

Cornwall Public Library  
June 14, 2023, 7:00 PM  
Regular Meeting Agenda

- I. Roll
- II. Approval of Agenda
- III. Approval of the Minutes –May 10, 2023
- IV. Financial Review
  - a. Approval of Warrant # 11
- V. Public Remarks
- VI. Communications/Donations
- VII. Director’s Report – *See Google Docs*
  - a. Accept Meaghan Doyles’s resignation
  - b. Approve the hiring of Nathan Lopane as a substitute page
  - c. Approve the hiring of Fran Hagelmann and Silvana O’Keefe as circulation clerks
- VIII. Committee Reports
  - 1. Finance Committee
  - 2. Policy Committee
  - 3. Building, Garden, Grounds & Sustainability Committee
    - a. Appointment of Construction Manager
  - 4. Friends
  - 5. Personnel Committee
  - 6. Strategic Planning Committee
    - a. Adopt New Strategic Plan
- IX. Unfinished Business
  - a. Executive session to discuss a personnel issue
- X. New Business
  - a. 2024 Menu of IT Services (due to RCLS by 6/30/23)
- XI. Adjournment

Reorganization Board Meeting Weds. July 12, 2023, 6:30 PM  
Next Regular Board Meeting Weds. July 12, 2023, 7 PM

**Cornwall Public Library Board of Trustees Meeting**  
**May 10, 2023, 7:00 pm**  
**Minutes**

Meeting was called to order by Stephanie Wolf at 7:02 p.m.

**I. Roll:**

**Trustees Present:** Stephanie Wolf (President), Meghann Chyla (Vice President), Melissa Greaves-Kulisek (Secretary), Matt Rettig, Lynn Daniels, Michelle Query, Matt Soltis, Emily Milton (Treasurer), Charlotte Dunaief, Director.

**Public:** Library staff members Meaghan Doyle, Liz Fisher, Rebecca Barth, Cathy Squillini (Minutes)

II. **Approval of Agenda:** A motion to approve the agenda was made by Lynn Daniels, seconded by Meghann Chyla.

III. **Approval of the Minutes:** A motion to approve minutes of the Regular Board Meeting of April 12, 2023 was made by Melissa Greaves-Kulisek, seconded by Meghann Chyla, and unanimously approved.

IV. **Financial Review:** Discussion of Warrant #10: Several items related to the recent Library Budget Vote were paid on the warrant, five staff memberships to Orange Library Association are included on the warrant, and two subscriptions to News of the Hudson Highlands.

A motion to approve Warrant #10 in the amount of \$86,823.81 was made by Meghann Chyla, seconded by Michelle Query, and unanimously approved.

V. **Public Remarks:** Ms. Liz Fisher distributed a flier for the summer reading program “All Together Now”. She explained the program theme and asked the Board members to participate in helping to make a decorative border for the banner that will announce the program; the banner will be hung in the Library hallway. During art afternoon patrons of all ages will have an opportunity to contribute to the making of the border as well. The 2023 summer reading program will run for six weeks and will include some Friday and Saturday hours.

VI. **Communications and Donations:** A check in the amount of \$500.00 was received as a donation from Warren and Mary Mumford. A motion to accept the donation was made by Meghann Chyla, seconded by Michelle Query, and unanimously approved.

VII. **Director’s Report:** *See Google Docs for full report.* The Director hosted the Timothy Mumford Poetry Competition Award Ceremony on April 30. Over 45 people were in attendance for the event. RCLS representatives came to the Library to look at Munger Cottage which will be used when the Library is closed during the HVAC project construction.

**VIII. Committee Reports:**

**Finance Committee:** None

**Policy Committee:** *See Google Docs.* Employee Handbook revisions are complete. All Board members were asked to review the Handbook for the next meeting. Board input is needed before the Handbook can go for legal review.

There is a new New York State Sexual Harassment Policy and a new Complaint Form that must be adopted by all NYS employers. The Director has updated the information on behalf of the Library. The Board will need to approve it at the next Board meeting.

**Building, Garden, Grounds, and Sustainability Committee:** *See Google Docs.*

HVAC Project: some items are subject to shift in terms of dates until the project gets underway. One question that arose was *Will staff be able to enter the building after workers are finished for the day?* The answer to this is *No, the CPL collection will be frozen and the Library will be operating solely on ILL at the satellite site (Munger Cottage).*

Circulation will be working out of Munger Cottage while programs will be held at either of three sites: Village Hall or COVAC, or Munger Cottage's large room if it's available.

Memorials: The Director has chosen a plaque style that can be used for all future memorials. The first plaque to be installed will be for the Frank Rovello Memorial.

The Buildings and Grounds Committee has been discussing goals for the future. Those mentioned at this meeting are: Solar panel installation, expansion of the facility, maintaining the work that has already been completed, and planning for future memorials on the property.

**Friends:** The Friends held a successful book sale on the weekend of April 21. The revised bylaws for the corporation are almost complete. The Friends have a 12 member board with Ms. Brenda Goldfarb as advisor. The Friends newsletter is now available online.

**Personnel Committee:** None

**Strategic Planning Committee:** A link to the draft Strategic Plan was provided to all Board members before the meeting so Trustees could review it in advance. Action Steps for the Strategic Plan Goals were presented and discussed. At the next Board Meeting the Trustees will be asked to approve the Strategic Plan.

**IX. Unfinished Business:** None

**X. New Business:** A motion to go into Executive Session was made by Melissa Greaves-Kulisek, seconded by Meghann Chyla, and unanimously approved. The Board entered Executive Session at 8:12 p.m., and reconvened at 9:00 p.m.

The Board stated that the CPL Staff will have work to perform during the time the Library is closed for the HVAC project. Work tasks/activities will be determined by the Supervisors. The Circulation Desk will return to regular hours (with the exception of Thursday evenings) once the Library moves to the satellite site (Munger Cottage). In addition, the Board suggested that Staff may want to use this time to tour other libraries in the area to see the layout, other aspects of the work performed, and any new ideas/suggestions. All Staff will continue to be paid during the time that the Library is closed for the HVAC project work.

Fees to move the Library photocopier by Toshiba are very costly. As a result it is determined that the photocopier will NOT be moved. If another service moves the copier the warranty will be made null and void. Large jobs may need to be sent to an outside provider.

**XI. Adjournment:** A motion to adjourn the regular Board meeting was made by Meghann Chyla, seconded by Matt Rettig, and unanimously approved. The meeting adjourned at 9:11 p.m.

**The next Regular Board Meeting will be held on Wednesday, June 14, 2023 at 7:00 p.m.**

# Cornwall Public Library

## Warrant #11

May 2023

DATE	TRANSACTION TYPE	NAME	ACCOUNT	AMOUNT
		Albert Wisner Public Library		\$ -16.00
		Benninger Landscaping LTD		\$ -900.00
		Blackstone Publishing		\$ -230.73
		Brodart Co- JUV		\$ -656.07
		Brodart Co.- McN		\$ -610.75
		Cengage Learning Inc/Gale		\$ -92.25
		Central Hudson Gas & Electric Corp		\$ -3,158.46
		Charlotte Dunaief		\$ -59.61
		Cornwall Public Library Payroll		\$ -79,819.15
		Culligan of Newburgh		\$ -50.00
		Elan Financial Services		\$ -4,407.27
		Elizabeth Fisher		\$ -40.35
		Ingram Library Services		\$ -1,433.76
		J&G Law, LLP		\$ -40.00
		JNJ Pest Control		\$ -280.00
		Joanne Barclay		\$ -200.00
		Library Journal		\$ -157.99
		Lock Around the Clock		\$ -70.00
		Marangi Disposal		\$ -166.40
		Meaghan Doyle		\$ -34.80
		Midwest Tape LLC		\$ -649.09
		NET 2 PHONE		\$ -251.70
		Nicholas Smith		\$ -56.92
		NYS Health Insurance Pending Acct		\$ -5,465.26
		Orlane Dubreus		\$ -41.99
		Overdrive Inc		\$ -1,603.47
		P&P Quick Copy Center		\$ -698.00
		Pam Stockton		\$ -49.12
		Rae Of Light Yoga		\$ -150.00
		RCLS		\$ -3,646.90
		Richard E. Potter		\$ -550.00
		Staples		\$ -472.27
		Thrall Public Library of Middletown & Wallkill		\$ -13.99
		Toshiba		\$ -514.67
		Valley Cottage Free Library		\$ -28.99
		Verizon		\$ -119.00
		Verizon- Wireless		\$ -15.08
		Village of Cornwall on Hudson		\$ -144.00
		West Point Tours		\$ -295.00
		<b>TOTAL</b>		<b>\$ -107,189.04</b>

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## Warrant #11

May 2023

DATE	TRANSACTION TYPE	NAME	ACCOUNT	AMOUNT
Albert Wisner Public Library				
05/31/2023	Bill Payment (Check)	Albert Wisner Public Library	1001 General (7848) - 1	-16.00
<b>Total for Albert Wisner Public Library</b>				<b>\$ -16.00</b>
Benninger Landscaping LTD				
Beginning Balance				
05/10/2023	Bill Payment (Check)	Benninger Landscaping LTD	1001 General (7848) - 1	-900.00
<b>Total for Benninger Landscaping LTD</b>				<b>\$ -900.00</b>
Blackstone Publishing				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Blackstone Publishing	1001 General (7848) - 1	-230.73
<b>Total for Blackstone Publishing</b>				<b>\$ -230.73</b>
Brodart Co- JUV				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Brodart Co- JUV	1001 General (7848) - 1	-656.07
<b>Total for Brodart Co- JUV</b>				<b>\$ -656.07</b>
Brodart Co.- McN				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Brodart Co.- McN	1001 General (7848) - 1	-610.75
<b>Total for Brodart Co.- McN</b>				<b>\$ -610.75</b>
Cengage Learning Inc/Gale				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Cengage Learning Inc/Gale	1001 General (7848) - 1	-92.25
<b>Total for Cengage Learning Inc/Gale</b>				<b>\$ -92.25</b>
Central Hudson Gas & Electric Corp				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Central Hudson Gas & Electric Corp	1001 General (7848) - 1	-2,985.21
05/31/2023	Bill Payment (Check)	Central Hudson Gas & Electric Corp	1001 General (7848) - 1	-173.25
<b>Total for Central Hudson Gas &amp; Electric Corp</b>				<b>\$ -3,158.46</b>
Charlotte Dunaief				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Charlotte Dunaief	1001 General (7848) - 1	-59.61
<b>Total for Charlotte Dunaief</b>				<b>\$ -59.61</b>
Cornwall Public Library Payroll				
Beginning Balance				
05/09/2023	Bill Payment (Check)	Cornwall Public Library Payroll	1001 General (7848) - 1	-27,110.75
05/16/2023	Bill Payment (Check)	Cornwall Public Library Payroll	1001 General (7848) - 1	-27,409.38
05/31/2023	Bill Payment (Check)	Cornwall Public Library Payroll	1001 General (7848) - 1	-25,299.02
<b>Total for Cornwall Public Library Payroll</b>				<b>\$ -79,819.15</b>
Culligan of Newburgh				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Culligan of Newburgh	1001 General (7848) - 1	-50.00
<b>Total for Culligan of Newburgh</b>				<b>\$ -50.00</b>
Elan Financial Services				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Elan Financial Services	1001 General (7848) - 1	-4,407.27
<b>Total for Elan Financial Services</b>				<b>\$ -4,407.27</b>
Elizabeth Fisher				
Beginning Balance				

