Our navigation and usability experts will create a draft sitemap as the starting point for the new site's navigation. We will use our expertise along with an evidence based approach using your existing site analytics to create the draft. After initial high-level feedback from your team, we will put the draft to the test during the engagement phase.

Sitemap Engagement and Testing - GHD will facilitate a virtual navigation tree testing workshop with the staff using Treejack. Navigation tree testing asks users to complete real-world tasks and measures their success to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align

effectively with a user's understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics.



Major changes to a website's overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we'll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.

Tree testing helps us understand if:

- A visitor can find what they're looking for
- The website is user-centric and structured well
- Navigation labelling is suitable for the audience
- Page names and categories accurately convey meaning

Sitemap Approval – Once the navigation is completed and approved, the design starts. After the content is completed, we marry the content with the design.

We want to ensure that navigating and interacting with your site requires minimal cognitive effort. Users should always have the freedom to navigate, perform actions and recover from mistakes without being penalized by cumbersome and confusing infrastructure and content. Our sitemap structures the content in a logical way that benefits users while assisting search engines in navigating the website to create effective Search Engine Optimization (SEO).

d) Ability to easily promote Library events on home page, such as rotating messages, link to calendar, etc. The homepage will have the ability to pull in news items and calendar events, and will feature unique calls-to-actions and rotating banner images.

e) Site displays optimally in all browsers and most browser versions. Confirmed. We design our sites for all supported browsers, we also design for the site to degrade gracefully for older browsers that may no longer be supported.

f) Incorporate Responsive Web Design (RWD), which optimizes viewing on all devices.

Optimized for desktop computers, tablets and smart phones, our responsive solutions take content from a single source and automatically adjust it to the screen resolution and orientation on which it is being viewed, no matter the device.

g) Search engine optimization.

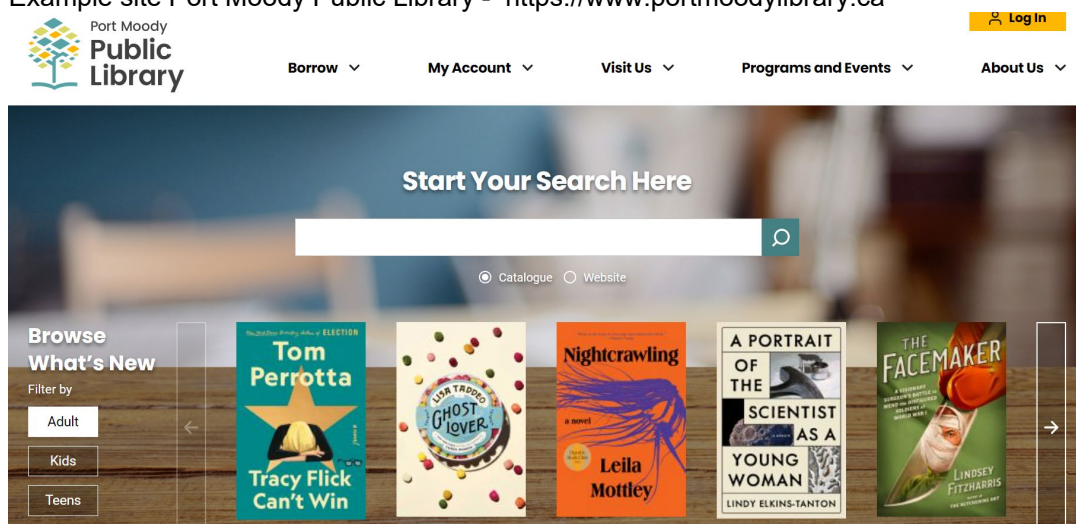
GHD designs our sites with SEO best practices in mind. We structure the page templates using CSS to keep the HTML clean and simple providing search crawlers with the ability to quickly and easily parse the site. SEO needs to have a plan and be reported on, and content changed on a quarterly basis.

i: Create's metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.

h) Ability to search both the library website and online catalog prominently on the home page.

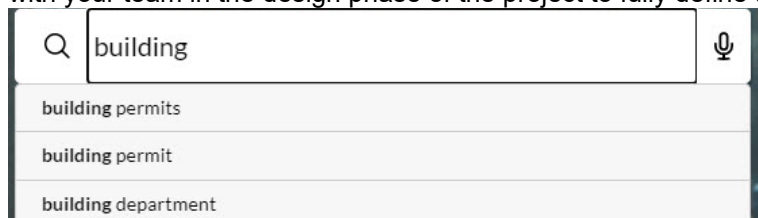
Our solution will allow users to easily toggle between a full site search or catalog search. We will work with the Library during the design phase to determine the look of this search.

Example site Port Moody Public Library - <https://www.portmoodylibrary.ca>



i) Full-text site search function is required with advanced search (for example, search only page titles, limit by date, etc.) or enhanced search (auto-complete, predication, etc.).

GHD understands that a robust search engine is needed to get people to relevant information quickly and efficiently. We can confirm our final site design will include the search function in a prominent location. We work with your team in the design phase of the project to fully define that location based on your site layout and needs.

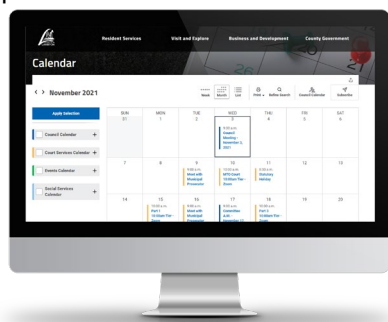


j) Integration with online catalog (SirsiDynix). The Library contracts with SirsiDynix will continue for both the public and staff side. The Library will not consider solutions that include a new discovery layer or online library catalog.

Confirmed and understood. GHD will work with the Library to integrate the online catalog.

k) Online calendar/registration system (Evanced). The City will consider alternative events calendar solutions as part of this project. The City may change the third-party calendar events system at any time during the contract term if it is in the best interest of the City.

GHD provides a built-in calendar tool, which will allow the staff to provide announcements, meeting dates, and special events.



The calendar gives you the power to manage and post events across multiple calendars, easily map fields by importing directly from Excel and create customized fields and permissions, while also intuitively promoting user engagement through event update subscriptions, automated emails and the event submission and approval feature.

Event planning and publishing across every location and department provides the ultimate experience in collaboration and simplifies your calendar.

Event Listings

Hover over calendar items or click on an event for details. Typical event listings include title, host, details, contact, location, address, email, website, attachments, and images as well as links to Facebook, Twitter, Instagram and YouTube.

Event Registration

The ability to allow for program or event registration is built right into our calendar tool.

Responsive Design

Calendar has a user-friendly, responsive design that dynamically adjusts to fit desktop, tablet and mobile devices.

Reminders and Notifications

Remind users about upcoming events through email, over the phone, via Twitter or using their Calendar account.

Event Search

A customizable event search allows users to filter by date range, category, location and keyword. You are also able to have featured events that remain on the event calendar page until the event is completed.

Featured Events

Highlight featured events by keeping them at the top of the list. Calendar allows you to schedule a featured event through a set period of time, eliminating the need for multiple updates.

Printer-Friendly View

Custom week and month print views can be generated based on search criteria, allowing users to print monthly public skating schedules, lane swims and much more.

User-Submitted Events

Specific calendars can be set up to allow public users to submit and manage events through a free account. Users can:

- Establish recurrence patterns and specify exceptions,



- Copy past events and resubmit for an upcoming occurrence, and
- Set up an automated reminder for event resubmission.

Public events must be approved before posting. The calendar administrator receives notification to approve or decline the posting via email, and has the option to:

- Edit the automated response before sending, and
- Notify subscribers about the event, either immediately or in a weekly update email.

Mapping and Sharing

All events are mapped using Google Maps and can be shared through Facebook, Twitter, LinkedIn and other social media platforms. The calendar module can also integrate mapping services you currently use like an ESRI mapping environment (optional add-on).

Email Subscriptions

Users can subscribe to individual events or a full calendar to receive weekly email updates. This email subscription service complies with CASL requirements. The calendar tool is designed with an open API so you can query the backend data and integrate it with other existing applications including mobile applications. You can create custom calendars to meet the needs of your different audiences. The most current events can also be featured and automatically updated on your site's homepage.

Example: <https://calendar.portmoody.ca/default/Month#/>

l) Site must include a site map for the website.

i:Create will automatically create a sitemap and will update the sitemap dynamically when a page is added or deleted within the site.

m) Site is maintained using a Content Management System (CMS).

Confirmed. Easily create and update web content that will keep audiences coming back again and again. Designed for positive audience experiences and efficient administrative use, the award-winning i:Create content management system combines the best of both worlds, offering time-saving simplicity on both ends of the system.

This powerful, web-based CMS allows you to add and edit content directly from your browser, while ensuring web accessibility standards are met, supporting various languages, and utilizing responsive design, so your site looks great no matter what device it's being viewed on. With i:Create, we put the control back in your hands by giving you a tool that allows you to create and maintain your own stunning and professional website, across all devices.

Key Features

- Advanced sitemap manager - Update your sitemap quickly to provide your audience with a simple navigation.
- Multilingual support - Ability to create multiple languages with a built-in bilingual spell checker.
- Tools built for government - News, calendars, business directories, parks and facilities modules to support you.
- Embed and manage HTML - Have the ability to edit the HTML and easily embed YouTube and Twitter feeds.
- Secure emails - Protect your email addresses from being data-mined with the secure email manager.
- Access from anywhere - Securely access from the office or remotely with no software installation or browser extensions required.



- Ability to connect to databases - Supports Open Database Connectivity (ODBC) and connects to SQL Server, Oracle, My SQL and other databases.
- Link and accessibility checkers - Ensure your sites are accessible with no broken links.
- Custom responsive design - Custom-designed CSS templates will work perfectly on mobile and desktop.

n) Site must take advantage of current technologies and allow for easy addition of future technologies.

The solution we propose will be scalable, allowing the Library's website to grow as you grow, and ensuring that you will be able to add new functionality to your website. For the past 20 years, we have been partnering with our municipal clients to co-create products and solutions. More recently, we adopted an Agile product management framework. This has allowed us to become more innovative, collaborative and dynamic than ever. Our team is constantly researching, developing and testing new products, features and solutions to bridge the gap between necessity and technology so our municipal clients can continue to meet those challenges head-on, as well as continue to provide value to the citizens they serve. In an ever changing and evolving technological landscape, Agile methodologies allow us the ability to rapidly respond to shifting market conditions and quickly incorporate new technology.

Our Product Managers are responsible for creating a product strategy in collaboration with their stakeholders and securing organizational buy-in from our clients. We take a user-centric approach to feature development, which includes our Product team regularly speaking with users and groups, soliciting feedback through prototype testing, and conducting periodic surveys to help us understand our users' top needs. We also closely monitor industry competition and general software trends to find opportunities to adapt and develop new solutions for our clients. Our Product Managers then determine how to pursue these strategies and the related goals and objectives by prioritizing different initiatives, many of which they identify by using quantitative and qualitative research tactics. The result is products that are well-researched, tested, and intended to delight not only our clients but their users as well as they illustrate the product's value, build loyalty and generate revenue.

o) High visibility for contact information, opportunity for live chat and social networking on home page.

With i:Create, you can also manage your contact information and choose how to display it on your website. Manage contact names, which department they are in, phone numbers (toll free, main, daytime, after hours, etc.), website links (website, Twitter, Facebook, LinkedIn), addresses and more. There is no limit to the number of phone numbers you can list or website links. Each contact you create can be assigned to a category (i.e. to a specific department), as an internal or external contact or as general (for instance, info@ contact) or as non-general. These categorizations assist with how you wish to display or not display a contact's information on your website.

We can provide a third-party live chat bot for an additional cost, if desired.

GHD uses social media APIs for integrating social media seamlessly into the look and feel of your website homepage.

p) Site should provide for printing pages as displayed on screen as well as printing only the actual unique page content ("printer-friendly" version).

Each page within the site will include the ability to create a printer friendly version of the page. On each page will be a print icon that when clicked will open a print prompt to create a printer friendly version that includes only essential elements of the page.

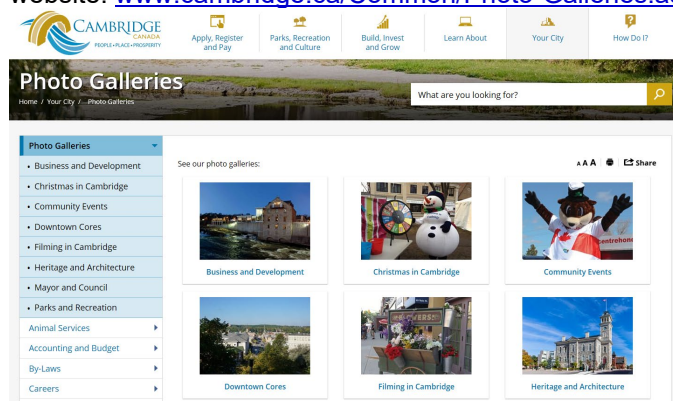
q) Menus should respond to clicks rather than hovering

Confirmed. Our design team will work with the Library during the design phase to determine how the library would like menus to respond.

r) Ability to easily incorporate multiple photos and video (Library generated), both static and in slideshows, to highlight events and services and to enhance the appearance of the site.