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DATE	TRANSACTION TYPE	NAME	ACCOUNT	AMOUNT
05/31/2023	Bill Payment (Check)	Elizabeth Fisher	1001 General (7848) - 1	-40.35
<b>Total for Elizabeth Fisher</b>				<b>\$ -40.35</b>
Ingram Library Services				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Ingram Library Services	1001 General (7848) - 1	-1,433.76
<b>Total for Ingram Library Services</b>				<b>\$ -1,433.76</b>
J&G Law, LLP				
Beginning Balance				
05/31/2023	Bill Payment (Check)	J&G Law, LLP	1001 General (7848) - 1	-40.00
<b>Total for J&amp;G Law, LLP</b>				<b>\$ -40.00</b>
JNJ Pest Control				
Beginning Balance				
05/31/2023	Bill Payment (Check)	JNJ Pest Control	1001 General (7848) - 1	-280.00
<b>Total for JNJ Pest Control</b>				<b>\$ -280.00</b>
Joanne Barclay				
05/31/2023	Bill Payment (Check)	Joanne Barclay	1001 General (7848) - 1	-200.00
<b>Total for Joanne Barclay</b>				<b>\$ -200.00</b>
Library Journal				
05/31/2023	Bill Payment (Check)	Library Journal	1001 General (7848) - 1	-157.99
<b>Total for Library Journal</b>				<b>\$ -157.99</b>
Lock Around the Clock				
Beginning Balance				
05/10/2023	Bill Payment (Check)	Lock Around the Clock	1001 General (7848) - 1	-70.00
<b>Total for Lock Around the Clock</b>				<b>\$ -70.00</b>
Marangi Disposal				
Beginning Balance				
05/18/2023	Bill Payment (Check)	Marangi Disposal	1001 General (7848) - 1	-166.40
<b>Total for Marangi Disposal</b>				<b>\$ -166.40</b>
Meaghan Doyle				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Meaghan Doyle	1001 General (7848) - 1	-34.80
<b>Total for Meaghan Doyle</b>				<b>\$ -34.80</b>
Midwest Tape LLC				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Midwest Tape LLC	1001 General (7848) - 1	-649.09
<b>Total for Midwest Tape LLC</b>				<b>\$ -649.09</b>
NET 2 PHONE				
Beginning Balance				
05/16/2023	Bill Payment (Check)	NET 2 PHONE	1001 General (7848) - 1	-251.70
<b>Total for NET 2 PHONE</b>				<b>\$ -251.70</b>
Nicholas Smith				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Nicholas Smith	1001 General (7848) - 1	-56.92
<b>Total for Nicholas Smith</b>				<b>\$ -56.92</b>
NYS Health Insurance Pending Acct				
Beginning Balance				
05/10/2023	Bill Payment (Check)	NYS Health Insurance Pending Acct	1001 General (7848) - 1	-5,465.26
<b>Total for NYS Health Insurance Pending Acct</b>				<b>\$ -5,465.26</b>

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May 2023

DATE	TRANSACTION TYPE	NAME	ACCOUNT	AMOUNT
Orlane Dubreus				
05/31/2023	Bill Payment (Check)	Orlane Dubreus	1001 General (7848) - 1	-41.99
<b>Total for Orlane Dubreus</b>				<b>\$ -41.99</b>
Overdrive Inc				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Overdrive Inc	1001 General (7848) - 1	-1,603.47
<b>Total for Overdrive Inc</b>				<b>\$ -1,603.47</b>
P&P Quick Copy Center				
Beginning Balance				
05/31/2023	Bill Payment (Check)	P&P Quick Copy Center	1001 General (7848) - 1	-698.00
<b>Total for P&amp;P Quick Copy Center</b>				<b>\$ -698.00</b>
Pam Stockton				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Pam Stockton	1001 General (7848) - 1	-49.12
<b>Total for Pam Stockton</b>				<b>\$ -49.12</b>
Rae Of Light Yoga				
05/31/2023	Bill Payment (Check)	Rae Of Light Yoga	1001 General (7848) - 1	-150.00
<b>Total for Rae Of Light Yoga</b>				<b>\$ -150.00</b>
RCLS				
Beginning Balance				
05/31/2023	Bill Payment (Check)	RCLS	1001 General (7848) - 1	-3,646.90
<b>Total for RCLS</b>				<b>\$ -3,646.90</b>
Richard E. Potter				
05/31/2023	Bill Payment (Check)	Richard E. Potter	1001 General (7848) - 1	-550.00
<b>Total for Richard E. Potter</b>				<b>\$ -550.00</b>
Staples				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Staples	1001 General (7848) - 1	-472.27
<b>Total for Staples</b>				<b>\$ -472.27</b>
Thrall Public Library of Middletown & Wallkill				
05/31/2023	Bill Payment (Check)	Thrall Public Library of Middletown & Wallkill	1001 General (7848) - 1	-13.99
<b>Total for Thrall Public Library of Middletown &amp; Wallkill</b>				<b>\$ -13.99</b>
Toshiba				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Toshiba	1001 General (7848) - 1	-430.67
05/31/2023	Bill Payment (Check)	Toshiba	1001 General (7848) - 1	-84.00
<b>Total for Toshiba</b>				<b>\$ -514.67</b>
Valley Cottage Free Library				
05/31/2023	Bill Payment (Check)	Valley Cottage Free Library	1001 General (7848) - 1	-28.99
<b>Total for Valley Cottage Free Library</b>				<b>\$ -28.99</b>
Verizon				
Beginning Balance				
05/16/2023	Bill Payment (Check)	Verizon	1001 General (7848) - 1	-119.00
<b>Total for Verizon</b>				<b>\$ -119.00</b>
Verizon- Wireless				
Beginning Balance				
05/16/2023	Bill Payment (Check)	Verizon- Wireless	1001 General (7848) - 1	-15.08
<b>Total for Verizon- Wireless</b>				<b>\$ -15.08</b>



# Cornwall Public Library

Warrant #11

May 2023

DATE	TRANSACTION TYPE	NAME	ACCOUNT	AMOUNT
Village of Cornwall on Hudson				
Beginning Balance				
05/31/2023	Bill Payment (Check)	Village of Cornwall on Hudson	1001 General (7848) - 1	-144.00
<b>Total for Village of Cornwall on Hudson</b>				<b>\$ -144.00</b>
West Point Tours				
05/11/2023	Bill Payment (Check)	West Point Tours	1001 General (7848) - 1	-295.00
<b>Total for West Point Tours</b>				<b>\$ -295.00</b>
<b>TOTAL</b>				<b>\$ -107,189.04</b>

## May 2023 Director's Report

### Personnel

- MD has resigned from her position, her last day will be June 5
- Hired one new page, Nathan
- Hired two new Library Clerks as Summer help/substitutes

### Budget/Financial

- Freegal music streaming service contract is signed. Service will begin on July 1
- Two requests for payment arrived from HVAC Contractors. LR worked in QB to have them show on their own warrant

### Programming

- Helped BG set up & breakdown for GNSO Lecture at Munger Cottage on 5/5
- Spoke with Morgan from Senator Skoufis' office about funding to be received for Youth Programming; Each Library in the Senator's district will get \$7,000 towards Youth programming.

### Building and Grounds

- HVAC Contracts signed
- Proposals for Construction Management were due 5/12, only one received.
- Called Advanced Wildlife about trying to catch raccoons in the fenced area. So far only one skunk has been removed.
- Had Tom Whalen remove the glass from the center area at the circulation desk. Many patrons complained about not being able to hear what the staff said, staff could not hear patrons well, and COVID restrictions have been completely lifted.

### Monthly Statistics April 2023 (previous month in parentheses):

Registered borrowers: 7,479 (7,438); Direct Access/Circulation: 10,067 (10,103);  
ILL Borrows: 1,979 (1,897); ILL Loans: 1,876 (1,748); Item Count: 75,006(75,062);  
Wi-Fi: 9,055 (8,200);  
Libby (Overdrive) checkouts: 3,417 (3,348); Overdrive unique users: 679 (666).

**Meetings Attended:** Strategic Planning Committee meeting 5/1; Meeting with Stephanie & Julia Dahl 5/4; Orange County Director's Assoc. meeting 5/8; RCLS Director's Assoc. Meeting 5/10; Board Meeting 5/10; ILS Search Committee 5/11; Department Heads Meeting 5/17, 5/31; Staff meeting 5/18; ANSER meeting 5/18; Civil Service training 5/24(In Goshen);

**Webinars attended:** Disability Accommodations in Libraries 5/17; Anticipating and Resolving Workplace Complaints 5/25; Freegal Training 5/25; Preparing for program challenges at your Library 5/31

## Youth Services – End-of-Month Statistics – May 2023

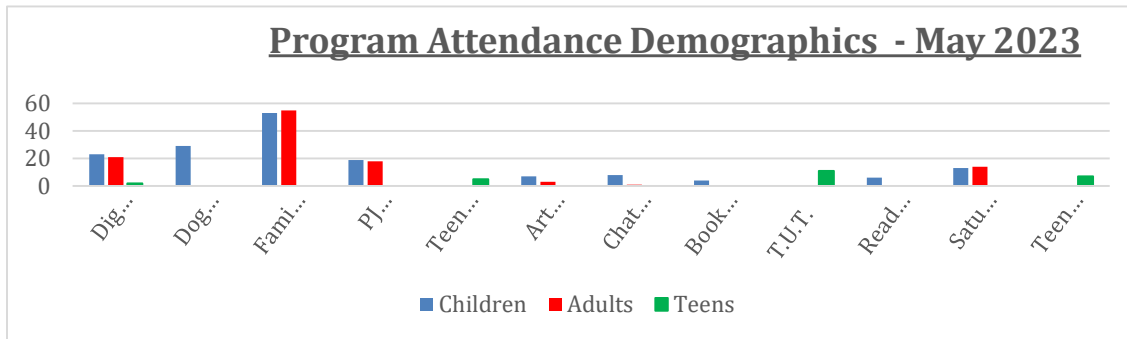
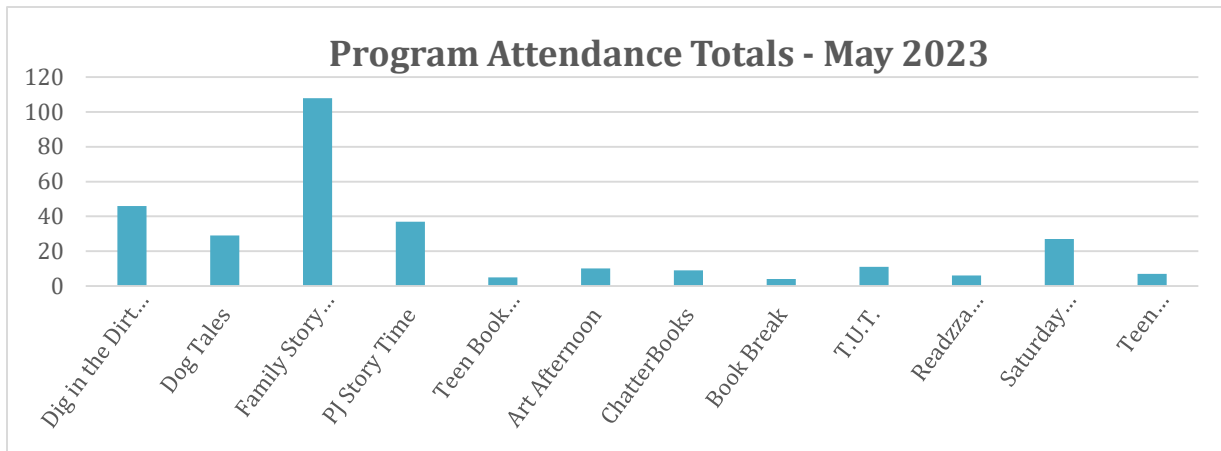
<u>PROGRAM NAME:</u>	<u>DATE:</u>	<u>CHILDREN:</u>	<u>ADULTS:</u>	<u>TEENS:</u>	<u>ATTENDANCE TOTAL</u>
Dig in the Dirt Day	5/6	23	21	2	46
Dog Tales	5/8, 5/22	29			29
Family Story Time	5/2, 5/9, 5/16	53	55		108
PJ Story Time	5/3, 5/17	19	18		37
Teen Book Group	5/8			5	5
Art Afternoon	5/9	7	3		10
ChatterBooks	5/10	8	1		9
Book Break	5/18	4			4
T.U.T.	5/5			11	11
Readzza Readzza	5/25	6			6
Saturday Story Time	5/20	13	14		27
Teen Volunteer Interviews	5/31			7	7
					<u>253</u>

### MEETINGS & OUTREACH: DATE: ATTENDEE:

Manager's Mtg                    5/3, 5/17 Liz & Lisa  
 Homeschooling Webinar        5/3 Lisa  
 RCLS Road Trip Webinar       5/4 Lisa  
 YS Dept. Mtg                    5/9, 5/17 Liz, Lisa & Rebecca  
 Kick Out Webinar                5/18 Liz  
 WAES SRP Visit                 5/31 Liz

### QUESTIONS @ THE DESK:

Reference 215  
 Circulation 108  
 Tech 12  
 Telephone 28  
 Programs 42



**Reflections:**

June is a crescendo. After months and months of Summer Reading Program planning and performer procuring, events are finalized into a summer calendar. Now time seemingly accelerates into promotional visits at schools and RiverFest, summer teen volunteer interviews and orientation, posters, flyers, reading logs, game boards, and book review sheets are collated, as well as set up online for our patrons' convenience.

Sign up for our Summer Reading Program begins Monday, June 26 with a kickoff that evening at 6:30 pm with the comedy of Rich Potter. Come share the laughs as we celebrate the joy of All Together Now!

Respectfully submitted,

ekf

6/2/23

**Adult Services Report May 1-31, 2023**  
**Closed 5/29) for holiday; Submitted by Meaghan Doyle, 6/2/23**

**REFERENCE**

**Reference (previous month in parentheses):**

Ref Questions: 238 (259); Tech Assists: 60 (90); 1-on-1 Tech Help: 11 (12); Circ/Curbside Assists: 125 (105); Directional: 12 (24); Reader's Advisory: 4 (2); ILL/SEAL: 9 (16); Pull List: 1365 (1371); Printing: 100 (114); Phone: 78 (67); Virtual Ref: 12 (19); Notary Service: 101 (88)

**Database Stats (previous month in parentheses):**

NoveList Plus Searches: 33 (26); NoveList PlusK-8: 0 (0); EBSCO Other: 31 (0); Gale Virtual Ref. Library: 0 (1); Ancestry: 102 (163) New-Tutor.com 3

**NYTimes Digital Subscription Stats (previous month in parentheses):**

In-House Library usage sessions 73 (68); page views 140 (147); articles read 85 (95)  
Offsite Code redemptions 97 (88); usage sessions 464 (539); page views 1,842 (2,307);  
articles read 397 (428)

**PC Usage**: Adults: 407 (389) Children:4 (5) Laptop:1 (3) PC Reservations:3 (0) Guest Passes:64 (71)

**HOOPLA (previous month in parentheses):**

New signups: 12 (3); Borrowers: 94 (89); Avg. No. Circs: 2.9 (3.0); Maxed Users: 23 (29)  
Items borrowed: 272 (266)

**HOME DELIVERIES**

New Sign Ups: 0 (0); Unique Patrons: 1 (3); Deliveries: 1 (7); Items Delivered: 1 (13)

**Programming and Outreach**  
**Submitted by B Goldfarb 6/12/23**

<b>Program date</b>	<b>Title</b>	<b>Attendance</b>
5/2/23	Midday Matinee: Mrs. Harris Goes to Paris	20
5/4/23	Community Leader Forum (J. Wojehowski, J. Gagliano)	47
5/5/23	A Whirlwind Tour of Music History: 1,000 Years in 60 Minutes	89
5/8/23	MSLC: Stroke Awareness	17
5/9/23	The Girl from Ipanema and the Music of Antonio Carlos Jobim	27

5/10/23	Greater Cornwall Chamber of Commerce (Community Room Use)	10
5/11/23	A Demonstration of the Art of Flower Arranging	27
5/15/23	Monday Movie: Wait Until Dark	9
5/16/23	Cornwall Clean Up Crew (Community Room Use)	15
5/18/23	Great Decisions: China and the US	4
5/23/23	Greater Cornwall Chamber of Commerce (Community Room Use)	21
5/30/23	Cornwall Clean Up Crew (Community Room Use)	16
	Total:	<u>302</u>
Creative Writers Workshop (Mondays 11 am -1:30 pm) 5/1=9;5/8=11;5/15=10;5/22=11 Total:		<u>41</u>

#### Book Groups:

5/3/23: Member's Choice: Starry Messenger: Cosmic Perspectives on Civilization	7
5/8/23: Teen Book Group: Hood	5
5/18/23: Mystery: The Death of Mrs. Westaway	10
5/24/23: Out & About: The Heart's Invisible Furies	15
5/25/23: Book Chat & Chocolate: The Mothers	9
	Total: <u>46</u>

Notary Services: May 2023: 47

#### Highlights & Tidbits:

The month of May started with our running shoes on! The Community Leadership Forum was true to its title and brought out a very engaged audience who appreciated that current issues were discussed. The two presenters were informative, forthright and answered many of our attendees' concerns with openness and respect. There was a definite interest to do another similar forum at the end of the year.

We quickly moved on to health topics, flower arranging, movies, book talks, an historical music presentation (my personal joy) was the lecture attended by a whopping 89 participants to hear Russell Ger, Musical Director of the Greater Newburgh Symphony Orchestra. Russell captivated the audience and even provided complimentary tickets to the following night's performance. Noteworthy to mention was that this program was generously sponsored by the Friends of Cornwall Library and the Sound System was furnished by Safe & Sound Home Services Corp. (Dan Mahoney). It truly takes collaboration to bring our community the quality we provide.

Also, worth highlighting is the uptick in our Community Room Only Use with the Cornwall Chamber and Cornwall Clean Up Crew having both Board and or membership meetings which ultimately showcase our library.

And, as always thanks for attending & assisting with several of these programs & community outreach.

Brenda Goldfarb



# Cornwall Public Library

## Full Budget vs. Actuals (as of May 31, 2023 - 92% of FY)

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Revenue</b>				
4001 4001-Refund	2,412.13		2,412.13	
4002 Local Public Funds	1,386,879.74	1,386,880.00	-0.26	100.00 %
4082 Income		4,000.00	-4,000.00	
4082.1 Copies	5,208.63		5,208.63	
4082.13 Fines	4,548.61		4,548.61	
4082.19 Misc	129.63		129.63	
4082.2 Donation	2,019.76		2,019.76	
4082.3 Lost Item	1,360.57		1,360.57	
4082.7 Faxes	1,085.25		1,085.25	
4082.8 Program Fees	42.00		42.00	
<b>Total 4082 Income</b>	<b>14,394.45</b>	<b>4,000.00</b>	<b>10,394.45</b>	<b>359.86 %</b>
4401 Interest Income	1,113.04	500.00	613.04	222.61 %
4706 Friends of the Cornwall Public Library	5,509.19	13,500.00	-7,990.81	40.81 %
4760 Grants/Other	10,484.67		10,484.67	
4840 RCLS- LLSA	5,154.00	4,810.00	344.00	107.15 %
<b>Total Revenue</b>	<b>\$1,425,947.22</b>	<b>\$1,409,690.00</b>	<b>\$16,257.22</b>	<b>101.15 %</b>
<b>GROSS PROFIT</b>	<b>\$1,425,947.22</b>	<b>\$1,409,690.00</b>	<b>\$16,257.22</b>	<b>101.15 %</b>
<b>Expenditures</b>				
6010 Retirement	46,590.00	58,125.00	-11,535.00	80.15 %
6020 6020 NYS Disability Benenfits	1,828.40		1,828.40	
6030.8 FICA/Medicare Expense	<b>51,015.71</b>	<b>69,772.00</b>	<b>-18,756.29</b>	<b>73.12 %</b>
6060 Worker's Compensation	4,395.90	6,500.00	-2,104.10	67.63 %
6090 Health Insurance	<b>52,319.99</b>	<b>107,705.00</b>	<b>-55,385.01</b>	<b>48.58 %</b>
6141 Professional Library	132,547.44	207,173.00	-74,625.56	63.98 %
6142 Clerical Salary	332,402.12	504,518.00	-172,115.88	65.89 %
6143 Treasurer Salary	5,256.08	6,180.00	-923.92	85.05 %
6144 Custodial Salary	13,299.38	34,081.00	-20,781.62	39.02 %
7410 Books	<b>43,470.04</b>	<b>57,362.44</b>	<b>-13,892.40</b>	<b>75.78 %</b>
7410.9 McNaughton	7,329.00	7,329.00	0.00	100.00 %
7411 Movie License	217.90	700.00	-482.10	31.13 %
7412 Video/Music/Books on Tape	<b>21,486.36</b>	<b>39,790.00</b>	<b>-18,303.64</b>	<b>54.00 %</b>
7413 Serials/Reference	<b>15,330.96</b>	<b>18,037.56</b>	<b>-2,706.60</b>	<b>84.99 %</b>
7430 Supplies				
7430.1 Library Supplies	4,162.58	5,300.00	-1,137.42	78.54 %
7430.11 Book Processing	1,343.13	2,200.00	-856.87	61.05 %
7430.2 Office Supplies	<b>7,195.73</b>	<b>10,000.00</b>	<b>-2,804.27</b>	<b>71.96 %</b>
7430.30 Program Supplies- Adult	2,303.78	3,000.00	-696.22	76.79 %
7430.30A Adult Programs	77.13		77.13	
7430.30R Reference Programs	140.42		140.42	
7430.31 Program Supplies- YA	574.38	737.00	-162.62	77.93 %
7430.32 Program Supplies -JUV	2,271.99	1,763.00	508.99	128.87 %