With i:Create, you can create online rotating photo galleries with the ability to easily edit and manage photos or photo galleries. You can have one or more photo gallery albums and these albums may be inserted into a dedicated album page.

Below is an example of the photo gallery album page on the City of Cambridge website: www.cambridge.ca/Common/Photo-Galleries.aspx



Videos can be added as well.

s) Flexible formatting options

i:Create offers the following editing options:

- Standard formatting functionality including font formats (bold, italic, etc), bullets lists, indent, and tables
- Spell check, find and replace, cut/copy/paste
- Ability to embed social media including YouTube and Twitter
- Ability to embed 3rd party code (i.e. Google Maps)
- Ability to add news feeds and event feeds
- Predetermined styles to ensure site and brand consistency
- Ability to add links, including button styles
- Shared Content module to share like content across multiple pages
- Accordion module to create folding content to save space and reduce scrolling
- Layout Builder module to create more feature rich, columned responsive content

t) Integrate Google Maps and similar outside resources

Confirmed. i:Create includes the ability to embed 3rd party code (i.e. Google Maps).

u) Ability to easily create forms which can e-mail submissions to selected staff email addresses for example, purchase requests, library card application, employment application, etc.

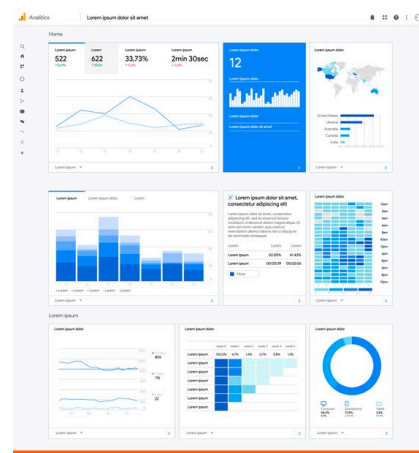
Confirmed. The Form Builder tool allows staff to easily create multiple types of forms, including application and request forms. Please see Site Functionality and Design section, question c), for full details on the Form Builder tool.

v) Google analytics.

Google Analytics will be utilized to analyze the website traffic. It is easy to use and analyzes traffic and provides accurate and easy to understand reports on your visitors – where they come from, how they use your site, what converts them into customers and much more including:

- Content Analytics
- Social Analytics
- Mobile Analytics
- Conversion Analytics
- Advertising Analytics

The Google Analytics code will be added to each page of the site to ensure that each page is tracked. As an option, we are able to add Google Tag Manager.



w) Ability to be translated into multiple languages.

GHD is no longer including Google Translate with our website deployments. Google has stopped supporting the tool in older browsers and has instead built translate functionality directly into the Chrome browser. Other major browsers including both Edge and Safari also include a translation option directly in the browser. We can confirm our solution will be optimized to support each of these browsers.

x) Password protected staff-only accessible website, akin to an intranet including provision for protecting media content such as graphics and PDFs.

The Secure Pages module allows you to control access to areas of your website meant for specific sub-audiences viewing either confidential information or other content not meant for your general audience or the public. Simply add individuals to your list of users allowed to access the secure area of your website through the Manage Access function.

Inform these users of the username and password they have been assigned. When attempting to access a secured area of your website, users will be prompted to login. Secure page users also have the ability to modify their temporary password, providing additional security.

With the Secure Page module, you will have the ability to:

- Set up secure areas of the website quickly and easily in the back-end of your CMS by selecting individual files or folders representing pages and sections of your website
- Manage user accounts that will have access to these secure areas
- Manage user permissions to secure areas of your website
- Secure Area Management

Login Page

- Secure information transfer and authentication is a key component of the design and implementation of the CMS.
- All administrative functionality and logins are behind 2048-bit SSL encryption.
- Passwords are hashed using SHA-1 by default. This can be configured to another algorithm if desired. The other algorithms we support are MD5 hashing, and PBKDF2
- Password length, lockout thresholds and lockout times can be configured to the required standard.

y) The ability for Library staff to migrate content.



GHD highly suggests rewriting the content for the new website. The reason for this recommendation is we will be updating the navigation, which provides a chance to review all relevant content and to remove content that is not used anymore, and most importantly allows an opportunity to update the content with accessibility and SEO in mind.

GHD will work with the Library to optimize and modernize the site map and navigation. This provides the Library an opportunity to audit the content to determine what can be kept, what needs to be made accessible before reposting, what needs to be reworked, what needs to be removed and what needs to be created. Most importantly, this also allows an opportunity to update the content with Accessibility WCAG 2.0 AA standards, optimize image sizes (or replace images), fix broken links and ensure that Search Engine Optimization is front of mind on content creation.

Content writing will begin by your team after the sitemap has been approved and you have completed the Writing for the Web training. The Library will complete the content writing in the GHD provided Word documents/file structure and GHD will import content into the completed website using an import script.

Writing Effectively for Websites

GHD will provide training for your staff on how to effectively write for websites. The training is delivered online by a professional writer. Your staff will receive a hard-copy training manual, and lots of examples are provided using your new site's sitemap as a reference point.

The workshop includes:

- **Guidelines for Effective Web Writing** – Our web writing guidelines have been developed through extensive research into the best practices in writing for a website. We will train your writing team on tips to consider when writing content for your new website so that they are writing consistently and in an easy-to-read, easy-to-find format.
- **Website Content Writing Process** – As part of your website redesign process, the vast majority of your content may undergo a major rewrite. Our step-by-step process considers that your web writers may not be experts in the subjects that they have to write about, but they can still write the content effectively in conjunction with subject matter experts in your organization.
- **Automated Content Process** – GHD can guide you through the process of organizing your content, images, documents and resources on a shared network so that you can work most effectively with your colleagues, ensuring your files are handed off in a format ready for us to populate the content on your new website.
- **Making Your Content SEO Friendly** – GHD will guide you through the process of setting up your web content keeping in mind meta data descriptions, effective structure and layout, styles including heading tags and bullets, and more.

B. PROPOSED DEVELOPMENT APPROACH

4. PROPOSED RESOLUTION

Explain in detail your proposed approach to the redesign of an established and heavily used public library website. Such explanation should include your rationale around how you will assemble your team and how you will successfully meet all the phases of development and deployment. Substantiate how your company will possess the essential skill, creativity, and innovation skill level necessary to meet the objectives and requirements of the resulting contract.

GHD Digital has been fortunate to have had many libraries trust us with building their web presence. Through this experience we have learned that your website will serve a wide range of visitors to the site. This could include:

- Adults
- Parents
- Children



- Educators
- Students
- Seniors

Each of these visitor types will be coming to the site to accomplish a specific task. It is our job to ensure that the new site allows those visitors to accomplish their task easily, quickly and with little to no frustration. We also want to ensure that the new site is unified and creates a single spot for getting information on the Library and the services you provide.

How We Will Accomplish This

Brand - We understand the importance of your brand and how you communicate that brand to site visitors. We will ensure the colours, fonts, images and logos used through the site are compliant with your brand guidelines, and relate back to your core goal of the site being the main communication point for your stakeholders.

Navigation - Each visitor will have a unique task and it is essential the navigation for the site takes this into account. We will be working closely with your team to determine what content will be part of the new site, and how visitors will find each piece of that content. This could include information on services, borrowing, paying a fine, library cards or applying for a job. Whatever that task is we will ensure we give visitors multiple ways to find that information, and that it is always in the right place.

Layout - We understand that visitors to a library site have different levels of comfort with technology, and are in different states of mind when they visit the site. This could be a senior uncomfortable with using a website, a parent short on time to find information, an educator looking to dive deep into the information, or someone coming from out of town to visit the library. Our creative team will take all of this into account when we present designs to the Library. We will ensure the site is clean, uncluttered, makes good use of images and graphics, and takes advantage of layout elements to direct people in the right direction.

Content - We strongly believe that the writing on the website cannot be an afterthought. It is essential that every piece of writing, every word, every sentence is written with the user in mind. Most visitors to the site will not understand your internal terminology. It is important that plain language is used to communicate information that could otherwise be confusing and intimidating. Part of our process will be training your content writers on how to write for a website, and ensure that all content is written with the audience in mind, and is accessible.

5. INNOVATION AND CREATIVITY

Explain in detail your company's approach to and philosophy on providing innovative and creative websites for your clients. Please note any feedback you've received from clients or their customers in regard to your work. How would you work to make the Lincoln City Libraries website up to date and attractive to users in an ever changing and crowded website atmosphere?

We are partners with our clients. We love to innovate and take our clients on the digital journey. GHD has been fortunate to have worked extensively with the public sector, including **hundreds of public sector clients**, since 1999. Our key differentiators include:

- Our ability to work collaboratively across diverse teams, such as web development, support, quality assurance, marketing and communications, creative design, software development, mobile application development, procurement and more. Having all teams under one roof allows us to leverage all our resources and maximize the creative potential of every team member involved.
- Our thorough knowledge and deep understanding of the public sector. With more than 600 clients operating as public institutions, our team knows the pressure points, review processes and approvals, and considers expected public reaction/action to every decision that is made. We've been there. Our team is tuned in to the expectations and demands of operation as a public institution.



- Strong and Multi-faceted Team – GHD is made of 160 staff members with diverse skillsets and expertise. We are confident that we have the required experts for each phase of your project. This includes engagement, UX design, web design, development, content writing, training, and accessibility, without the need to outsource any piece of your project. Each of our required team members will be brought in at the appropriate time of the project to provide their valuable input and expertise and can be called upon at any time to assist.

C. TECHNICAL CONSIDERATIONS AND CHALLENGES

1. TECHNICAL CONSIDERATIONS

The Library website is seen as a virtual, ninth branch of our system that's available 24/7. Describe how your company would ensure that access is consistently available and accessible for patrons. Describe how would you make yourself available to our staff in the event of technical issues

All data is hosted in the Microsoft Azure environment with 99.95% uptime guaranteed, this well exceeds the industry standard of 99.9%. Azure offers full backup power conditioning, security, 24/7/365 monitoring, and fibre-based connectivity. eCommerce payments are handled by our PCI 3.0 compliant payment gateway with no storage of credit card numbers. If after discussion with the City it is determined 99.95% uptime is not acceptable, we are able to provide a cost for 99.99%.

Servers are operational and monitored 24 hours per day, 7 days per week. Monitoring. In the event a server fails to respond to the connection request over a sustained 5 minute period, a GHD system administrator is automatically notified of a potential server outage. An GHD system administrator will then initiate an investigation within 5 minutes of such a notification to identify whether there is a problem and will initiate work to restore server to normal operating capacity.

Our team includes a full support team that can be available to Library during regular business hours for any product related questions. Our systems team is available 24/7/365 for any emergency support.

2. EVALUATE AND IDENTIFY POTENTIAL CHALLENGES

Identify any potential assistance and/or support your company would need from the Owner to help successfully address any potential challenges. Be specific in the details of your assessment on how involvement by the Owner would yield optimal outcomes and interface with your company's ongoing services.

For successful delivery of the project, GHD has the following assumptions of the Library:

- Get buy in from senior management for the effort required
- Select an engaged and enthusiastic internal project team
- Involve project team members from key departments
- Train all subject matter experts (SMEs) in Writing for the Web
- Assign one or more content managers to help staff write and organize their content

Estimated staff time required for the project:

| Task | Time Commitment |
|--|--|
| Weekly meetings with our teams | 1 hour per week per committee member |
| Tasks that come out of weekly meetings | 1-2 hours per week per committee member (approximate; varies based on size of committee) |
| Writing for the Web Training | 3 hours one time per attendee |



| Task | Time Commitment |
|-----------------------------|---|
| Content Writing | Approximately 1.5 hours per page in the approved sitemap |
| CMS Training | 4 – 14 hours per attendee depending upon role for the website |
| Content Review and Clean-up | 0.25 hours per page |

When we undertake any project, there is always the potential that some unforeseeable event will pose a risk to the final outcome. GHD recognizes this, and for that reason, we regularly evaluate each project's current state and the potential risks at every stage. The Project Manager also regularly evaluates previously identified risks to ensure that they have not become issues.

The following chart outlines the preliminary risks GHD has identified as potentially occurring within the parameters of this project.

| Identified Risk | Overcoming Challenge |
|---|---|
| Loss of Library resource | Transfer—if a key Library team member is no longer available, the Library will be responsible for replacing that team member. |
| Loss of GHD resource | Mitigate—GHD has a core staff of 160 to draw on; in the event that a proposed resource is no longer available, we have additional resources available to be assigned to the project. |
| Key information regarding Library not available | Mitigate—GHD will provide Library with a marketing questionnaire to complete if expected documents are not available. |
| Key representatives and/or private sector strategic thinkers not available during scheduled session times | Mitigate—GHD will request availability of representatives and private sector strategic thinkers far in advance of planned workshops, meetings and presentations. We will investigate alternatives, such as conference calls and Teams meetings for anyone not available face-to-face. |
| Working meetings do not achieve desired outcomes | Acceptance—GHD will make itself available for additional meetings via conference call if the objective of a working meeting is not met by the end of the meeting. |
| Presentation is cancelled | Acceptance—GHD will make itself available for the next available meeting to complete the presentation but will be unable to continue work on the project until the presentation is made. |
| Sign off is late on a deliverable | Acceptance—GHD will advise the Library of upcoming deliverables that require signoff/feedback, but if Library is late with providing sign off or feedback, the project schedule will be adjusted accordingly. |

D. PROJECT WORK PLAN, MANAGEMENT, AND IMPLEMENTATION

B. PROJECT WORK PLAN, MANAGEMENT, AND IMPLEMENTATION

1. WORK PLAN

Provide a detailed narrative on how your company plans to provide a well-designed and innovative website for Lincoln City Libraries including:

At GHD, our team is committed to helping the Library build a dynamic, user-friendly, and modern website to serve the organization's needs. We want to ensure that the site helps deliver accurate information and processes so that Library programs and information can meet your overall goal of creating an engaging, patron-centered website.

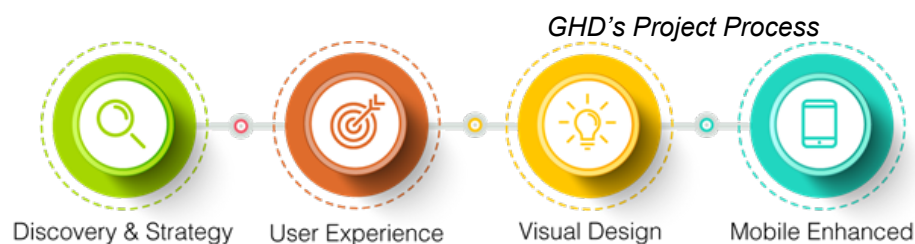
The new website will be Library's digital front door for all your prospective and regular customers, users and partners. We understand and commit to the delivery of products and services, including (but not limited to):

- Create new sitemap architecture
- Implement the approved design
- Provide website training and content management workshops for new website with your staff including training on best practices and writing for the web
- Redesign of overall website layout and navigation, ensuring ease of access to all information
- Utilize UX and UI best practices to provide an exemplary user experience
- Host the website in an appropriate facility located in the US
- Provide or allow for efficient site maintenance, upgrades and enhancements

The new Library website must serve your unique audiences of current and potential visitors to the site. To do that, your site's modern, innovative tools and resources can effectively help the Library enhance the user experience, simplify content management, provide engaging information and better customer service to its communities, while meeting high standards for design quality, visual appeal, and functionality.

a) Description of the website redesign methodology recommended for Lincoln City Libraries and to be used to meet the requirements of this RFP.

GHD's key to success is ensuring we follow a defined process with our clients. We also understand we must remain flexible at the same time. We recognize the elements for a win-win situation are an understanding of the project scope, schedule and budget, and that communication is paramount. The project constraints in a project are identified in our weekly meetings with the project Team.



We have included below our approach to a typical website development project:

Phase 1 – Analysis and Consultation

GHD will work with the Library after the award date to develop a mutually agreed upon schedule, with firm dates. The preliminary meeting will clarify tasks and deliverable expectations, an inventory of current human and hardware/software resources, and design goals. Using this information as a basis, GHD will draw up a more precise project timeline which is recorded and tracked in a project management software. As part of this process, we evaluate the current toolsets and systems used by the Town for capabilities and extensibility; we also evaluate the use of our own toolsets for implementation into this web design project.

Phase 2 – Information Architecture and Navigation scheme

GHD engages in a thorough review of the information architecture and navigation scheme of the current site, to determine the current strengths, weaknesses and interactivity. This will be conducted by our design and usability team, working in conjunction with our applications team. GHD's specialized Information Architect will provide a draft sitemap for review and feedback by the Library. Based on this feedback, as well as industry best practices in terms



of user-friendliness and accessibility, we will present a revised sitemap that encompasses all the information and services identified in a navigational structure that is intuitive to all users.

Phase 3 – Design Phase

UX and design at GHD comes down to a simple philosophy: what exactly is the end-user trying to accomplish when visiting your site? Whether searching for information or using an online service, we help facilitate that goal by marrying contemporary UX heuristics with 20 years of designing citizen-focused websites. Our exceptionally designed websites look great and perform efficiently on every type of device from the smallest mobile screen to the largest desktop display while meeting the latest accessibility standards.

We accomplish this by following the **four pillars** of our UX & Design process:

Discovery & Strategy

Discovery & Strategy is the foundation of our design process. It's how we ensure that the success of your site is achievable and measurable.

We don't like to make assumptions. Our intuition and creativity are always grounded by data. This is how we guarantee that the solutions we provide are tailor-made for the unique requirements of each client.

User Experience

We are fierce advocates for end-users. How they respond to your new website is the defining measure of its success. We deliver outstanding user experiences by focusing on these core UX heuristics:

- Users should be provided feedback, ensuring that they always understand what is going on
- Content should be delivered using plain language; filled with familiar words, phrases and concepts
- Users should always have the freedom to navigate, perform actions and recover from mistakes.
- Content should be consistent. Users should not have to wonder whether different words mean the same thing.
- User errors should be minimized or prevented. If they do occur, users should be able to correct them quickly
- Navigating and interacting with your site should require a minimal cognitive effort.
- A website's user interface should cater to both inexperienced and experienced users.
- Content should be necessary and useful
- Usability applies to everyone. A website that is not accessible is not usable

By focusing on these principles, we ensure that your solution bridges the gap between a website that simply works, and a website that is delightful to use.

Visual Design

At GHD, we do not believe that one size fits all. Every visual design that we produce is the sum of your vision and our expertise. We design for all tastes, from minimal and precise to whimsical and layered. Our designs empower your content with immersive layouts, expressive typography, bold calls-to-actions, and clever overlays.

Our great looking websites are the product of a rigorous process. We work hard to understand every aspect of your vision and brand.

The most important facet of our process is that, at the end of the day, the final word on visual design is yours. We don't proceed until you have signed off on a design that meets your every desire. With this in mind, we can proudly say all of our designs are exactly what our clients wanted.

Phase 4 – Content Development Phase

Occurring simultaneously to the development construction phase, the Library team will develop content for the new website based on the information architecture document and word document tree provided by GHD. Completed



content will be imported into the content management system. As part of the scope of the project, GHD will provide Writing for the Web training as well during this phase.

Phase 5 – Final Construction Phase

Once the final designs and IA are approved by the Library, GHD will work to complete the project. As this project is comprised in part of web deliverables, GHD will work with the technical staff to program new elements and applications within the website, and will work closely with the Library team, to finalize site architecture.

Phase 6 – Quality Assurance Phase

Throughout the development of the project, GHD will test for product quality. All graphic design work must be examined for necessary design elements and standards. During the development, a test site will be available for Department staff to view the progress of the work. Quality Assurance of both the “Look and Feel” of the design and the new elements will be continuous. Before the final uploading of the finished project, the entire website will be tested for speed, browser compatibility, working applications, and other features.

Phase 7 – Implementation Phase

Once the quality testing is complete, GHD will work with the Library team to make the site live and once live GHD will stand behind the work we have done. We will provide sound technical advice when required and work with the final decisions made.

Phase 8 – Training

GHD can provide a range of training deliverables, depending on Library requirements. We will provide training and support on the software and method of use. We tailor the recommended training requirements for every project. For this project, we feel that a standard allotment of training (two days via Microsoft Teams, or we can provide optional onsite with our corporate trainer) will be sufficient but can certainly provide more, if needed. Our training process is highly collaborative and responsive. We work with small groups to allow our professional trainer to provide individual attention, and to allow questions to be asked, answered, and demonstrated in a non-biased and non-threatening environment.

Post Project Review

Before any project is considered “complete,” GHD will conduct a Post Implementation Review. During this phase, we will work to make sure the finished product looks, feels, and performs the way the Library team had envisioned. A review of this nature is important to ensure customer satisfaction and maintain an ongoing business relationship, if desired. Lastly – we always conduct quarterly meetings post implementation with our clients to ensure their needs are still being met by the software/website they have been provided and to inform of any new software/product features they may wish to be appraised of as time passes.

b) Project plan that specifically describes how the Contractor intends to successfully complete each phase of the project plan. The project plan should clearly identify all of the tasks and activities the Contractor will complete to successfully provide the services requested in this RFP.

Please see Section D. 1. Work Plan for a complete description of the project plan.

2. PROJECT PLANNING AND MANAGEMENT

Describe the planning and management skills your company will employ to ensure the prompt meeting of deadlines as they pertain to the project phases defined above.

Our project will have both a Project Manager and Project Director. Your Project Manager will be responsible for the day-to-day management of the project scope, schedule, and budget and has the authority to make decisions to solve problems and adapt to changes in scope within defined limits. Our experienced project management team has worked extensively with public sector organizations to implement websites and other digital solutions, and are well equipped to identify risks, overcome challenges, and provide meaningful solutions to problems.

3. PERFORM IMPLEMENTATION

Describe how your company will promptly meet the development and deployment phases.



We hold weekly check-in progress meetings via MS Teams with the Project Manager and the Library's team to review the progress of a project.

Before each meeting, we send an Agenda with an attached Status Report. Our Project Coordinator is responsible for issuing both reports with approval from the Project Manager. These documents are stored on our server in a designated project file folder with the project number.

Agenda

The information included in the Agenda comprises the project work (specific phase or task) that will be completed in the following week, as well as the "next steps" for GHD and our client. It contains upcoming milestones and dates for the clients to sign off on items. If a deadline is rescheduled for any reason, the Agenda will have the revised date along with original date; all subsequent dates will also be revised. The purpose of the Agenda is to keep our client posted on the project's progress and give the client the ability to flag possible issues or risks. It is distributed by email to all the required team members.

Meeting Notes

The information included in the Meeting Notes comprises a summary of action items with deadlines and assigned personnel. The purpose of this document is to provide our client with a record of each meeting and ensure the project scope is recorded and agreed upon. It is distributed by email to all the required team members and attendee

4. PROVIDE POST IMPLEMENTATION SUPPORT

Describe how your company will provide maintenance and support after the roll-out of the new library website.

GHD provides our clients with 30 days FREE Product Support after training. At the conclusion of the free training period we offer two support packages with flexible options to fit the needs of your organization. All support packages include access to our online Resource Centre, and updates to the products and modules included in your Digital Service Agreement (DSA). We have provided both of these options in the pricing section of our response.

Product Support includes questions about the systems, and issues or requests as outlined below. All support calls or emails are managed in-house with a dedicated support team. For modifications of design or addition of modules/integrations, GHD would define the requirement and provide a cost for approval prior to the work commencing.

Regular product support is available:

- Monday to Friday 8 AM – 6 PM, telephone, and email support
- Emergency after hour support for site outages is in place 24x7x365 and is provided within the cost of the annual hosting solution

All GHD product deployments and custom applications are fully warranted for a period of 1 year, therefore regardless of the option you choose defects with the software will continue to be corrected free of charge.

Support requests include:

- Explanation of system functionality
- Issues generated by user error
- System requests – the requests include networking and general application requests
- General training requests - the requests covered in the support program will be minor requests when a client may have forgotten how to complete a task or in an emergency where a situation has arisen

Resolving Issues – Jira Ticketing

Upon submission of a ticket, the support item (via email) will send an autoreply to be received by the client with a ticket number. The support team member reviews the ticket and based on severity (see below) will respond accordingly.

Severity 1 – Outage of system

- Response: <1hr

- Resolution: ASAP

Severity 2 - Limited or Failure of functionality

- Response: <4hr
- Resolution: 1 Business Day

Severity 3 - Noncritical failure of product functionality

- Response: within 1 business day
- Resolution: 10 business days

Help Questions on how to use products and services

- Resolution: 1 Business Day

C. DELIVERABLES AND COMPLETION

Definition Phase:

GHD understands that the new site will need to provide the visitor with intuitive, easy to use, and clear ways to find the information they are looking for. A typical site visitor has a specific task they would like to accomplish and it is our job as a team to get them there quickly and efficiently. To do this we will use our expertise, experience and best practices along with your deep knowledge of your users to create a new website sitemap. This process includes:

Sitemap Draft – Our navigation and usability experts will create a draft sitemap as the starting point for the new site's navigation. We will use our expertise along with an evidence based approach using your existing site analytics to create the draft. After initial high-level feedback from your team, we will put the draft to the test during the engagement phase.