# Cornwall Public Library

Full Budget vs. Actuals (as of May 31, 2023 - 92% of FY)

July 2022 - June 2023

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
7430.33 Summer Reading	970.56	12,500.00	-11,529.44	7.76 %
7430.34 Program Supplies- Outreach	274.94	2,500.00	-2,225.06	11.00 %
<b>Total 7430 Supplies</b>	<b>19,314.64</b>	<b>38,000.00</b>	<b>-18,685.36</b>	<b>50.83 %</b>
7431 Telephone	1,249.99	4,900.00	-3,650.01	25.51 %
7432 Square Processing Fees	91.08		91.08	
7433 Postage and Shipping	1,392.58	5,000.00	-3,607.42	27.85 %
7434 Printing	2,537.94	10,000.00	-7,462.06	25.38 %
7435 7435- Travel/Conference	2,455.56	4,498.00	-2,042.44	54.59 %
7437 Professional Fees				
7437.1 Prof Fees- Office	18,187.56	25,050.00	-6,862.44	72.61 %
7437.2 Prof Fees- Adult Programs	2,155.00	6,000.00	-3,845.00	35.92 %
7437.3 Professional Fees- YA		2,000.00	-2,000.00	
7437.4 Professional Fees- Juv	600.00	4,000.00	-3,400.00	15.00 %
7437.5 Professional Fees- Summer Reading Program	1,225.00	3,000.00	-1,775.00	40.83 %
7437.6 Professional Fees- Outreach	1,444.84	2,000.00	-555.16	72.24 %
<b>Total 7437 Professional Fees</b>	<b>23,612.40</b>	<b>42,050.00</b>	<b>-18,437.60</b>	<b>56.15 %</b>
7438 Dues	1,489.99	1,500.00	-10.01	99.33 %
7450 Utilities/Fuel	33,912.13	32,000.00	1,912.13	105.98 %
7451 Custodial Supplies	1,358.08	3,000.00	-1,641.92	45.27 %
7452 Repairs to Building	16,843.30	21,485.00	-4,641.70	78.40 %
7454 Building Insurance	13,488.06	13,515.00	-26.94	99.80 %
7455 RCLS	<b>59,989.98</b>	<b>73,182.00</b>	<b>-13,192.02</b>	<b>81.97 %</b>
7469 Service Contracts	21,817.45	43,287.00	-21,469.55	50.40 %
7800 Capital Expenditure	29,950.00		29,950.00	
<b>Total Expenditures</b>	<b>\$956,992.46</b>	<b>\$1,409,690.00</b>	<b>\$ -452,697.54</b>	<b>67.89 %</b>
NET OPERATING REVENUE	<b>\$468,954.76</b>	<b>\$0.00</b>	<b>\$468,954.76</b>	<b>0.00%</b>
NET REVENUE	<b>\$468,954.76</b>	<b>\$0.00</b>	<b>\$468,954.76</b>	<b>0.00%</b>

**2022-2023 Cornwall Public Library Board of Trustees~Policy Schedule**

<b>Policies Currently in Review by Committee members/Work in Progress</b>	<b>For Board REVIEW/ Discussions with full Board</b>	<b>For Board VOTE JUNE meeting</b>
	<a href="#">SexualHarassmentModelPolicy_NYS_2023.docx</a>  <a href="#">Updated handbook 2023.docx</a>  * <a href="#">Volunteer Emergency Responder Leave.docx</a> (Add to handbook after Personal Leave)	

Respectfully submitted, Meghann Chyla

<b>Completed/Approved by Board</b>	<b>Completed/Approved by Board</b>
Gift & Donation-Pdf (Sept 2019 folder)	Homebound Policy (Nov 19 folder)
<a href="#">Lending Policy for ipads &amp; laptops</a> (Nov 19 folder; Reviewed in June 21)	Public Relations & Communications ~Lawyer approved (Nov 19 folder)
Types of Libraries (Nov 19 folder)	Tutoring Policy and Permission Form (Nov 19)
Exhibit & Display policy (Nov 19 folder)	Homebound Delivery Request Form (Nov 19 folder)
Whistle Blower (Dec 19 folder)	Hours of Operation (Dec 19 folder)
Petty Cash (Dec 19 folder)	Pandemic Policy & Procedures (Mar 2020 folder)
Collection Development (Mar 2020 folder)	Virtual Program Policy (May 2020)
Work From Home (May 2020)	<a href="#">Employee Policy to Mitigate COVID-19 (June 20 folder)</a>
<a href="#">Library Manners addendum</a> (June 20 folder)	ICE Policy & Procedure (August 2020 folder)

ICE Policy Rollout Guide (August 2020 folder)	Zoom Policy (August 2020 folder)
<a href="#">CPL Mission Statement</a> (Sept 20 folder)	<a href="#">Interlibrary Loans Policy</a> (Sept 20 folder)
<a href="#">CPL Facility Use Policy</a> (Oct 20 folder)	<a href="#">Facility/Community Room Use Agreement Form</a> (Oct 20 folder)

<a href="#">Budget Transfer Policy Draft (2)</a> (Nov 20 folder)	<a href="#">ProcurementPolicy.docx</a> (Nov 20 folder)
<a href="#">REQUEST FOR BUDGET TRANSFERformdraft.docx</a> (Nov 20 folder)	

<a href="#">Credit Card Policy and Use Procedures</a> (Dec 20 folder)	<a href="#">Pandemic Response Plan11_16-20.docx</a> (Dec 20 folder)
<a href="#">Circulation Loan Periods Policy 2021.docx</a> (2021)	<a href="#">Fines Policy2021.docx</a> (2021)
<a href="#">Educator Card_1_2021.docx</a> (2021)	<a href="#">Tax Grievance Fund Policy.docx</a> (2021)
<a href="#">2022-2026 Direct Access Plan - DA Approved 5.12.2021</a> (Was approved per RCLS as is; June 21)	<a href="#">Cornwall Public Library equipment use policy.docx</a> (updated in June 21)
2022-2026 RCLS Plan of Service (per Grace Rosario)	<a href="#">Digital Video Surveillance Policy.docx</a> (Updated Aug 2021)
<a href="#">Conflict of Interest Policy 2021.docx</a> (Updated Aug 2021)	NYS Hero Act: <a href="#">Model-airborne-infectious-disease-exposure-prevention-plan-p765.pdf</a> (Aug 2021)
<a href="#">Pandemic Policy &amp; Procedures.docx</a> (Oct 2021)	<a href="#">Copy of InvestmentPolicy-6240</a> (Nov 2021)
<a href="#">Workplace Bullying Policy.docx</a> (Nov 2021)	<a href="#">Copy of GIFT AND DONATION POLICY Final</a> (Condensed to have one policy. Proposed to eliminate Materials donation policy below.) (Nov 2021) <a href="#">Materials donation policy.docx</a> =(Eliminate)
<a href="#">CPL Work From Home Policy</a> (Dec 21)	<a href="#">Study Room Policy</a> (Dec 21)
<a href="#">Exam Proctoring Services Policy</a> (Dec 21)	<a href="#">Progressive Discipline Policy.docx</a> (Personnel committee)=to be put in handbook at next rewrite (Dec 21)
<a href="#">Workplace rules-Infraction form for supervisors.docx</a> (Personnel committee)=For staff use; not a formal policy (Created: Dec 21)	<a href="#">Computer Use &amp; Internet and Wireless Usage Policy10_21_21.docx</a> (Feb 22)
<a href="#">Computer, Internet, &amp; Wireless Usage Policy and Agreement for Minors 8 -19v.2.docx</a> (Feb 22)	<a href="#">Collection Development 3/5/2020.docx</a> (April 22)

<a href="#">CPL Remote Work Plan 4 8 2022.docx</a> (Not a policy but an HR form; reviewed in April 22)	<a href="#">computer_wifi use statement for patrons.docx</a> (May 22)
<a href="#">Grievance Policy.docx</a> (June 2022)	<a href="#">Library History Jan Dempsy.docx</a> (June 22) (Not up for a policy vote; just a review for website)
<a href="#">Homebound Delivery Service Policy Agreement9 10 19.docx</a> (Form to be added on to existing Homebound Policy from Nov 19) (June 2022)	<a href="#">Confidentiality of Library Patron Records</a> (June 22)
<a href="#">Parking Lot Policy.docx</a> (June 2022)	<a href="#">Homebound Policy_requesting addition.docx</a> (July 22)
<a href="#">CPL BYLAWS draft.docx</a> (July 22)	<a href="#">Study Room Policy 9 28 2022.docx</a> (Nov 22)
<a href="#">Collection Management Policy and appendices 8 2022.docx</a> (Dec 22)	<a href="#">Copy of UNATTENDED CHILD POLICY11 2022 v2.docx</a> (Dec 22)
<a href="#">Library Manners Policy</a> (Dec 22)	

## **Strategic Planning Report**

The Strategic Planning Committee met Monday, June 5, 2023, to finalize language and formatting of the draft strategic plan. Board feedback from the May Board Meeting has been incorporated into the plan. With the aim of looking at the plan through the lenses of the public or of other stakeholders who do not sit on the committee, we were able to clarify (where needed) aspects of “Responsibility” and “Evaluation” for the action steps. On June, 5, 202, the Board was sent the final draft for review prior to the June 14th, 2023 meeting. The [final draft of the Strategic Plan](#) is linked here. We will vote on whether to adopt this plan at our June Board meeting.

# RCLS

RAMAPO CATSKILL

LIBRARY  
SYSTEM

## Ramapo Catskill Library System

### 2024 Menu of IT Services

### Appendix B

#### Year 2 of 5

RCLS requests confirmation of the level of IT Services to be provided by the System to the Supported Library. The Library's selection of the level of IT Services will enable predetermination of costs and careful planning for any necessary preparation, procurement or training needed for 01/01/24 - 12/31/24. The 2024 Menu of IT Services is due to RCLS by **June 30, 2023**.

In 2022 your Library selected the level of participation as a **Fully Supported Library**. This means that only RCLS manages the member Library's IT infrastructure. Third-party vendors are required to work with RCLS to secure the network. A Fully Supported Library may transition to a Hybrid Library once during the five-year term of the contract by giving at least six (6) months' notice.