Sitemap Engagement and Testing - GHD will facilitate a virtual navigation tree testing workshop with the staff using Treejack. Navigation tree testing asks users to complete real-world tasks and measures their success to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align effectively with a user's understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics.



Major changes to a website's overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we'll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.

Tree testing helps us understand if:

- A visitor can find what they're looking for
- The website is user-centric and structured well



- Navigation labelling is suitable for the audience
- Page names and categories accurately convey meaning

Sitemap Approval – Once the navigation is completed and approved, the design starts. After the content is completed, we marry the content with the design.

We want to ensure that navigating and interacting with your site requires minimal cognitive effort. Users should always have the freedom to navigate, perform actions and recover from mistakes without being penalized by cumbersome and confusing infrastructure and content. Our sitemap structures the content in a logical way that benefits users while assisting search engines in navigating the website to create effective Search Engine Optimization (SEO).

Design Phase:

During our design phase, GHD will create the templates that will be used for the homepage and interior pages of the website (2 homepage designs and 2 interior page designs). GHD will also provide standard templates within the scope of the project which includes homepage, interior page, interior wide, with or without contact and with or without quick links for example. Our proposed CMS utilizes templates and Cascading Style Sheets (CSS) to maintain a dependable experience across the site through consistent navigation, layout, branding, colours, and font.

Development Phase:

Once the final designs and IA are approved by the Library, GHD will work to complete the project. As this project is comprised in part of web deliverables, GHD will work with the technical staff to program new elements and applications within the website, and will work closely with the Library team, to finalize site architecture.

As part of the project scope, GHD will be providing product and user instruction to your team. This instruction is provided on a train-the-trainer and train-the-contributor basis and will be completed online via MS Teams or in person depending on the requirements.

The training sessions will be customized to fit your needs to ensure the structure of the training is relevant to the final solution. Our team includes our training experts along with our project coordinators who have expertise in the deployed solution, and have also achieved a secondary specialty in training. This instruction generally includes:

- Introduction to the software and its purposes
- Key features and advantages
- Login and user identity creation
- Managing content and data sets
- Archiving content and data sets
- Setting permissions and time-dependent postings
- Organizing resources
- Troubleshooting common errors
- Managing approvals and rejections

Every solution requires a different set of training requirements, our half-day and single-day training sessions are constructed on a foundational basis, serving to ensure an approachable and in-touch philosophy.

The Lincoln Library will have access to our comprehensive Learning and Resource Center, which provides user advice and best practices to ensure that the software is used to its full potential for years to come. The Learning Center provides a range of information from basic introductions, accessibility tips and tricks, and terminology, to



specific instructions for working within GHD' Content Management System presented in various mediums (manuals, FAQ, instructional videos, etc.).

Topics include:

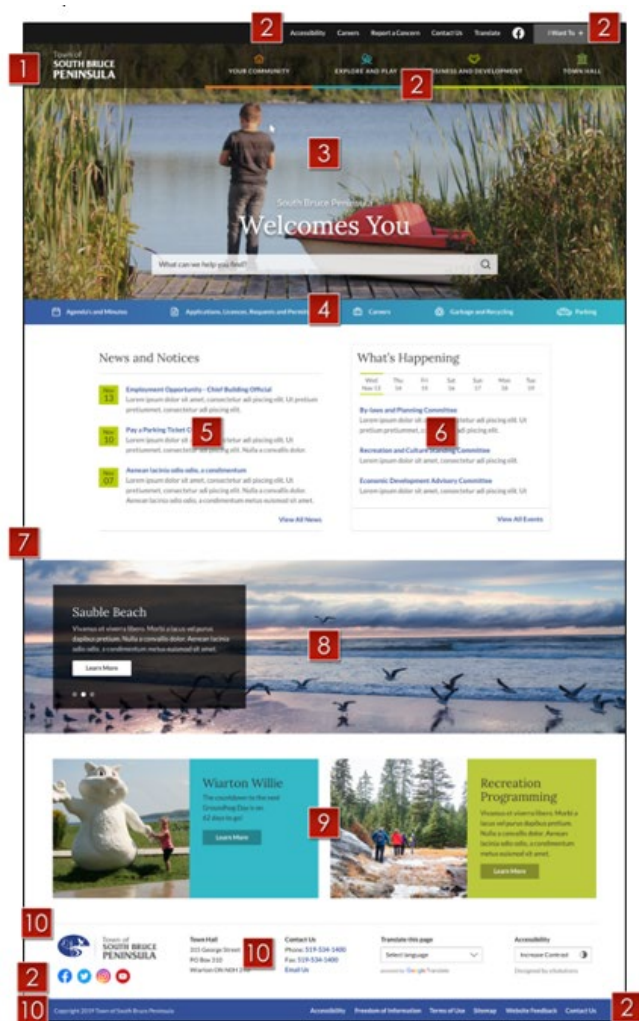
- Search Engine Optimization (SEO)
- Instructions for working within GHD's Content Management System
- Accessibility Compliance
- Guide to Writing for the Web
- Creative tips for keeping your website content fresh and useful
- Frequently Asked Questions section
- Manuals for the CMS and all modules, including downloadable and printable PDF versions
- Instructional Video Libraries for examples of how to perform common tasks within the CMS

Training will include sessions that will enhance your final website in terms of its readability, search engine results and accessibility. We have included training for all content writers for your website receive training in Writing Effectively for Websites.

Deployment Phase:

Following the CMS Training (of all tools & modules), accessibility, SEO and Writing for the Web training, GHD will present Library with full documentation and access to our Learning Centre for future reference.

As part of the CMS training, we will provide two unique Style Guides, customized for your website. These Style Guides provide important accessibility tips and tricks, and formatting information. See an **excerpt** example from the Town of South Bruce Peninsula below:



Homepage

Homepage Logo

1 Use the Edit Logo tool at the upper left of the element.

Image size: 200 x 92 (pixels)

For best results use vector based .svg files.

2 Menus: **TopNav**, **MainNav**, **FooterNav**, **Social Links**, **I Want To**, **Site Map**, **Dropdown Menus**
Linked using the Menu Manager module.

Homepage Banner Images

Use the Manage Banners tool at the upper left of the page element to modify content.

Homepage banner titles use the Heading 2 format. To create the link button effect apply the **defaultButton-White** class in the Insert/Edit Link dialogue.

3 Image size: 1600 x 659 (pixels)

All banner images should be 300 kb or less. Larger images may prevent visitors with slower connections from viewing the page properly. Use JPG files (compression setting 50% to 60%). This image extends behind the transparent website header. Please leave additional space at the top of the image to compensate.

For accessibility reasons images should not contain rendered text.

Quick Links

4 Use the Manage Quick Links tool at the left of the page element to modify content.

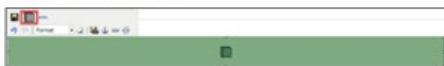
Image size: *** x 20 (pixels) – width may vary up to 40

For best results use vector based .svg files

News Feed

News items are created as pages using the News template. They will pull to the feed based on the categories selected.

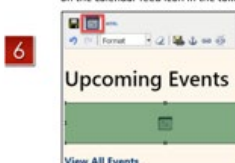
5 Set the news feed to display by selecting the news widget in the editable area then clicking on the news feed icon in the token toolbar.



Calendar Feed

Maintained using the Calendar module (More → Calendar).

Set the calendar feed to display by selecting the calendar widget in the editable area then clicking on the calendar feed icon in the token toolbar.



Optional Editable Focus Area

7 Using the **Create** tool bar insert text and hyperlink(s).

This area remains hidden if empty.

COMPLETION

Describe how the redesigned website will benefit staff and patrons and stay up to date, current and updated throughout the duration of the contract.

GHD's design approach involves working closely with our clients and stakeholders of the site to assess the functionality of the layout and design, and to assess the navigation of the site to ensure that it has an intuitive feel and can be readily understood by all user groups.

GHD understands that the website is Library's digital face to the world, and the website must express a unique sense of place while showcasing all that you have to offer. Our design philosophy revolves around usability rules and principals, which are then tested with the stakeholder audience.

We understand that:

- The human brain can only process so much information, and it deals with complexity by breaking the information into understandable, “bite-sized” chunks. Users can only digest a maximum of 5 to 7 calls to action on a page and 5 to 9 menu items, and we often suggest less for an improved and effective user-experience.
- Eye-catching and visually appealing designs help promote our clients’ missions. By incorporating a client’s corporate branding, we use striking visuals to attract and maintain the user’s attention, all while providing them with the meaningful and actionable information they are looking for.



- A strong search engine provides fast and relevant results.
- It's important to get information to the user quickly and in multiple ways to make sure no one "falls off" the course our team has set out for them in the navigational journey of your website; this is why we use different pathways to ensure every user finds what they're looking for, including "I want to," "A to Z," "sitemap," "search," and multiple menus and primary calls to action throughout the site, keeping your users focused and engaged.

Our Designs:

- Incorporate your organization's corporate branding
- Strive for consistency
- Enable frequent use of shortcuts to the information
- Offer the ability for the end-user to provide input
- Permit easy reversal of an action (if users find themselves in the wrong place)
- Provide users with a sense of control

GHD's design team will work closely with you to create a website design that communicates your brand, highlights the most important information for your users, is easily navigable for site visitors, and that you are proud to present to your internal and external stakeholders alike on every visit.

PROJECT SCHEDULE– (SECTION 3 OF PROPOSAL RESPONSE)

The project schedule section shall include each of the items listed below. This requested Submission information shall be subject to the maximum page count.

- a. Provide a project timeline and schedule for completion of all activities, that should demonstrate all work on the website should be completed within one year timeframe defined in this RFP.

GHD has provided all the key tasks, dates, key responsibilities, and work plan below. We are flexible in our approach and after the initial kick-off meeting, we can refine based the schedule based on your feedback and requirements identified in the discovery phase of the project.

| DESCRIPTION | DATES | LIBRARY STAFF | GHD STAFF |
|--|-----------------------|---------------|-----------|
| Contract Approved | August, 2022 | COMM | |
| Project Kick-off Meeting <ul style="list-style-type: none">▪ Meeting with GHD's PM/PC and Library's website team to review project scope and goals, and finalize timelines | September 5 – 9, 2022 | COMM | PM, PC |
| Weekly Project meetings <ul style="list-style-type: none">▪ Continuous review of tasks, milestones and scope and consultation | Ongoing | COMM | PM, PC |

| DESCRIPTION | DATES | LIBRARY STAFF | GHD STAFF |
|--|------------------------------------|---------------|-------------|
| <ul style="list-style-type: none"> GHD to provide agenda and minutes for each meeting | | | |
| Phase One: Analysis, Site Navigation, and Training | | | |
| Design Review with Library staff <ul style="list-style-type: none"> Library to provide GHD with current design documentation including, but not limited to: <ul style="list-style-type: none"> Graphic standards Logo standards and files Brand guidelines Marketing strategy Review competitor/comparative sites | September 12, 2022 | COMM | PM, PC, UID |
| Sitemap Draft provided <ul style="list-style-type: none"> Meeting to review and edit with Committee Approval of draft | September 26, 2022 September 30 | COMM | WS |
| Sitemap Tree Testing (via Treejack www.optimalworkshop.com/treejack/) <ul style="list-style-type: none"> Tree testing helps us understand if: <ul style="list-style-type: none"> A visitor can find what they're looking for The website is user-centric and structured well Navigation labelling is suitable for the audience Page names and categories accurately convey meaning | October 3 – 10 | | |
| Draft Sitemap | October 11 | | |
| Sitemap Revisions Library to provide consolidated feedback for revisions, GHD to incorporate | October 12 - 19 | COMM | WS |
| Main verticals of sitemap approved by the Library | October 14 | COMM | |
| Complete Sitemap approved by the Library | October 24 | COMM | |
| Writing for the Web Training <ul style="list-style-type: none"> Instructor led training on best practices for developing website content | Week of October 24 | COMM | WS |
| Content Writing by GHD <ul style="list-style-type: none"> GHD to write content in Word Documents and send draft content pages to the Library to review and approve weekly Once all content is approved, GHD to import directly into CM | October 24 – March 3 | | WS |
| Phase Two: Design | | | |
| Design of one (2) responsive homepage design Incorporating branding (font, colour, imagery, etc.) and communication strategy | October 14 - 28 | | UID |
| <ul style="list-style-type: none"> Library to provide design feedback GHD to provide final homepage design | October 31 – November 4 | | |
| Approval of homepage design | November 7 | COMM | |
| Additional Designs <ul style="list-style-type: none"> Additional concepts presentation (interior pages and dropdown menus, layout builder styles, buttons, emphasis) Additional concepts feedback Additional concepts revisions | November 8 – 17 | | UID |

| DESCRIPTION | DATES | LIBRARY STAFF | GHD STAFF |
|---|---------------------------|---------------|-----------|
| Signoff off on all designs | November 18 | COMM | |
| Phase Three: Development and Implementation | | | |
| Website Development and Quality Assurance <ul style="list-style-type: none"> Website design concepts developed into WCAG 2.0 AA templates in the i:Create CMS Includes Printer Friendly, Email to Friend, functionality, Share, Text Size Quality Assurance Testing <ul style="list-style-type: none"> Template verification against approved designs and WCAG 2.0 level AA guidelines Review responsive handling on various screen sizes Browser testing Module verification CMS verification Integrate CMS Modules: <ul style="list-style-type: none"> Form Builder Site Search Calendar News Module Version3 integrated to Social Media Anti-Spam Legislation compliant subscription form Emergency Alerts Banner Contact Module Feedback Module Poll Module Photo Gallery Module Accessibility checker Friendly URLs A-Z Module Google Analytics or Google Tag Manager How Do I menu Google Translate File Manager Workflow Manager Business Directory Others TBD following technical needs assessment | November 21 – February 28 | | DEV, QA |
| Secure Pages Setup | November 21 – February 28 | | DEV, QA |
| Phase Four: Content Population and Training | | | |
| Content Import from folder structure | Week of March 6 | COMM | DEV |
| Template Setup | March 13 - 24 | | |
| Post Development Content Clean-up <ul style="list-style-type: none"> Dedicated GHD's staff reviewing content, menus, modules | Week of March 27 | | WCM |
| Run Compliancy & Clean Up Reports <ul style="list-style-type: none"> Accessibility Report Broken Link Report Spell Check Report | Week of April 3 | | WCM |
| i:Create CMS Training <ul style="list-style-type: none"> Two days via Microsoft Teams CMS + Modules | Week of April 10 | COMM | TRA |
| Form Builder Training | Week of April 10 | COMM | TRA |

| DESCRIPTION | DATES | LIBRARY STAFF | GHD STAFF |
|---|---------------------|---------------|--------------|
| <ul style="list-style-type: none"> 3 hours via Microsoft Teams | | | |
| <ul style="list-style-type: none"> Beta Testing Performed and Approved by the Library | Week of April 17 | COMM | |
| Soft Launch <ul style="list-style-type: none"> Send to internal and external stakeholders for final review before launch Add 5 business days to timeline | Week of April 24 | | DEV, QA, SYS |
| Phase Five: Go Live | | | |
| GHD to Launch New Site Upon Approval by the Library <ul style="list-style-type: none"> Go Live tasks: <ul style="list-style-type: none"> Analytics Activation Search Configuration and Activation DNS, SSL Friendly URLs Redirects | Week of May 1, 2022 | | DEV, QA, SYS |
| Phase Six: Post - Launch | | | |
| Post Launch Review | Week of May 8, 2022 | | DEV, QA, SYS |

***Staffing Definitions:**

PM=Project Manager PC=Project Coordinator DEV=Developers
 GD=Graphic Designer QA=Quality Assurance TRA=Trainer
 WS=Web Strategist COMM= Library Website Project Committee SYS=Systems and Networking

b. Submit information that describes performance record for timeliness; and

We are an ISO certified company, which means we say what we do and do what we say. We will walk through all of the deliverables with you at the Project Kick Off meeting, and we will produce the deliverables as scheduled in the project timeline.

Our approach is based on the philosophy that project managers have the overall responsibility for keeping the project on time and on budget. In addition, a project coordinator is assigned to the account to provide further project management resources where required. The project management level within GHD Digital is comprised of senior staff members who have demonstrated such abilities. In house training for project managers on our processes and ISO requirements is mandatory, and external training (such as PMI) is encouraged.

The following is a summary of selected results of client feedback received under our ISO 9001 Quality System Program:

- Adherence to Project Scope - 99% - Excellent or Good
- Cost Effectiveness - 92% - Excellent or Good
- Schedule and Deadline Completion - 95% - Excellent or Good
- Responsiveness - 97% - Excellent or Good
- Overall Performance - 97% - Excellent or Good
- Client Expectation - 97% - Met or Exceeded

c. Outline the current projects which are being conducted from the location of the Proposer's office responding.

At any given time GHD is working on upwards of 20-25 web related projects of various scope and complexity.

Below is a sample of some of the clients we are currently engaged with on active projects.



- Petoskey District Library
- City of Kenora Public Library
- City of Cerritos and City of Cerritos Library
- Town of Midland
- City of Burlington
- Whitchurch-Stouffville Library
- City of St. John's
- Town of Blind River
- Township of Frontenac Islands



APPENDIX 1 – RESUMES

a. The Proposer shall provide resumes for all key personnel proposed to work on the project. The Owner will consider the resumes as a key indicator of the Proposer's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.

Please find below, complete profiles of the proposed project team members.



Matthew (Matt) Hays, MBA, PMP

Account Executive

Education and Training:

Master of Business Administration, (Strategy and Organizational Leadership)

University of Pittsburgh, Pittsburgh, PA

Bachelor of Arts, (Japanese)

University of Colorado, Boulder, CO

Certifications: Project Management Professional (PMP)®, Certified Scrum Master (CSM)®, Lean Six Sigma Green Belt (LSSGB)®

Professional Summary:

Sales Leader and Project Manager with a 10+ year track record of driving results:

- Collaborates with business development teams to ensure contracted client projects valued over \$3.2M were delivered on schedule and under budget.
- Identified and implemented two enterprise systems to align with the organizational strategy and technical needs resulting in a 22% reduction in project delays.
- Designed and launched an enterprise Project Management Office (PMO) based on in-depth research that aligned projects to strategic priorities and monitored the performance of projects valued over \$11.5M.

Work History:

Territory Manager, Granicus, Denver, CO

June 2021 – Present

- Achieved 100% of quota in first full production quarter.
- Developed and managed a 207-customer territory focusing on expanding the pipeline to 4x the base via platform opportunities.
- Refined forecasting and planning procedures to ensure achievement of revenue and key operating metrics.

IT Project Manager, Itero Group, Pittsburgh, PA

April 2021 – May 2021

- Developed and executed project management plan for \$1.2M ERP compliance project to manage the West Virginia healthcare system.

Lead Project Manager, Oncology Nursing Society, Pittsburgh, PA

January 2017 – April 2021

- Led cross-functional teams (11+ staff members) to develop complex technology-oriented products.
- Developed a training program that identified customer requirements via data analysis, resulting in a 24% improvement for customer base.

Marine Corps Officer, U.S. Marine Corps, Various Locations

May 2007 – June 2016

- Enhanced business proficiency 32% by creating a support center utilizing a \$1.5M resource budget.
- Established strong partner relationships with foreign government offices, U.S. federal government, and non-government agencies; to inspect 19 bases and facilities, oversee logistics, and provide clearance support during project travel.
- Crafted technical executive summaries and persuasive proposals for ten Department of Defense vulnerability assessments identifying \$14.7M in process improvements.
- Served as the liaison officer to the Japanese Defense Force immediately following the 2011 Tōhoku Tsunami, coordinating executive staffs to provide disaster response and relief. Awarded the Navy and Marine Corps Commendation Medal for leading a team of 90 Marines and sailors ashore disaster recovery efforts in Oshima, Japan.



Marnie Erjavec

Senior Project Manager

Education:

Conestoga College – Project Management (CAPM)

Six Sigma Green Belt Certified (SSGBC)

Leadership Certification

Professional Summary:

Marnie has over 20 years of experience successfully managing projects in both the public and private sector. She started off in Product Operations with BlackBerry but quickly realized that she had a knack for setting deadlines and objectives to attain a larger goal, that's where Project Management began. During this time with BlackBerry in such high demand she was credited with some of the company's most successful product launches globally.

Marnie was given the opportunity to take on more complex projects with numerous global partners that expanded from certifications, supply chain, forecasting/projections, product/brand development and so much more. Running projects with multiple stakeholders, ranging from \$25k to \$1MM. After joining GHD in 2019, Marnie is a highly adaptable Senior Project Manager who thrives on new challenges and working in a fast-paced, environment. Extensive experience leading cross-functional, large-scale projects. She works well independently and excels when working with team members. Marnie embraces transparency and works with tenacity to build trust and value in her work. Having a background in both operations and project management, Marnie is well versed in ensuring that all client's needs are met while maintaining the project on budget, on time and identifying any risks if applicable.

Work History:

| | |
|-----------|--|
| Current | Project Manager, GHD |
| 2001-2018 | Senior Project/Product Manager, Blackberry |

Professional Experience:

- Responsible for overall management of the Client's project throughout the life cycle, defining, planning, tracking and managing the project, for identifying key resources and providing the direction they require in order to meet project objectives.
- Managing the relationship with project stakeholders, including internal and external clients, keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables
- Works with Accounting for on-time billing and collections
- Managing the Project Budget
- Coordinated the release of software updates for multiple development teams working on the same platform;
- Worked with inter-departmental teams to create internal and external documentation of new features and product updates, and to provide user experience advice; and
- Manage Agile sprints leveraging SCRUM to ensure software delivery to internal teams and government clients
- Part of 100-person team, \$40MM line of business

Skills | proficiency | philosophy

See the possibility, not the problem. Embrace transparency and work with tenacity to build trust and value

- JIRA
- Salesforce.com / HubSpot
- MS Project/Excel
- Agile/SCRUM



Kaitlin Plue

Project Coordinator

Education:

2020 Conestoga College – Ontario College Graduate Certificate in Project Management
2015-2019 Wilfrid Laurier University – Honours Bachelor of Science in Biology and Chemistry

Professional Summary:

Kaitlin is a Project Coordinator who helps maintain the project schedule and budget by coordinating day-to-day activities. Kaitlin uses her passion for helping others and her excellent communication skills to fulfil client-driven goals. After spending a year as the team lead on a website development project with GHD, Kaitlin took this knowledge along with her passion for project management to earn her Ontario College Graduate Certificate in Project Management, graduating first in her class with Presidents Honours. With experience being on the client-side of an GHD project, Kaitlin possesses a unique perspective along with a high level of understanding of GHD software and processes. She is now using her educational background to pursue her Certified Associate in Project Management certification from the Project Management Institute.

Work History:

Current Project Coordinator, GHD
2019-2020 Website Redevelopment Team Lead, The Township of Alnwick/Haldimand
2017-2019 Note Taker, Wilfrid Laurier University Teaching and Learning

Professional Experience:

Current Responsibilities

- Acting as a key point of contact for client communication
- Ensuring project schedule and task due dates remain up to date in project scheduling software
- Assisting the Project Manager with administrative and daily project tasks

Previous Responsibilities

- Independently designed and developed website content using i:Create software while thriving in a fast-paced environment with multiple timelines and producing high-quality deliverables
- Attended and contributed to weekly team meetings, assisting in the identification of potential risks, and proving ability to adhere to project timelines and retain project details
- Demonstrated strong communication skills and enjoyment in helping others understand concepts through effectively training staff members in GHD software
- Conducted internal meetings to elicit department web content requirements and answer inquiries while following up with teams to ensure task completion according to schedule



Jordan Arron, B.Sc.

Solution Architect

Education

2001 McGill University – Bachelor of Science in Mathematics & Statistics

Professional Summary:

Development and maintenance of GHD mobile applications with a particular focus on Pingstrret. Applications are designed to integrate with client back-end systems and work with data from a variety of sources. Current trends involve GIS mapping and real-time transit visualizations. Applications are developed for all major platforms: Android, Blackberry, Apple and Windows Phone.

Work History:

2013-present Solution Architect, GHD
2006-2013 Independent Consultant
2005-2006 Web Usability Manager, EF Information Technology
2003-2005 Distance Learning Project Manager, Microsoft
2001-2003 Customer Support Lead, Microsoft

Professional Experience:

Current Responsibilities

- Development of mobile applications
- Maintaining and supporting of existing applications
- Requirements gathering with stakeholders

Previous Responsibilities

- Consultant/Developer – Work with clients through all phases of a project from requirements gathering to development to deployment and then maintenance
- Web Usability Manager – Identify usability issues and drive to improve
- Distance Learning – Create a change in mindset of how people approaching online learning as opposed to traditional instructor-led training
- Customer Support – Work directly with clients to assure them that their problems will be resolved and then work with to a resolution

Technical Experience:

| | |
|------------------------|--|
| Programming Languages | C#, VB.net, Java, JavaScript, Classic ASP |
| Databases | Microsoft SQL Server, Microsoft Access |
| Mobile Platforms | Android, BlackBerry WebWorks, iOS, Windows Phone |
| Development Frameworks | Microsoft .NET, Entity Framework, Web API, ASP.NET Web Forms/MVC |
| Internet Technologies | HTML/HTML5, CSS/CSS3, jQuery, jQuery Mobile, AngularJ |



Marc Trudel, RGD

Creative Director

Education:

2016 Registered Graphic Designer (RGD)

1998 Cambrian College, Sudbury – Graphic Design Diploma [Three-year program, Honour roll: 3.8 GPA]

Professional Summary:

Marc is GHD creative director. He brings experience, passion, and enthusiasm to his work. With 15 years of experience, Marc is responsible for the design of hundreds of website interfaces for clients in the fields of government, mining, technology, and health. His specialties include strong conceptual thinking; web and print design; photography; branding; concept-to-production development.