#### Cornwall Public Library - NO CHANGE FROM 2023

#### Hardware Support Services

	Qty	Support	Repl. Cost	Total
Minimum Support	28	\$		
LA			2,750	
LA				\$
				2,750
# of Supported PCs	22		672	
			187	
				18,898
# of Supported Laptops	6		672	

# of Supported PCs Replaced in  
 2024 # of Supported Laptops Replaced  
 in 2024

			210	5,292
	3		194	582
	0		75	
Barcode Readers	10	15		150
Server	1	950		950
Receipt Printer	11	15		165
Networked Printer	2	25		50
Wi-Fi Access Points	4	50		200

**Total Hardware Support \$ 29,037**

**Software Support Services**

	Qty	Base Amt.	Client Cost	Total
Envisionware	18	\$	300 \$	
				7
				426
<b>Total Software Support</b>				<b>\$ 426</b>

**Telecommunications Costs \$ 1,200**

Contribution to the IT Capital Fund \$

460

TOTAL 2024 MENU OF IT SERVICES SUPPORT

31,123

2024 Menu of IT Services

Page 1 of  
2

Printed 5/30/2023

## Ramapo Catskill Library System

### 2024 Menu of IT Services

Notification of the selected services shall be sent to the System by **June 30, 2023** via **a)** a email or letter from a board officer or library manager/director empowered to sign contracts for the Supported Library, OR **b)** a marked and signed copy of the Menu of IT Services indicating selections sent via RCLS Delivery or USPS.

**Library Name:**

**Signature:**

Cornwall Public Library

**Print Name & Title:**

**Date:**

**Addition of Services:** In the event a Supported Library desires to add IT Services during the IT Service Year, the Supported Library and the System IT team shall discuss the needed services and, if practicable within the operational and fiscal plans set for the IT Service Year, the Service will be added, and the annual cost prorated.

**Reduction of Services:** In the event a Supported Library desires to reduce IT Services, it may do so for the next IT Service Year, but to ensure the fiscal stability of the IT infrastructure, the amount may not be reduced by more than 50% of the financial value of the previous year. Use the *2024 Menu - Change in Support*, Excel workbook tab to itemize equipment reductions and the costs associated with those changes.

As a reminder, per the IT Contract, a lack of a signed confirmation and marked Menu of IT Services by **June 30, 2023** shall constitute confirmation of the past years' service selections for the upcoming year's



pricing.

Thank you for your consideration. RCLS looks forward to serving your IT needs!

**Date Received:**

**Date Reviewed:**

**RCLS Reviewer Name:**

**Review Comments:**

**Date Accepted by RCLS:**

*RCLS Use*

Workstation

## Cornwall Supported Printers Inventory

Description: Printers with RCLS IT support

Category: Inventory Reports  
Server Hostname: k1000.trust.rcls.org  
Generated: 04/18/2023 11:42:37

	Make	Model	Serial #
COR164	Toshiba	eStudio 2330c	
COR190			
04/18/2023	Toshiba	eStudio DP-2320	
			C1B918081
			CSB521742

SNAL-85575 estudio 3015AC  
CFLG 69479 estudios  
3005 Ac

## Cornwall Networking Equipment Inventory

**Description:** Networking equipment report  
**Category:** Inventory Reports  
Server **Hostname:** k1000.trust.rcls.org  
Generated: 04/18/2023 11:42:42

Name	Product Line
COR-AP1	SonicPoint ACE w/POE Injector
COR-AP2	SonicPoint ACE w/POE Injector
COR-AP3	SonicPoint ACE w/POE Injector
COR-AP4	SonicPoint ACE w/POE Injector

CORSW

NSA 3650

04/18/2023

Serial Number

COEAE4D60A82

18B169E2C224

18B169E30F6A

18B169E30F8E

2CB8ED32CE00

### Cornwall PC'S LAPTOPS & SERVER Inventory

Description: PC's & servers with RCLS IT support  
Category: Inventory Reports  
Server Hostname: k1000,trust.rcls.org  
Generated: 04/18/2023 11:42:40

Name Notes

12 12 rows: Service Agreement: Public Full

# RCLS

RAMAPO CATSKILL

LIBRARY SYSTEM

PC Replacement

Workflows

System Model.

Service Tag

Invoice Date

COR135

Public Laptop

COR136

Public Laptop

Yes

No

Latitude 5400

Yes

No

Latitude 5400

HW55M13

01/28/2020 00:00:00

DHK5M13

01/28/2020 00:00:00

COR137	Public Laptop	Yes	No	Latitude 5400	FR55M13	01/28/2020 00:00:00
COR138	Public Laptop	Yes	No	Latitude 5400	4BR1M13	01/28/2020 00:00:00
COR170	Children's Internet + EW	Yes	No	OptiPlex 3060	G6PWRZ2	10/08/2019 00:00:00
COR172	Children's Internet + EW	Yes	No	OptiPlex 3060	G6NWRZ2	10/08/2019 00:00:00
COR181	Public Internet	Yes	No	OptiPlex 3050	D1Y2XQ2	07/05/2018 00:00:00
COR182	Adult Internet + EW	Yes	No	OptiPlex 3080	5R07FF3	07/01/2021 00:00:00
COR184	Adult Internet + EW	Yes	No	OptiPlex 3080	5QWBFF3	07/01/2021 00:00:00
28						
COR185	Adult Internet + Office 2016 + EW	Yes	No	OptiPlex 3080	1GRMH63	10/02/2020 00:00:00
COR186	Adult Internet + Office 2010 + EW	Yes	No	OptiPlex 3060	G6S1SZ2	10/08/2019 00:00:00
COR187	Adult Internet + Office 2010 + EW	✓ Yes				

No	OptiPlex 3060	G6N1SZ2	10/08/2019 00:00:00
----	------------------	---------	---------------------

1 row: Service Agreement: Server

Conservero

Server Warranty Expires:  
2/1/2025

No	No	PowerEdge T440	398NXM2	01/29/2018 00:00:00
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16 rows: Service Agreement: Staff Full

COR154	Director Laptop	Yes	Yes	Latitude 5410	HLWY253	06/30/2020 00:00:00
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COR155	Staff Laptop ✓	Yes	Yes	Latitude 5420	28DG8G3	07/01/2021 00:00:00
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COR158	Staff Desktop ✓	Yes	Yes	OptiPlex 3000	9B9F1V3	01/13/2023 00:00:00
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COR159	Office - Director's assistant	Yes	Yes	OptiPlex 3000	HB9F1V3	01/13/2023 00:00:00
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COR165	Circulation #1	Yes	Yes	OptiPlex 3080	1GQKH63	10/02/2020 00:00:00
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COR166	Circulation #2	Yes	Yes	OptiPlex 3080	1GRHH63	10/02/2020 00:00:00
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COR167	Children's Reference	Yes	Yes	OptiPlex 3080	1GRGH63	10/02/2020 00:00:00
COR173	Children's Staff	Yes	Yes	OptiPlex 3050	D1X6XQ2	07/05/2018 00:00:00
COR174	Circulation Office	Yes	Yes	OptiPlex 3080	1GSKH63	10/02/2020 00:00:00
COR175	Office/PR	✓ Yes	No	OptiPlex 3080	5QZ5FF3	07/01/2021 00:00:00
COR176	Circulation Office	Yes	Yes	OptiPlex 3080	5R0CF3	07/01/2021 00:00:00
COR177	Tech Services/Circ	Yes	Yes	OptiPlex 3050	DDR7BT2	01/28/2019 00:00:00
COR178	Adult Reference: EW PC Res Mgmt	Yes	Yes	OptiPlex 3070	CXSL13	01/09/2020 00:00:00
COR179	Office/Adult Services	Yes	Yes	OptiPlex 3080	1GRKH63	10/02/2020 00:00:00
COR188	Office/Bookkeeper (TV password: cor!!library)	Yes	No	OptiPlex 3050	DDT3BT2	01/28/2019 00:00:00
COR189	Office behind circ	Yes				

Yes

04/18/2023

OptiPlex  
3070

1CJY053

01/28/2019 00:00:00

# Cornwall Barcode Readers Inventory

**Description:** Barcode readers with RCLS IT support

**Category:** Inventory Reports

Server Hostname: k1000.trust.rcls.org

Generated: 04/18/2023 11:42:31

Name

1 row:

**Make:**

1 row: **Make: Metrologic**

1 COR173 Barcode Reader

9 rows: **Make: Symbol**

Model

Serial #

Invoice Date

Fusion mk3780-  
61a38/8508100331

08/08/2008 00:00:00

2

COR177 Barcode Reader

DS4308 Black

3

COR167 Barcode Reader

LS4208 Black



S19143010505848

06/15/2021 00:00:00

1224800502651

				06/01/2012 00:00:00
4	COR176 Barcode Reader	DS4308 Black	17124010504677	05/02/2018 00:00:00
	L O 5			
	COR166 Barcode Reader	<b>DS4308 Black ✓</b> <b>18224010504875</b>		11/06/2018 00:00:00
6	COR178 Barcode Reader	LS4208 Black	1002500500277	02/10/2010 00:00:00
7	COR165 Barcode Reader	<b>DS4308 Black ✓</b>	17173010504117	11/14/2017 00:00:00
8	COR174 Barcode Reader	DS4308 Black	\$19143010505979	06/15/2021 00:00:00
9	COR179 Barcode Reader	DS4308 Black	✓ 17124010504693	05/02/2018 00:00:00
10	COR189 Barcode Reader	<b>DS4308 Black ✓</b>	19140010505609	05/06/2021 00:00:00

04/18/2023

#  
Name



# Cornwall Receipt Printers Inventory

Description: Receipt Printers with RCLS IT support

**Category:** Inventory Reports

**Server** Hostname: k1000.trust.rcls.org

**Generated:** 04/18/2023 11:42:34

11 rows: Model: TMT88V

	Attached To	Serial #	Invoice Date
1 COR174 Printer	COR174	✓ X6UJ0238 10	06/15/2021 00:00:00
2 COR189 Printer	COR189	X6UC072200	05/06/2021 00:00:00
3 COR SPA Printer	Unassigned	X6UC072269	05/06/2021 00:00:00
4 COR165 Printer	COR165	MXKF462097	05/03/2013 00:00:00
5 COR166 Printer	COR166	MXKF426125	✓ 08/12/2015 00:00:00
6 COR167 Printer	COR167	MXKF426132	
7 COR173 Printer	COR173		

			MXKF140982		08/12/2015 00:00:00
					01/31/2013 00:00:00
8	COR179 Printer	COR179	X6UC072266	میں	05/06/2021 00:00:00
9	COR176 Printer	COR176	MXKF426129	✓	08/12/2015 00:00:00
10	COR177 Printer	COR177	MQ9F864483	✓	02/21/2019 00:00:00
11	COR178 Printer	COR178	MXKF421250		08/12/2015 00:00:00
	04/18/2023				



**Ramapo Catskill Library System  
2024 Menu of IT Services  
Appendix B  
Year 2 of 5**

RCLS requests confirmation of the level of IT Services to be provided by the System to the Supported Library. The Library's selection of the level of IT Services will enable predetermination of costs and careful planning for any necessary preparation, procurement or training needed for 01/01/24 - 12/31/24. The 2024 Menu of IT Services is due to RCLS by **June 30, 2023.**

In 2022 your Library selected the level of participation as a **Fully Supported Library**. This means that only RCLS manages the member Library's IT infrastructure. Third-party vendors are required to work with RCLS to secure the network. A Fully Supported Library may transition to a Hybrid Library once during the five-year term of the contract by giving at least six (6) months' notice.