Marc is a hands-on director who works closely with his team to effectively implement all aspects of each project. His goal for every client, big or small, is to surpass expectations and help create their online identity in the most creative and visually engaging way.

Work History:

2015 - 2017 Creative Director, GHD

2001 - 2014 Senior Graphic Designer, GHD

2000 - 2001 Web Design Lead, Creative Standard

1998 - 2000 Web Design Lead, Euphoria Media Solutions

1997 Graphic & Web Design (Freelance), Laurentian University

1992 Graphic Design Intern, Science North

Professional Experience:

- Developed and designed more than 350 client web projects ranging from large municipal and marketing websites to mission-critical intranets. Over the course of his career, Marc has designed websites for:
 - City of Toronto
 - Rogers Communication
 - Durham Region
 - Bridgepoint Healthcare
 - York Region Transit
 - GoldCorp
 - Region of Waterloo
 - Ottawa Police
 - Memorial University
 - SSImwave
 - City of Kitchener
 - Joseph Brant Hospital
 - City of Cambridge
 - Canada Technology Triangle
 - City of Yellowknife
- Directed the creative team in the production of all marketing collateral.
- Managed and cultivated the career development of staff members, including designers and front-end developers.
- Executed work recognized by more than 24 industry awards, including:
 - 2017 AVA Digital Awards - Gold Award: Town of Richmond Hill Website
 - 2017 Hermes Creative Award - Gold: City of Cambridge, City Services
 - 2016 MarCom Marketing Award - Platinum Award: BORN Ontario, OMama Website and Mobile App
 - 2016 Hermes Creative Award - Gold Award: Tourism Vernon Website
 - 2015 MarCom Marketing Award - Platinum Award: Town of Newmarket Website
 - 2013 APEX Award of Excellence - Most Improved Website - Town of Whitby
 - 2012 EDCO Honorable Mention for Website and Technology - Milton Centre for the Arts
 - 2008 EDCO Award for Best Website - Northumberland County Tourism



Oliver Ibanez

Front End Developer and Internet Marketer

Education:

2017 Akendi, Toronto – UX Specialist Certification
2000 Conestoga College, Kitchener – Systems Analysis & Design

Professional Summary:

As an accomplished Web Designer, Digital Marketer and certified UX Specialist, Oliver has over 15 years of experience building, managing and promoting websites. With strong foundations in design, programming and internet marketing, Oliver is able to build highly intuitive, feature-rich websites with emphasis on conversion and traffic generation.

Oliver takes a user-centered approach to user interface design, web design and digital marketing by recognizing that the common thread between each discipline is to provide users with effective and efficient design based on the user's specific tasks and goals. Oliver begins each project by following a structured User Experience research, design, and development approach.

Work History:

2014-Present Front-end Developer / Internet Marketer, GHD
2009-2016 Flash Developer, Adidas Canada
2004-2014 Web Developer / Internet Marketer, Cressman Consultants Ltd.
2005-2010 Flash Developer, Saxon Athletic

Technical Experience:

| | |
|--------------------------|--|
| Graphics | Visual Code Studio, SublimeText, Adobe XD, Dreamweaver, Photoshop, Illustrator, Flash, AfterEffects, InDesign, Acrobat |
| Development Technologies | HTML5, CSS3, JavaScript, jQuery, Bootstrap, SASS/LESS, Node/NPM, Gulp, PHP, WordPress, AJAX, Angular JS, Git, Tortoise SVN |
| Desktop | Microsoft Word, Access, Excel, PowerPoint |
| Operating Systems | Microsoft Windows, Mac OSX |

Professional Experience:

Current Responsibilities

Front-end Developer/Designer:

- Design intuitive UX/UI
- Design intuitive UX/UI
- Adapt designs to HTML/CSS/JS
- Develop page templates and interactive prototypes
- Develop to accessibility and W3C compliant standards
- Troubleshoot bugs
- Cross-browser/device testing
- Optimize application for maximum speed and scalability

Front-end Developer/Designer:

- Research, analyze and understand stakeholder and product visions.
- Research, analyze and understand objectives, users and associated tasks.
- Focus design and development phases based on defined user personas, tasks, context of use and overall user experience.
- Design and deliver wireframes, user stories, user journeys, experience maps and other UX deliverables.
- Iterative user-centered design approach.



Sean Wyse, B.A.

Information Architect

Education:

2015 McMaster University – Bachelor of Arts, English Literature
2012 Mohawk College – Diploma, Computer Systems Tech. – Network Systems

Professional Summary:

As an information architect at GHD, Sean develops intuitive sitemaps, facilitates focus groups and provides guidance and feedback to our clients regarding proper web writing techniques. This includes creating written content that meets legislated accessibility standards. He also has a passion for simplifying complex content and improving the usability of digital services.

Having earned a bachelor's degree in English from McMaster University, a Network Systems Technician diploma from Mohawk College and a Teaching English Foreign Language certification, Sean's knowledge covers a number of areas related to communications, content development and user experiences. His previous experience in direct marketing includes helping clients realize their challenges and develop solutions to better connect with their customers.

Work History:

2016 English Language Teacher, Naminchon SLP
2015 Yearbook Editor, Inter-Residence Council, McMaster University
2011 Digital Services, directworx

Professional Experience :

- Plan and create sitemaps and navigation for a variety of different organizations
- Facilitate sitemap focus groups in order to gain user feedback and improve findability
- Teach accessibility standards, best practices and techniques for writing for the web
- Gather research and information through surveys and exercises to improve website usability



Kimkhoa Tran

Website Implementation Manager

Education:

| | |
|------|---|
| 2005 | Conestoga College, Kitchener –Computer Programmer/Analyst – Co-op Diploma |
| 2010 | Continue Education – Introduction to Project Management |
| 2010 | St John Ambulance – CPR/First Aid Training Certificate |
| 2012 | Pinnacle ProDev LLC – Project Management (PMP Training) |

Professional Summary:

Kimkhoa is the product manager and a member of the Software Development team. Kimkhoa is primarily responsible for website development scheduling and the successful innovative development and implementation of our websites. Kimkhoa manages and leads developers and ensures that the highest level of Quality is carried through the lifecycle of the project. In addition to website development and implementation, Kimkhoa has a strong background in custom web development, database driven applications, reporting services and queries, SharePoint Configuration and Administration and ERD Design. With a background in Project Management Kimkhoa is able to manage the scope, schedule, budget and quality of the project from start to finish. Kimkhoa has valuable experience providing programming and process systems support in fast-paced, technical environments. Kimkhoa's professional experience is reinforced by Ontario College Advanced Diploma in Computer Programmer and Analysis and Project Management Training from Conestoga College.

Work History:

| | |
|--------------|---|
| 2010-Present | Product Manager/Software Developer, GHD |
| 2005-2010 | Software Developer / Analyst, Automated Solution Int'l Inc. |
| 2004-2005 | Programmer/Analyst, Kev Software Inc |
| 2005-2005 | Programmer/Analyst, I.S.U. Corporation (contract) |

Professional Experience:

Current Responsibilities

- Develop and maintain various websites
- Develop and maintain various websites
- Mentor and assist team members
- Manage and schedule the development of the websites
- Project management and leadership.
- Provide quotes for product enhancements and updates.
- Provide Technical Support and on demand training

Previous Responsibilities

- Implement various sites e.g.: Town of Essex, City of Waterloo, Ajax web sites
- Participate in requirements gathering process and documentations
- Responsible for ERD design, Stored Procedures, Triggers, and SQL scripts
- Develop Web and Win n-tier applications using ASP.NET (C# and VB.NET), and Crystal Reports
- Client implementation of applications including remote installations and upgrades, and Tech Support
- Install, and configure MS Office SharePoint 2007, and administer multiple SharePoint sites

Technical Experience:

| | |
|------------------------|--|
| Databases | Oracle, Microsoft SQL Server 2000, 2005, and 2008 |
| Desktop | Microsoft Office |
| Development Frameworks | Microsoft .NET, Autodesk North America Electric |
| Internet Technologies | HTML, jQuery, JavaScript, IIS, CSS, Microsoft .NET C#/VB, XML/XSLT, MS Office SharePoint 2007 |
| Operating Systems | Microsoft Windows (98, 2000, 2003, and 2008, XP, 7) |
| Languages | Microsoft Visual Studio 2003, 2005, 2008, and 2010 Microsoft .NET Framework v 1.1, 2.0, and 3.5, ASP.NET, jQuery |



Jeremy Wolf

Quality Assurance/ Security Specialist

Education:

- 2009 University of Waterloo – Bachelor of Computer Science
- 2002 University of Waterloo – Bachelor of Math, Honours Mathematics / Bus. Admin

Professional Summary:

As a Quality Assurance Analyst with GHD, Jeremy is responsible for ensuring that company products and services are completed to high levels of quality. In addition, Jeremy is responsible for investigating problems as they arise and ensuring that they are successfully resolved.

Work History:

- 2010-present Quality Assurance Specialist, GHD
- 2009-2010 Campaign Manager, Innosphere Systems Development Group Ltd.
- 2007 Part-time Undergrad TA / Assignment Marker, University of Waterloo
- 2005 Quality Assurance Assistant, Resume Mirror Inc.
- 2004 - 2005 Accounts Payable Clerk, Gencor Foods Inc.

Professional Experience:

Current Responsibilities

- Perform analysis of application concepts and implementations at multiple levels to ensure that the final product meets quality guidelines
- Investigate and help resolve issues raised by clients, customer support and other staff members
- Ensure compliance of client sites to ADA accessibility standards
- Perform security penetration testing on a variety of different web applications
- Install, configure, and update custom implementations of the Concrete5 CMS for client sites

Previous Responsibilities

- Campaign Manager – Managed online advertising campaigns, developed websites using HTML and CSS, and researched content and SEO techniques for client sites
- Undergrad TA – Marked assignments for a Classical Algebra course
- Quality Assurance Assistant – Compared results of resume extraction software with the resumes processed. Examined XML encoding of resumes. Identified and reported errors caused by the software
- Accounts Payable Clerk – Helped ensure timely payment to cattle farmers during the BSE quarantine. Investigated and resolved complaints regarding payments
- Coaching Assistant and Club President – Organize and supervise sessions for the University of Waterloo Fencing club. Instruct groups of beginner fencers in basic footwork and bladework skills. Manage other volunteer club executives

Professional Memberships:

- KW Software Quality Association (KWSQA)

Technical Experience:

| | |
|-----------------------------|--|
| Communications Technologies | FTP, TCP/IP, UDP |
| Databases | Microsoft Access, Oracle |
| Desktop | Microsoft Office (Word, Excel, PowerPoint), Open Office |
| Internet Technologies | HTML, CSS, PHP, XML |
| Operating Systems | Windows (98, XP, 7, 8), Linux (Ubuntu, KDE), Unix / Solaris, OS/161, iOS, Android |
| Programming Languages | Java, C, C++, PHP, Matlab, S-Plus, Lua, MIPS Assembly, JavaScript, Ruby |
| Tools and Libraries | OpenGL, gtkmm, GDB, LibGDX, Eclipse, CVS, Tortoise SVN, Git, Dev-C++, Vim, Firebug, Selenium, Watir, Total Validator, Redmine, Burp Suite, OWASP ZAP, Nmap |



Heathcliffe Hutchings, B.A. Hons.

Technical Trainer & Support

Education:

1998 University of Waterloo – BA Honors Arts, Anthropology
2000 Conestoga College – Digital Media Post Graduate Certificate

Professional Summary:

Heath has over ten years' experience in technical training. After joining GHD in 2011, he is the primary Technical Trainer and Training Developer covering the core line of offered web-based products. He has a proven ability to learn complex materials, and repackage and present them in complete, easy-to-follow directions for clients of varying technical experience. He is also responsible for developing supporting materials, often unique to each client, before and after training sessions. Heathcliffe's objective has always been to get clients comfortable and excited about using new software and technology. He strives to take the learning experience beyond basic technical instruction and includes concept exploration and best practices in his training sessions; encouraging a positive environment where new users can openly discuss both creative usage and functional implementation.

Work History:

2011- Present Technical Trainer, GHD
2001 - 2010 Information Technology Instructor, Conestoga College

Professional Experience:

Materials

- Course documentation and release publications
- Course documentation and release publications
- Supplementary technical notes and best practices
- Training guides and Developmental Resources
- Testing material for Live and E-Learning Environments
- E-Learning Course Development

Creative Support

- Layout design, editing and troubleshooting for various clients and projects
- Training on software abilities, providing clients with the ability to integrate multiple software packages to achieve project success

Training Services

- Technical training package development and delivery for a wide range of adult education requirements
- Development of full range core curriculum for various software packages

Core Competencies:

- Training Development & Delivery
- Conflict Management
- Process & Policy Development
- Problem Analysis and Creative Solutions
- Design for Presentations & Marketing
- Client Needs Fulfillment
- Team Building and Ethical Motivations
- Visual Media Publishing

General Technology:

- Comfortable with various Windows platforms, their operation and troubleshooting
- Proficient with MS Office: Word, Excel, PowerPoint
- Skilled in web application design and development, including HTML, XML, CSS and various media types including graphics (PhotoShop) and video for web

APPENDIX 2 – REFERENCES

We have over two decades of experience completing complex projects of similar size and scope to the City's requirement. The following is a select demonstration of relevant experience, in the public library sector:



GEORGINA PUBLIC LIBRARY

www.georginalibrary.ca

90 Wexford Drive, Keswick, ON L4P 3P7

Contact Name: Ruth Berry

Contact Number: 905-476-5762 ext. 4520

Contact Email: rberry@georgina.ca

KAWARTHA LAKES PUBLIC LIBRARY

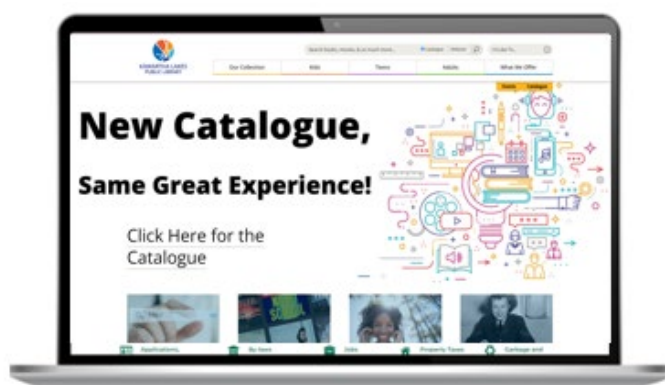
www.kawarthalakes.ca

26 Francis Street, Lindsay, ON K9V 5R8

Contact Name: Cheri Davidson

Contact Number: 705-324-9411 ext. 1355

Contact Email:
cdavidson@kawarthalakes.ca



HALTON HILLS PUBLIC LIBRARY

www.hhpl.on.ca

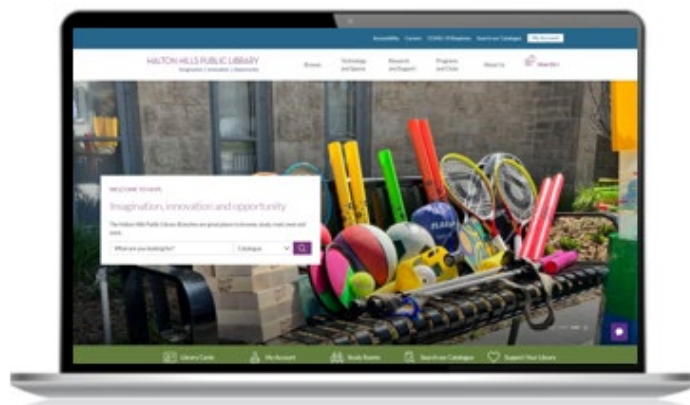
17 River Street, Acton ON, L7J 1C2

Contact Name: Clare Hanman

Contact Number: 905-873-2681 ext.

2512

Contact Email:
clare.hanman@haltonhills.ca



AGREEMENT BETWEEN THE LINCOLN CITY LIBRARIES AND THE FOUNDATION FOR LINCOLN CITY LIBRARIES

This Agreement (“Agreement”) is entered into by and between the City of Lincoln, doing business as Lincoln City Libraries (“LCL”) and the Foundation for Lincoln City Libraries (“Foundation”) as of the date of LCL’s execution below. In consideration of the mutual covenants and promises contained herein, LCL and Foundation do agree as follows:

1. FOUNDATION’S RESPONSIBILITIES.

a. Library Programs/Services Support. Foundation may assist LCL in fulfilling LCL’s responsibilities under its adopted areas plan and, in particular, may assist LCL by providing funds and services for the management, maintenance, and support of the various library programs and/or services established within the designated areas of LCL.

b. Fundraising. Foundation will conduct periodic fund drives, both general and project specific, for the purpose of obtaining charitable donations to be utilized in the provision of LCL’s programs and/or services within LCL’s designated area and in accordance with LCL’s missions and goals. The funds so raised may be utilized directly by Foundation for these purposes or may be transferred to LCL, as from time to time may be determined by Foundation, but in any event all funds so solicited and received shall be initially accepted in the name of Foundation and the solicitations shall be conducted in the name of Foundation. The name of the City of Lincoln shall not be used for the purpose of such solicitations and no prospective donor shall be advised that any such donation is being made to the City of Lincoln. Notwithstanding anything to the contrary contained herein, it is agreed that Foundation is entitled to use Foundation’s name for the purpose of such solicitations and to advise prospective donors that such donation is being made to Foundation.

c. Other Duties. When LCL and Foundation mutually determine in writing that it is necessary and appropriate, Foundation shall act as a conduit on behalf of LCL, with the approval of both parties, for contracting with other agencies of government, obtaining grants, or taking other actions in which it is necessary that an organization with 501(c)(3) designation act as contractor, grantee, or otherwise. It is understood and agreed that any grant so submitted shall be in the name of Foundation.

d. Reports. Foundation shall provide LCL with its annual audits.

2. LIBRARY’S RESPONSIBILITIES.

a. Meeting Space. LCL shall provide Foundation with space for Foundation meetings.

b. Promotion. LCL shall make available LCL system to promote and/or advertise Foundation events, meetings, and products to the extent allowed by the Lincoln Municipal Code and other governing law. LCL shall provide a link to Foundation’s web site from LCL’s web site.

c. Proposals. LCL shall, on an as needed basis, provide proposals for funding

consideration that meet Foundation's funding guidelines and/or strategic plan. LCL shall also provide general advice and support to Foundation.

d. Use of Funds. LCL shall use funds raised by Foundation to supplement government funding and not supplant government funding of LCL and use funds raised by Foundation only for the purposes for which the funds were raised and given to LCL, including using any "restricted funds" for their intended purposes, with such limitations as provided by Lincoln Municipal Code and other governing law.

e. Reports. LCL shall provide Foundation with an accounting report on the use of funds given to LCL by Foundation at such times as are necessary and reasonably requested by Foundation in writing, but in no event less than annually.

3. FOUNDATION EXPENSES.

All correspondence of Foundation shall be on Foundation letterhead, and Foundation shall pay all direct costs of paper, printing, postage, and copying; provided, however, Foundation may utilize copying equipment of LCL subject to reimbursement by Foundation for all accrued costs.

4. TERM.

The term of this Agreement shall commence upon execution and shall continue until completion of all of the obligations of this Agreement, but in no event longer than one year after the date of execution by LCL. This Agreement may be renewed for subsequent one year periods for up to four years as the parties may agree.

5. TERMINATION FOR BREACH.

Either party has the right to terminate this Agreement if the other party fails to perform as required in this Agreement. Termination rights under this section may be exercised only after the non-breaching party notifies the breaching party in writing of the failure to perform and the breaching party fails to cure the breach within thirty (30) days of receipt of such written notice.

6. TERMINATION FOR CONVENIENCE.

LCL and Foundation each have the right to terminate this Agreement for any reason for its own convenience. If LCL terminates this Agreement for convenience, LCL shall provide Foundation with thirty (30) days written notice of the termination. Upon termination, LCL shall pay Foundation for any approved and documented services completed up to the date of termination, but not to exceed the maximum amount allowed by this Agreement. If Foundation terminates this Agreement prior to receipt of any of the Sale Media, no payment shall be due or payable to LCL.

7. NO COMPENSATION.

It is understood and agreed by and between LCL and Foundation that the purpose of this Agreement is to further the mutual goals of Foundation and LCL by improving the provision of library programs and/or services within LCL's designated areas, and neither party shall provide monetary compensation to the other party for any of the activities or services rendered, performed, or provided by either, except for reimbursements as provided in paragraph 3 or as may hereinafter be agreed upon in writing.

8. INDEPENDENT CONTRACTOR.

LCL is interested only in the results produced by this Agreement. Foundation has sole and exclusive charge and control of the manner and means of its performance. Foundation shall perform as an independent contractor, and it is expressly understood that Foundation's officers, board members, staff, and volunteers are not employees of City of Lincoln and, thus, they are not entitled to any City benefits including, but not limited to, overtime, retirement benefits, compensation, workers compensation, sick leave, or injury leave. Nothing contained herein shall be deemed to change or alter Foundation's status as a 501(c) (3) organization.

9. INDEMNIFICATION.

To the fullest extent permitted by law, Foundation shall indemnify, defend and hold harmless LCL, its officers, agents and employees from and against claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from performance of this Agreement, that results in any claims for damage whatsoever, including without limitation, any bodily injury, sickness, disease **including COVID-19 or novel coronavirus**, death, or any injury to or destruction of tangible or intangible property, including any loss of use resulting there from that is caused by the intentional or negligent act or omission of Foundation or anyone for whose acts any of them may be liable. This section will not require Foundation to indemnify or hold harmless LCL for any losses, claims, damages, and expenses arising out of or resulting from the negligence of LCL. LCL does not waive its governmental immunity by entering into this Agreement and fully retains all immunities and defenses provided by law. This section survives any termination of this Agreement. These obligations remain continuous and uninterrupted for the entire term of the Agreement.

10. INSURANCE.

A. Foundation shall maintain General Liability Insurance at its own expense during the life of this Agreement, naming and protecting Foundation and City of Lincoln, its officials, employees and volunteers as insured, against claims for damages resulting from (a) all acts or omissions, (b) bodily injury, including wrongful death, (c) personal injury liability, and (d) property damage which may arise from operations under this Agreement whether such operations by Foundation and Foundation's agents. The minimum acceptable limits of liability to be provided by such insurance shall be as follows:

1. All Acts or Omissions - \$1,000,000 each Occurrence; \$2,000,000 Aggregate;
2. Bodily Injury/Property Damage - \$1,000,000 each Occurrence; \$2,000,000 Aggregate;
3. Personal Injury Damage - \$1,000,000 each Occurrence;
4. Contractual Liability - \$1,000,000 each Occurrence;
5. Products Liability and Completed Operations - \$1,000,000 each Occurrence;
6. Medical Expenses (any one person) - \$10,000;
7. Fire Damage (any one fire) - \$100,000.

B. A Certificate of Insurance for its General Liability Insurance shall be provided and attached to this Agreement by Foundation. The City of Lincoln shall be specifically named as an additional insured on the General Liability Insurance.

C. Foundation is required to provide City with thirty (30) days notice of cancellation, non-renewal or any material reduction of insurance as required by this Agreement.

11. FAIR EMPLOYMENT, FAIR LABOR STANDARDS.

Foundation shall not discriminate against any employee with respect to compensation, terms, advancement potential, conditions, or privileges of employment, because of such person's race, color, religion, sex, disability, national origin, ancestry, age, or marital status pursuant to the requirements of Lincoln Municipal Code Chapter 11.08, and Neb. Rev. Stat. 48-1122, as amended. Foundation shall maintain Fair Labor Standards in the performance of this Agreement, as required by Chapter 73, Nebraska Revised Statutes, as amended.

12. AUDIT.

Foundation shall be subject to audit pursuant to Chapter 4.66 of the Lincoln Municipal Code and when properly and reasonably requested in writing shall make available to City's auditor, as defined therein, copies of only those financial and performance related records and materials germane to the activities expressly provided for in this Agreement, as allowed by law, if any.

13. NEBRASKA LAW. This agreement shall be governed and interpreted by the laws of the State of Nebraska without reference to the principles of conflicts of law.