**Cornwall Public Library - NO CHANGE FROM 2023**

Hardware Support Services	Qty	Support	Repl. Cost	Total
Minimum Support	28	\$ 2,750		\$ 2,750
# of Supported PCs	22	672	187	18,898
# of Supported Laptops	6	672	210	5,292
# of Supported PCs Replaced in 2024	3		194	582
# of Supported Laptops Replaced in 2024	0		75	-
Barcode Readers	10	15		150
Server	1	950		950
Receipt Printer	11	15		165
Networked Printer	2	25		50
Wi-Fi Access Points	4	50		200
<b>Total Hardware Support</b>				<b>\$ 29,037</b>

Software Support Services	Qty	Base Amt.	Client Cost	Total
Envisionware	18	\$ 300	\$ 7	426
<b>Total Software Support</b>				<b>\$ 426</b>

<b>Telecommunications Costs</b>	<b>\$ 1,200</b>
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<b>Contribution to the IT Capital Fund</b>	<b>\$ 460</b>
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<b>TOTAL 2024 MENU OF IT SERVICES SUPPORT</b>	<b>\$ 31,123</b>
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# Ramapo Catskill Library System 2024 Menu of IT Services

Notification of the selected services shall be sent to the System by **June 30, 2023** via **a)** a email or letter from a board officer or library manager/director empowered to sign contracts for the Supported Library, **OR b)** a marked and signed copy of the Menu of IT Services indicating selections sent via RCLS Delivery or USPS.

**Library Name:** Cornwall Public Library

**Signature:** \_\_\_\_\_

**Print Name & Title:** \_\_\_\_\_

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

**Addition of Services:** In the event a Supported Library desires to add IT Services during the IT Service Year, the Supported Library and the System IT team shall discuss the needed services and, if practicable within the operational and fiscal plans set for the IT Service Year, the Service will be added, and the annual cost prorated.

**Reduction of Services:** In the event a Supported Library desires to reduce IT Services, it may do so for the next IT Service Year, but to ensure the fiscal stability of the IT infrastructure, the amount may not be reduced by more than 50% of the financial value of the previous year. Use the *2024 Menu - Change in Support*, Excel workbook tab to itemize equipment reductions and the costs associated with those changes.

As a reminder, per the IT Contract, a lack of a signed confirmation and marked Menu of IT Services by **June 30, 2023** shall constitute confirmation of the past years' service selections for the upcoming year's pricing.

Thank you for your consideration. RCLS looks forward to serving your IT needs!

*RCLS Use*

**Date Received:** \_\_\_\_\_

**Date Reviewed:** \_\_\_\_\_

**RCLS Reviewer Name:** \_\_\_\_\_

**Review Comments:** \_\_\_\_\_

**Date Accepted by RCLS:** \_\_\_\_\_

# Cornwall Supported Printers Inventory

Description: Printers with RCLS IT support

Category: Inventory Reports

Server Hostname: k1000.trust.rcls.org

Generated: 04/18/2023 11:42:37

Workstation	Make	Model	Serial #
COR164	Toshiba	eStudio 2330c	C1B918081
COR190	Toshiba	eStudio DP-2320	CSB521742

04/18/2023

SNAL-85575 estudio 3015AC  
CFLG 69479 - estudio 3005AC

# Cornwall Networking Equipment Inventory

**Description:** Networking equipment report

**Category:** Inventory Reports

**Server Hostname:** k1000.trust.rcls.org

**Generated:** 04/18/2023 11:42:42

Name	Product Line	Serial Number
COR-AP1	SonicPoint ACE w/POE Injector	C0EAE4D60A82
COR-AP2	SonicPoint ACE w/POE Injector	18B169E2C224
COR-AP3	SonicPoint ACE w/POE Injector	18B169E30F6A
COR-AP4	SonicPoint ACE w/POE Injector	18B169E30F8E
CORSW	NSA 3650	2CB8ED32CE00

04/18/2023

# Cornwall PC'S LAPTOPS & SERVER Inventory

Description: PC's & servers with RCLS IT support  
 Category: Inventory Reports  
 Server Hostname: k1000.trust.rcls.org  
 Generated: 04/18/2023 11:42:40



Name	Notes	PC Replacement	Workflows	System Model	Service Tag	Invoice Date
<b>12 rows: Service Agreement: Public Full</b>						
COR135	Public Laptop ✓	Yes	No	Latitude 5400	HW55M13	01/28/2020 00:00:00
COR136	Public Laptop ✓	Yes	No	Latitude 5400	DHK5M13	01/28/2020 00:00:00
COR137	Public Laptop ✓	Yes	No	Latitude 5400	FR55M13	01/28/2020 00:00:00
COR138	Public Laptop ✓	Yes	No	Latitude 5400	4BR1M13	01/28/2020 00:00:00
COR170	Children's Internet + EW ✓	Yes	No	OptiPlex 3060	G6PWRZ2	10/08/2019 00:00:00
COR172	Children's Internet + EW ✓	Yes	No	OptiPlex 3060	G6NWRZ2	10/08/2019 00:00:00
COR181	Public Internet ✓	Yes	No	OptiPlex 3050	D1Y2XQ2	07/05/2018 00:00:00
COR182	Adult Internet + EW ✓	Yes	No	OptiPlex 3080	5R07FF3	07/01/2021 00:00:00
COR184	Adult Internet + EW ✓	Yes	No	OptiPlex 3080	5QWBFF3	07/01/2021 00:00:00
COR185	Adult Internet + Office 2016 + EW ✓	Yes	No	OptiPlex 3080	1GRMH63	10/02/2020 00:00:00
COR186	Adult Internet + Office 2010 + EW ✓	Yes	No	OptiPlex 3060	G6S1SZ2	10/08/2019 00:00:00
COR187	Adult Internet + Office 2010 + EW ✓	Yes	No	OptiPlex 3060	G6N1SZ2	10/08/2019 00:00:00
<b>1 row: Service Agreement: Server</b>						
Corserver0	✓ Server Warranty Expires: 2/1/2025	No	No	PowerEdge T440	398NXM2	01/29/2018 00:00:00
<b>16 rows: Service Agreement: Staff Full</b>						
COR154	Director Laptop ✓	Yes	Yes	Latitude 5410	HLWY253	06/30/2020 00:00:00
COR155	Staff Laptop ✓	Yes	Yes	Latitude 5420	28DG8G3	07/01/2021 00:00:00
COR158	Staff Desktop ✓	Yes	Yes	OptiPlex 3000	9B9F1V3	01/13/2023 00:00:00
COR159	Office - Director's assistant ✓	Yes	Yes	OptiPlex 3000	HB9F1V3	01/13/2023 00:00:00
COR165	Circulation #1 ✓	Yes	Yes	OptiPlex 3080	1GQKH63	10/02/2020 00:00:00
COR166	Circulation #2 ✓	Yes	Yes	OptiPlex 3080	1GRHH63	10/02/2020 00:00:00
COR167	Children's Reference ✓	Yes	Yes	OptiPlex 3080	1GRGH63	10/02/2020 00:00:00
COR173	Children's Staff ✓	Yes	Yes	OptiPlex 3050	D1X6XQ2	07/05/2018 00:00:00
COR174	Circulation Office ✓	Yes	Yes	OptiPlex 3080	1GSKH63	10/02/2020 00:00:00
COR175	Office/PR ✓	Yes	No	OptiPlex 3080	5QZ5FF3	07/01/2021 00:00:00
COR176	Circulation Office ✓	Yes	Yes	OptiPlex 3080	5R0CFF3	07/01/2021 00:00:00
COR177	Tech Services/Circ ✓	Yes	Yes	OptiPlex 3050	DDR7BT2	01/28/2019 00:00:00
COR178	Adult Reference: EW PC Res Mgmt ✓	Yes	Yes	OptiPlex 3070	CXSLS13	01/09/2020 00:00:00
COR179	Office/Adult Services ✓	Yes	Yes	OptiPlex 3080	1GRKH63	10/02/2020 00:00:00
COR188	Office/Bookkeeper (TV password: corllibrary) ✓	Yes	No	OptiPlex 3050	DDT3BT2	01/28/2019 00:00:00

COR189

Office behind circ



Yes

Yes

OptiPlex 3070

1CJY053

01/28/2019 00:00:00

04/18/2023



# Cornwall Barcode Readers Inventory

Description: Barcode readers with RCLS IT support

Category: Inventory Reports

Server Hostname: k1000.trust.rcls.org

Generated: 04/18/2023 11:42:31

#	Name	Model	Serial #	Invoice Date
<b>1 row: Make: Metrologic</b>				
1	COR173 Barcode Reader	Fusion mk3780-61a38	✓ 8508100331	08/08/2008 00:00:00
<b>9 rows: Make: Symbol</b>				
2	COR177 Barcode Reader	DS4308 Black	✓ S19143010505848	06/15/2021 00:00:00
3	COR167 Barcode Reader	LS4208 Black	✓ 1224800502651	06/01/2012 00:00:00
4	COR176 Barcode Reader	DS4308 Black	✓ 17124010504677	05/02/2018 00:00:00
5	COR166 Barcode Reader	DS4308 Black	✓ 18224010504875	11/06/2018 00:00:00
6	COR178 Barcode Reader	LS4208 Black	✓ 1002500500277	02/10/2010 00:00:00
7	COR165 Barcode Reader	DS4308 Black	✓ 17173010504117	11/14/2017 00:00:00
8	COR174 Barcode Reader	DS4308 Black	✓ S19143010505979	06/15/2021 00:00:00
9	COR179 Barcode Reader	DS4308 Black	✓ 17124010504693	05/02/2018 00:00:00
10	COR189 Barcode Reader	DS4308 Black	✓ 19140010505609	05/06/2021 00:00:00

04/18/2023

# Cornwall Receipt Printers Inventory

Description: Receipt Printers with RCLS IT support

Category: Inventory Reports

Server Hostname: k1000.trust.rcls.org

Generated: 04/18/2023 11:42:34

#	Name	Attached To	Serial #	Invoice Date
<b>11 rows: Model: TMT88V</b>				
1	COR174 Printer	COR174 ✓	X6UJ023810 ✓	06/15/2021 00:00:00
2	COR189 Printer	COR189 ✓	X6UC072200 ✓	05/06/2021 00:00:00
3	COR SPA Printer	Unassigned	X6UC072269	05/06/2021 00:00:00
4	COR165 Printer	COR165	MXKF462097 ✓	05/03/2013 00:00:00
5	COR166 Printer	COR166	MXKF426125 ✓	08/12/2015 00:00:00
6	COR167 Printer	COR167	MXKF426132 ✓	08/12/2015 00:00:00
7	COR173 Printer	COR173	MXKF140982 ✓	01/31/2013 00:00:00
8	COR179 Printer	COR179	X6UC072266 ✓	05/06/2021 00:00:00
9	COR176 Printer	COR176 ✓	MXKF426129 ✓	08/12/2015 00:00:00
10	COR177 Printer	COR177	MQ9F864483 ✓	02/21/2019 00:00:00
11	COR178 Printer	COR178	MXKF421250 ✓	08/12/2015 00:00:00

04/18/2023

# SHARP®

## IT Infrastructure Upgrades for Hybrid

Proposal

*Prepared for*

**Cornwall Public Library**

395 Hudson Street  
Cornwall, NY 12518  
(845) 534-8282  
Contact: Charlotte Dunaief

*Prepared By*

**Brian Bohlin**

Sharp Business Systems of NJ  
Phone: (201) 529-8644  
Email: [brian.bohlin@sharpusa.com](mailto:brian.bohlin@sharpusa.com)  
Date: 05/11/2023




## IT Infrastructure Upgrades for Hybrid

Prepared by:  
**Sharp Business Systems**  
 Brian Bohlin  
 2016442827  
 brian.bohlin@sharpusa.com

Prepared for:  
**Cornwall Public Library**  
 395 Hudson Street  
 Cornwall, NY 12518  
 Charlotte Dunaief  
 (845) 534-8282  
 cdunaief@rcls.org

Quote Information:  
**Quote #: 001169**  
 Version: 1  
 Proposal Date: 05/11/2023  
 Proposal Expiration Date: 05/18/2023  
 Contract Effective Date: 01/01/0001  
 Contract Length: Months

### Hardware

Product ID	Product Details	Qty	Extended Price
325-BEHD	<b>PowerEdge T350 Small and Medium Business Promo</b> Trusted Platform Module 2.0 V3 3.5" Chassis with up to 8 Hot Plug Hard Drives and AIC PERC, hot-plug PSU Intel® Xeon® E-2378 2.6GHz, 16M Cache, 8C/16T, Turbo (65W), 3200 MT/s 32 GB RAM (2) 16GB UDIMM, 3200MT/s, ECC PERC H755 Adapter FH (3) 960GB SSD SATA Mix Use 6Gbps Hot-plug Dual, Hot-Plug, Redundant Power Supply (1+1), 600W (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet Broadcom 5720 Dual Port 1Gb On-Board LOM iDRAC9, Enterprise 15G ([385-BBQV] ) On-Board Broadcom 5720 Dual Port 1Gb LOM 32GB microSDHC/SDXC Card IDSDM Card Reader Basic Next Business Day 12 Months, 12 Month(s) Basic Next Business Day, 36 Month(s)	1	\$5,295.00
02-SSC-2837	<b>SonicWall TZ670 Network Security/Firewall Appliance - 8 Port - 10/100/1000Base-T, 10GBase-X - 10 Gigabit Ethernet - DES, 3DES, MD5, SHA-1, AES (128-bit), AES (192-bit), AES (256-bit) - 8 x RJ-45 - 2 Total Expansion Slots -</b> 	1	\$1,869.00
02-SSC-3112	<b>SonicWall Rack Mount for Firewall</b> 	1	\$199.00
02-SSC-5867	<b>SonicWall Service/Support - 3 Year - Service - 8 x 5</b>	1	\$695.00
GS728TP-200NAS	<b>Netgear ProSafe GS728TP Ethernet Switch - 24 Ports - Manageable - 2 Layer Supported - 4 SFP Slots - 264 W Power - Twisted Pair, Optical - Rack-mount - Lifetime WTY</b> 	1	\$479.00



Sharp Business Systems of NJ  
100 Paragon Drive  
Montvale, NJ 07645  
<https://www.sharp-sbs.com/Locations/New-Jersey/Montvale>  
(201) 529-8644

9U1-R350-WW02	<b>UNLEASHED R350 WW 11AX INDOOR AP 2X2:2</b>	4	\$1,980.00
CLD-BNDL-RCAW-REC3	<b>RUCKUS CLOUD ANALYTICS AP SPP 3YR REC</b>	4	\$920.00
Subtotal:			<b>\$11,437.00</b>



## MASTER CLIENT SERVICES AGREEMENT

This Master Client Services Agreement (this "Agreement") is between Sharp Electronics Corporation, a New York corporation, through its Sharp Business Systems division that maintains an office at Sharp Business Systems of NJ 100 Paragon Drive , Montvale, NJ 07645 ("Company"), and Cornwall Public Library, a that maintains an office at 395 Hudson Street , Cornwall, NY 12518 ("Client"). The Agreement shall be effective as of the latest date of the signatures of the parties below ("Effective Date"). The parties agree as follows:

### 1) SCOPE OF SERVICES.

Company agrees to assist Client with information technology and hosting services as set forth in this Agreement or Statement of Work ("SOW") that may be executed from time-to-time by both parties under this Agreement (collectively, the "Services") and attached hereto. To be effective, each SOW (if any) shall automatically be deemed a part of, and governed by the terms of this Agreement. Each SOW is enforceable according to the terms and conditions contained therein, and in the event of a direct conflict between the terms of this Agreement and any SOW, the terms of the Agreement shall control. Company shall perform all Services in accordance with the relevant standard practices for the managed service provider industry, as well as those service levels explicitly described in any relevant SOW.

### 2) PAYMENT.

Unless otherwise stated in a SOW, payment terms is Net30 days. For prepaid fees or fees paid pursuant to a service plan, payment must be made in advance of work performed, unless other arrangements are agreed upon in this Agreement or a relevant SOW. Late payments shall be subject to interest on the unpaid invoice amount(s) until and including the date payment is received, at the lower of either 1.5% per month or the maximum allowable rate of interest permitted by applicable law. Client shall be liable for all reasonable attorneys' fees as well as costs incurred in collection of past due balances, including but not limited to collection fees, filing fees and court costs.

### 3) AUTHORIZED CONTACT PERSON.

Client shall designate one or more authorized contact person(s) (each, an "Authorized Contact") with whom Company will conduct Service-related communications. Client's initial Authorized Contact(s) is/are: Charlotte Dunaief, NOT ASSIGNED, NOT ASSIGNED, NOT ASSIGNED, NOT ASSIGNED. Likewise, Client may designate one or more Authorized Contact(s) with respect to an individual SOW. Each Authorized Contact shall be a point of contact for Company and shall be authorized to provide, modify and approve on Client's behalf, work direction, SOWs and Change Orders. Client understands and agrees that Company shall be permitted to act upon the direction and apparent authority of each Authorized Contact, unless and until Company receives written notice from Client that an Authorized Contact is no longer authorized to act on Client's behalf. If during the term of this Agreement, Client wishes to add or remove an Authorized Contact or modify an Authorized Contact's information or authority, Client must notify Company in writing of the change(s) including (in the event of the addition of an Authorized Contact) the Authorized Contact's name, address, email address and telephone number.

### 4) ACCESS TO PREMISES.

To the extent that Services are performed on Client's premises ("Premises"), Client hereby grants to Company access to the Premises and further grants Company a payment-free license to provide the Services described in any SOW within the Premises. To the extent that Services are provided to Client on property other than the Premises, it shall be Client's responsibility to secure, at Client's own cost and prior to the commencement of any Services, any necessary rights of entry, licenses, permits or other permission necessary for Company to provide Services at such location(s). Client shall provide Company with any passwords or keys (virtual or otherwise) that Company requires in order to provide the Services to Client. Company shall not be liable for delay in performance or nonperformance of any term or condition of this Agreement directly or indirectly resulting from Client's failure or denial to Company of full and free access to Client's systems and components thereof, or Client's failure or denial to Company of full and free access to Client's personnel or Premises pursuant to this Agreement.

## 5) WARRANTIES; LIMITATIONS OF LIABILITY.

a) Any third party products provided to Client by Company, or any third party products that Client will utilize through Company's services, pursuant to this Agreement including but not limited to third party hardware, software, peripherals and accessories (collectively, "Third Party Products") shall be provided to Client "as is". Company shall use reasonable efforts to assign all warranties (if any) for the Third Party Products to Client, but will have no liability whatsoever for such Third Party Products. All Third Party Products are provided WITHOUT ANY WARRANTY WHATSOEVER as between Company and Client, and Company shall not be held liable as an insurer or guarantor of the performance or quality of Third Party Products. In no event will Company be liable for any damages caused by performance or non-performance of any Third Party Product.

b) Company assumes no liability for failure of equipment or software or any losses resulting from such failure.

c) Client warrants and represents that it shall not use any systems or processes made available by Company to Client for any purposes or activities that violate the laws of any jurisdiction, including all applicable Privacy Laws, as defined herein, and the sending of unsolicited, bulk commercial email (i.e., SPAM). Client further warrants and represents that it does not and shall not in the future offer goods or services to or monitor activities of data subjects in the European Union ("EU") or otherwise store or process the personal data of any EU residents.

d) IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY SPECIAL, INDIRECT, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR FOR LOST REVENUE, LOSS OF PROFITS, SAVINGS, OR OTHER ECONOMIC LOSS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, ANY SOW(S) OR ANY SERVICES PERFORMED OR PARTS SUPPLIED HEREUNDER, ANY LOSS OR INTERRUPTION OF DATA, TECHNOLOGY OR SERVICES, OR FOR ANY BREACH HEREOF OR FOR ANY DAMAGES CAUSED BY DELAY IN FURNISHING SERVICES UNDER THIS AGREEMENT OR ANY SOW(S) EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EACH PARTY'S AGGREGATE LIABILITY TO THE OTHER FOR DAMAGES FROM ANY AND ALL CAUSES WHATSOEVER AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR NEGLIGENCE, SHALL BE LIMITED TO THE AMOUNT OF THE AGGRIEVED PARTY'S ACTUAL DIRECT DAMAGES NOT TO EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO COMPANY FOR THE SERVICES DURING THE THREE (3) MONTHS IMMEDIATELY PRIOR TO THE DATE ON WHICH THE CAUSE OF ACTION ACCRUED. IT IS UNDERSTOOD AND AGREED THAT THE COSTS OF HARDWARE OR SOFTWARE (IF ANY) PROVIDED TO CLIENT UNDER THIS AGREEMENT SHALL NOT BE INCLUDED IN THE CALCULATION OF THE LIMITATION OF DAMAGES DESCRIBED IN THE PRECEDING SENTENCE.

e) Company shall not be responsible for failures to provide service if any of the following issues exist that are unrelated to Company's actions or inactions: (i) Client network issues, (ii) changes made to the Client network or other information technology and operational technology assets not communicated to the Company, (iii) loss of internet connectivity to the Client site for any reason, or (iv) service failures that result from any actions or inactions of the Client contrary to the Company's recommendations.