14. INTEGRATION, AMENDMENTS, ASSIGNMENT, SEVERABILITY, WAIVER.

This Agreement represents the entire agreement between the parties and all prior negotiations and representations are hereby expressly excluded from this Agreement. This Agreement may be amended only by written agreement of both parties. This Agreement may not be assigned without the prior written consent of the other party, and Foundation shall not sublet or in any manner transfer this Agreement or the use of the Premises provided herein without the previous written consent of City. Each section of this Agreement is hereby declared to be independent of every other section so far as inducement for the acceptance of this Agreement and invalidity of any section of this Agreement shall not invalidate any other section thereof. The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of the right of that party to subsequently enforce and compel strict compliance with every provision of this Agreement. This Agreement shall be construed and interpreted under the laws of the State of Nebraska.

15. E-VERIFY.

In accordance with Neb. Rev. Stat. 4-108 through 4-114, Foundation agrees to register with and use a federal immigration verification system, to determine the work eligibility status of new employees performing services within the state of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324 a, otherwise known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee pursuant to the Immigration Reform and Control Act of 1986. Foundation shall not discriminate against any employee or applicant for employment to be employed in the performance of this section pursuant to the requirements of state law and 8 U.S.C.A. 1324b. Foundation shall require any subcontractor to comply with the provisions of this section. For information on the E-Verify Program, go to www.uscis.gov/everify.

16. CAPACITY.

The undersigned person representing Foundation does hereby agree and represent that he or she is legally capable to sign this Agreement and to lawfully bind Foundation to this Agreement.

IN WITNESS WHEREOF, City of Lincoln and the Foundation for Lincoln City Libraries do hereby execute this Agreement.

LINCOLN CITY LIBRARIES

Library Board President

Date

FOUNDATION FOR LINCOLN CITY LIBRARIES

Foundation Board President

Date

LICENSE AGREEMENT BETWEEN LINCOLN CITY LIBRARIES AND FOUNDATION FOR LINCOLN CITY LIBRARIES FOR OFFICE SPACE

This License Agreement (“Agreement”) is entered into by and between the City of Lincoln, doing business as Lincoln City Libraries (“LCL”) and the Foundation for Lincoln City Libraries (“Foundation”) as of the date of LCL’s execution below. In consideration of the mutual covenants and promises contained herein, LCL and Foundation do agree as follows:

1. PREMISES USE.

LCL grants Foundation the right to occupy a portion of licensed office space at LCL’s Bennett Martin Library, located at 136 S. 14th Street, Lincoln, NE 68508 (the “Building”) of approximately 153 square feet located on the first floor on the west side of the Building, which licensed office space shall hereinafter referred to as “Premises.” Foundation shall use the licenses Premises solely for operating an office on behalf of Foundation. Said use shall allow for general office hours for the public during the Building’s open hours. Foundation’s designated staff shall have access to the Premises outside of public hours. Any invited guests to the Building by Foundation outside of public hours shall be accompanied by Foundation staff, and Foundation assumes all responsibility for any invited guests at those times. Certain designated staff of LCL and designated contract workers shall have access to Foundation’s Premises. Foundation’s staff shall have access to the Building’s staff room.

2. TERM.

The term of this Agreement shall commence on January 1, 2023 and shall terminate on December 31, 2023. This Agreement may be renewed for additional one (1) year terms upon the same terms by written signed amendment.

3. COMPENSATION.

For the license of the Premises provided pursuant to this Agreement, Foundation agrees to pay LCL a total of \$1,200.00 per year for rental of the Premises for the term of the Agreement plus any additional expenses as outlined in this Agreement.

4. TERMINATION FOR BREACH.

Either party has the right to terminate this Agreement if the other party fails to perform as required in this Agreement. Termination rights under this section may be exercised only after the non-breaching party notifies the breaching party of the failure to perform in writing upon giving the other party thirty (30) days written notice. Foundation shall be reimbursed any rental payments on a pro-rata basis calculated from the effective date of the termination.

5. TERMINATION FOR CONVENIENCE.

Either party has the right to terminate this Agreement for any reason for its own convenience. If LCL terminates this Agreement for convenience, LCL shall provide Foundation with thirty (30) days written notice of the termination. Foundation shall be reimbursed any rental payments on a pro-rata basis calculated from the effective date of the termination.

6. RESPONSIBILITIES OF FOUNDATION.

Foundation agrees to apply for and obtain any and all necessary permits, certifications, licenses, variances and approvals required by any applicable law or regulations that relate to the use of the Premises. Foundation shall observe and comply with all applicable present and future laws, ordinances, requirements, orders, directions, codes, rules and regulations of regulations of City, the State of Nebraska, and the United States, including all health, safety and Directed Health Measures. Janitorial services and utilities of electricity/water/sewer/garbage are included in the rental payment. Foundation shall provide its own phone, phone service, and internet service and shall pay its own phone and internet service bill. Foundation shall keep the Premises in a clean and sanitary condition. All furnishings for the Premises shall be provided by Foundation. The Premises shall be occupied solely by individuals associated with Foundation and shall only be used in a manner consistent with operating Foundation's business. Foundation shall pay all direct costs of paper, printing, postage, and copying; provided, however, Foundation may utilize copying equipment of LCL subject to reimbursement by Foundation for all accrued costs.

7. RESPONSIBILITIES OF LCL.

LCL shall permit Foundation to use LCL's facilities at no additional cost or expense for meetings in the Building for the Foundation Board of Directors or other meetings as reasonably requested in advance; however, LCL shall have first priority to use its own facilities. LCL shall repair and maintain the foundations, exterior walls (except store fronts, plate glass doors, and other breakable materials used in structural portions) pipes, plumbing, heating and cooling systems, electrical wiring, switches, fixtures, provide for roof repairs/replacement of the Building, and perform exterior maintenance of the Building and the surrounding grounds. LCL is not responsible to make any repairs or alterations to the Premises, or to do any remodeling or decoration, except as otherwise agreed to between the parties in writing in a separate Agreement.

8. SEPARATION OF ENTITIES.

Foundation is nonprofit 501(c)(3) corporation and a separate and distinct entity from LCL. It is expressly understood that Foundation's officers, board members, staff, and volunteers are not employees of City of Lincoln and, thus they are not entitled to any City benefits including, but not limited to, overtime, retirement benefits, workers compensation, sick leave, or injury leave. Nothing in this Agreement shall be interpreted as creating a partnership, joint venture or relationship of principal and agent between the parties. Foundation covenants to remain a nonprofit corporation in good standing under Nebraska law and a tax-exempt organization under IRS Section 501(c)(3) for so long as this Agreement remains in effect and shall provide City with a copy of its IRS 501(c)(3) designation letter upon request.

9. ALTERATIONS AND IMPROVEMENTS, SURRENDER.

Upon termination of the Agreement, Foundation shall surrender the Premises in the same condition as received, ordinary wear and tear. Foundation shall make no alteration or additions to Premises without first obtaining the LCL's written consent. Foundation shall have the right to construct, at its expense, on the Premises, improvements (all of which shall be considered to be the property of Foundation during the terms of this Agreement) and to make all alterations or additions thereto and to remove, remodel, demolish, and rebuild the same, provided Foundation obtain LCL's written consent that all work shall be in accordance with applicable laws. All additions, fixtures and improvements made in or upon the Premises shall be LCL's property, and shall remain upon the Premises at the termination of this Agreement without compensation to

Foundation unless otherwise agreed to in writing. All Foundation's personal property not removed from the Premises within thirty (30) days of termination of the Agreement shall be conclusively presumed to have been abandoned by Foundation and forthwith become LCL's property.

10. PREMISES "AS IS", PERSONAL PROPERTY.

By taking possession of the Premises, Foundation accepts the Premises and the Building in its then current "as is" condition and acknowledges that the Premises and the Building are in good and satisfactory condition at the time Foundation takes possession of the Premises. No representations have been made by City as to the condition of the Premises and Building, including any sanitization with regard to COVID-19. Foundation agrees that LCL shall be permitted to enter upon the Premises at all reasonable times to examine the condition of the same. City is not in any way responsible for the personal property of Foundation or any of its employees, agents, or invitees kept, stored, or maintained on the Premises and in no way assumes responsibility for any loss of property through fire, theft, pilferage, malicious mischief, or any other happening whatsoever. City shall have no duty or responsibility to protect, secure, or defend the Premises from acts of vandalism, or any other damage or injury, other than those police protections provided to other property of the public in the City of Lincoln

11. SIGNS.

Foundation may erect signs as needed to identify and advertise its operation in or on the Building. Foundation must obtain LCL's permission before placing any signs on or about the Building and have LCL approval of the appearance of signs. Foundation shall, at Foundation's expense, remove all signs at the termination of this Agreement, and the removal shall be in such manner as to avoid any injury, defacement or overloading of the Building or other improvements.

12. INDEMNIFICATION.

To the fullest extent permitted by law, Foundation shall indemnify, defend and hold harmless LCL, its officers, agents and employees from and against claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from performance of this Agreement, that results in any claims for damage whatsoever, including without limitation, any bodily injury, sickness, disease **including COVID-19 or novel coronavirus**, death, or any injury to or destruction of tangible or intangible property, including any loss of use resulting there from that is caused by the intentional or negligent act or omission of Foundation or anyone for whose acts any of them may be liable. This section will not require Foundation to indemnify or hold harmless LCL for any losses, claims, damages, and expenses arising out of or resulting from the negligence of LCL. LCL does not waive its governmental immunity by entering into this Agreement and fully retains all immunities and defenses provided by law. This section survives any termination of this Agreement. These obligations remain continuous and uninterrupted for the entire term of the Agreement.

13. INSURANCE.

A. Foundation shall maintain General Liability Insurance at its own expense during the life of this Agreement, naming and protecting Foundation and City of Lincoln, its officials, employees and volunteers as insured, against claims for damages resulting from (a) all acts or omissions, (b) bodily injury, including wrongful death, (c) personal injury liability, and (d)

property damage which may arise from operations under this Agreement whether such operations by Foundation and Foundation's agents. The minimum acceptable limits of liability to be provided by such insurance shall be as follows:

1. All Acts or Omissions - \$1,000,000 each Occurrence; \$2,000,000 Aggregate;
2. Bodily Injury/Property Damage - \$1,000,000 each Occurrence; \$2,000,000 Aggregate;
3. Personal Injury Damage - \$1,000,000 each Occurrence;
4. Contractual Liability - \$1,000,000 each Occurrence;
5. Products Liability and Completed Operations - \$1,000,000 each Occurrence;
6. Medical Expenses (any one person) - \$10,000;
7. Fire Damage (any one fire) - \$100,000.

B. A Certificate of Insurance for its General Liability Insurance shall be provided and attached to this Agreement by Foundation. The City of Lincoln shall be specifically named as an additional insured on the General Liability Insurance.

C. Foundation is required to provide City with thirty (30) days notice of cancellation, non-renewal or any material reduction of insurance as required by this Agreement.

14. AUDIT.

Foundation shall be subject to audit pursuant to Chapter 4.66 of the Lincoln Municipal Code and shall make available to a contract auditor, as defined therein, copies of all financial and performance related records and materials germane to the activities in this Agreement, as allowed by law.

15. NEBRASKA LAW.

This Agreement shall be governed and interpreted by the laws of the State of Nebraska without reference to the principles of conflicts of law.

16. INTEGRATION, AMENDMENTS, ASSIGNMENT, SEVERABILITY, WAIVER.

This Agreement represents the entire agreement between the parties and all prior negotiations and representations are hereby expressly excluded from this Agreement. This Agreement may be amended only by written agreement of both parties. This Agreement may not be assigned without the prior written consent of the other party, and Foundation shall not sublet or in any manner transfer this Agreement or the use of the Premises provided herein without the previous written consent of City. Each section of this Agreement is hereby declared to be independent of every other section so far as inducement for the acceptance of this Agreement and invalidity of any section of this Agreement shall not invalidate any other section thereof. The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of the right of that party to subsequently enforce and compel strict compliance with every provision of this Agreement. This Agreement shall be construed and interpreted under the laws of the State of Nebraska.

17. E-VERIFY.

In accordance with Neb. Rev. Stat. 4-108 through 4-114, Foundation agrees to register with and use a federal immigration verification system, to determine the work eligibility status of new employees performing services within the state of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324 a, otherwise

known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee pursuant to the Immigration Reform and Control Act of 1986. Foundation shall not discriminate against any employee or applicant for employment to be employed in the performance of this section pursuant to the requirements of state law and 8 U.S.C.A. 1324b. Foundation shall require any subcontractor to comply with the provisions of this section. For information on the E-Verify Program, go to www.uscis.gov/everify.

18. CAPACITY.

The undersigned person representing Foundation does hereby agree and represent that he or she is legally capable to sign this Agreement and to lawfully bind Foundation to this Agreement.

IN WITNESS WHEREOF, City of Lincoln and the Foundation for Lincoln City Libraries do hereby execute this Agreement.

LINCOLN CITY LIBRARIES

President of Library Board

Date

FOUNDATION FOR LINCOLN CITY LIBRARIES

Foundation Board President

Date