## 6) INDEMNIFICATION.

Each party (an "Indemnifying Party") hereby agrees to indemnify, defend and hold the other party (an "Indemnified Party") harmless from and against any and all third party claims, including reasonable attorneys' fees, (collectively, "Damages") that arise from, or are related to their own grossly negligent acts or omissions, or intentional wrongful misconduct and/or by their own employees or subcontractors. The Indemnifying Party further agrees to indemnify, defend, save and hold harmless the Indemnified Party, its officers, agents and employees from all Damages arising out of any claims of alleged infringement of copyrights, patent rights and/or the unauthorized or unlicensed use of any material, property or other work provided that such claim is the result of the Indemnifying Party's actions and not due to the Indemnified Party's fault, including if the Indemnified Party has altered, modified, or used the product in any way that has not been authorized.



## 7) COPYRIGHTS AND OTHER INTELLECTUAL PROPERTY.

Each party (a "Creating Party") owns and retains all intellectual property rights in and to all of the Creating Party's works of authorship, including but not limited to all plans, software or software modifications developed by the Creating Party, and all modules derived or created from such materials (collectively, "Creating Party's IP"), provided Creating Party's IP is not made by using or referencing to the other party's owned intellectual property rights. The Creating Party's IP may not be distributed or sold in any form or manner without the express written consent of the Creating Party.

## 8) PRIVACY.

Client and Company both agree to comply with each of their respective obligations under the applicable information privacy and data protection laws and regulations relating to the protection, disclosure and use of individuals' personal data now in place or that may come into place during the term of this Agreement (collectively, the "Privacy Laws"). Client is and shall remain the controller of all of its data for purposes of all Privacy Laws and shall determine the scope, purposes, and manner by which Company may access such data. Company shall only access, retain, use or disclose any Client data as required for the specific purpose of performing the Services.

## 9) TERM AND TERMINATION.

a) **Term.** This Agreement shall remain in effect for a period of months beginning on the Effective Date. This Agreement cannot be cancelled for any reason unless under Section 9c.

b) **Renewal.** The Agreement shall automatically renew for an additional twelve (12) months at then current rates unless either party gives written notice not to renew at least ninety (90) days before the end of the term of this Agreement.

c) **Default.** In the event that one party (a "Defaulting Party") commits a material breach of this Agreement (including failure to make a payment) or a SOW, the non-Defaulting Party shall have the right, but not the obligation, to terminate immediately this Agreement or the relevant SOW provided that (i) the non-Defaulting Party has notified the Defaulting Party of the specific details of the breach in writing, and (ii) the Defaulting Party has not cured the default within thirty (30) days following receipt of written notice from the non-Defaulting Party. Client is still responsible for any outstanding payments following the termination of the Agreement.

d) **Equipment Removal.** Upon termination or expiration of this Agreement for any reason, Client shall provide Company with access, during normal business hours, to Client's premises (or any other locations at which Company-owned equipment is located) to enable Company to remove all Company-owned equipment from such premises (if any) and make necessary assistance therefor.

e) **Transition.** In the event that Client requests Company's assistance to transition to a new service provider, Company shall do so provided that (i) all fees due and owing to Company under this Agreement are paid to Company in full prior to Company providing its assistance to Client, and (ii) Client agrees to pay Company its then-current hourly rate for such assistance, with upfront amounts to be paid to Company as agreed upon between the parties. Company shall have no obligation to store or maintain any Client data in Company's possession or control following the termination or expiration of this Agreement. Company shall be held harmless for and indemnified by Client against any and all claims, costs, fees or expenses incurred by either party that arise from, or are related to, Company's deletion of Client data.

f) **Impact.** Termination of a SOW shall not act as a termination of any other SOW or as a termination of this Agreement as a whole. Termination or expiration of this Agreement, however, shall act as a termination of all SOWs then pending, unless the parties agree otherwise in writing.

g) **No Liability.** Unless expressly stated in this Agreement, neither party shall be liable to the other party or any third party for Damages arising from or related to, directly or indirectly, the termination of this Agreement for any reason by Company, or for Damages arising from or relating to Company's disclosure of information pursuant to any valid legal request to which Company is required to comply. This waiver of liability shall include, but shall not be limited to, the loss of actual or anticipated profits, anticipated or actual sales, and of expenditures, investments, or commitments in connection with such



party's or any third party's goodwill or business.

h) **Charges.** At the end of each twelve (12) month period of the Agreement, Company reserves the right to increase and/or otherwise modify its service rates and services of up to three percent (3%).

#### 10) UPTIME AND REMEDIES.

a) **Uptime.** Company shall use commercially reasonable efforts to ensure that the Services are available to Client on a 99% monthly average basis ("Uptime") except during Scheduled Downtime (defined below), or due to client-side downtime (described below) or when outages or issues occur due to a force majeure event.

b) **Scheduled Downtime.** For the purposes of this Agreement, Scheduled Downtime shall mean those hours, as determined by Company, but which shall not occur between the hours of 8 AM and 6 PM Monday through Friday without Client's authorization or unless exigent circumstances exist, during which time Company shall perform scheduled maintenance or adjustments to its network or other information technology and operational technology assets. Company shall use commercially reasonable efforts to provide Client with at least forty-eight (48) hours of notice prior to scheduling Scheduled Downtime.

c) **Client-Side Downtime.** Notwithstanding any provision to the contrary, Company shall not be responsible for any delays or deficiencies in the Services to the extent that such delays or deficiencies are caused by Client's action or omissions. In the event that such delays or deficiencies occur, Company shall be permitted to extend any relevant deadline as Company deems necessary to accommodate such delays or deficiencies.

d) **Remedies; Limitations.** If Company fails to meet its Uptime commitment on ten (10) or more occasions over the course of a three (3) contiguous month period, Client shall have the right to terminate this Agreement for cause by providing Company with thirty (30) days written notice of termination. The remedies contained in this paragraph and those in Section 9(c) above are in lieu of (and are to the exclusion of) any and all other remedies that might otherwise be available to Client for Company's failure to meet any service level during the term of this Agreement.

e) **Exemption.** The parties acknowledge and agree that for the first thirty (30) days following the Effective Date, the Uptime commitment described in this Section shall not apply to Company, it being understood that there may be unanticipated downtime or delays due to Company's initial startup activities with Client.

#### 11) CONFIDENTIAL INFORMATION.

With respect to all confidential information disclosed under this Agreement by a disclosing party ("Disclosing Party") to a receiving party ("Receiving Party") ("Confidential Information"), the parties hereto agree as follows: (a) the Receiving Party will not, without the prior written consent of Disclosing Party, disclose the Confidential Information to any third party and Receiving Party will take reasonable and customary precautions to prevent disclosure of such Confidential Information to any such third party; (b) Receiving Party will make no use of the Confidential Information except to the extent necessary to perform the Services, and in no event will Receiving Party make any use of the Confidential Information for its own benefit or the benefit of any third party, and (c) the confidentiality obligations of Receiving Party hereunder will terminate with respect to any particular portion of Confidential Information when Receiving Party can document any of the following: (i) it was in the public domain at the time of Disclosing Party's communication thereof to Receiving Party, or it subsequently entered the public domain through no fault of Receiving Party, (ii) it was in Receiving Party's possession free of any obligation of confidence at the time of Disclosing Party's communication thereof, or it was subsequently rightfully communicated to Receiving Party free of any obligation of confidence, or (iii) it has been communicated by Disclosing Party to a third party free of any obligation of confidence. If Receiving Party is requested or required pursuant to a court order or subpoena or in any legal or administrative proceeding to disclose any Confidential Information, Receiving Party will promptly notify Disclosing Party of such request or requirement so that Disclosing Party may obtain an appropriate protective order. Each party will exercise commercially reasonable efforts to cooperate in obtaining a protective order or other reliable assurance that confidential treatment will be accorded the Confidential Information. The Receiving Party shall ensure that all of its personnel agrees to protect the other party's Confidential Information in accordance with this provision.

## 12) MISCELLANEOUS.

- a) **Assignment.** This Agreement shall be binding upon and inure to the benefit of the parties hereto, their legal representatives, and permitted successors and assigns. Notwithstanding the foregoing, Company may assign its rights and obligations hereunder to a successor in ownership in connection with any merger, consolidation, or sale of substantially all of the assets of the business of a party, or any other transaction in which ownership of more than fifty percent (50%) of either party's voting securities is transferred, provided such assignee expressly assumes the assignor's obligations hereunder.
- b) **Amendment.** No amendment or modification of this Agreement or any SOW (including any schedules or exhibits) shall be valid or binding upon the parties unless such amendment or modification specifically refers to this Agreement, is in writing and is signed by each party.
- c) **Time Limitations.** The parties mutually agree that any action for breach of or upon a matter arising out of this Agreement or any SOW must be commenced within one (1) year after the cause of action accrues or the action is forever barred.
- d) **Severability.** If any provision hereof or any SOW is declared invalid by a court of competent jurisdiction, such provision shall be ineffective only to the extent of such invalidity, illegibility or unenforceability so that the remainder of that provision and all remaining provisions of this Agreement or any SOW shall be valid and enforceable to the fullest extent permitted by applicable law.
- e) **Other Terms.** Company shall not be bound by any terms or conditions printed on any purchase order, invoice, memorandum, or other written communication between the parties unless such terms or conditions are incorporated into a duly executed SOW. In the event any provision contained in this Agreement is held to be unenforceable in any respect, such unenforceability shall not affect any other provision of this Agreement and the Agreement shall be construed as if such an unenforceable provision or provisions had never been included in this Agreement.
- f) **No Waiver.** The failure of either party to enforce or insist upon compliance with any of the terms and conditions of this Agreement, the temporary or recurring waiver of any term or condition of this Agreement or the granting of an extension of the time for performance shall not constitute an Agreement to waive such terms with respect to any other occurrences.
- g) **Merger.** This Agreement, together with any SOW(s), sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements or understandings related to the Services, and no representation, promise, inducement or statement of intention has been made by either party which is not embodied herein. Any document that is not expressly and specifically incorporated into this Agreement or SOW shall act only to provide illustrations or descriptions of Services to be provided, and shall not act to modify this Agreement or provide binding contractual language between the parties. Company shall not be bound by any agents' or employees' representations, promises or inducements not explicitly set forth herein.
- h) **Force Majeure.** Company shall not be liable to Client for delays or failures to perform its obligations under this Agreement or any SOW because of circumstances beyond its reasonable control. Such circumstances include, but shall not be limited to, any acts or omissions of any governmental authority, natural disaster, act of a public enemy, acts of terrorism, riot, sabotage, disputes or differences with workmen, power failure, communications delays/outages, delays in transportation or deliveries of supplies or materials, acts of God or any other events beyond the reasonable control of Company.
- i) **Insurance.** Company and Client shall each maintain, at their own expense, all insurance reasonably required in connection with this Agreement or any SOW, including but not limited to, workers compensation and general liability with a limit not less than \$1,000,000 per occurrence. The Client shall maintain network risk and cyber liability coverage (including coverage for unauthorized access, failure of security, ransomware, 3<sup>rd</sup> party liability, breach of privacy perils, as well as notification costs and regulatory defense) in an amount of not less than \$1,000,000. The Client shall also maintain Tech E&O liability insurance in an amount not less than \$1,000,000. Coverage should be primary and noncontributory for each



policy. Company and its entities, affiliates, etc. should be named as additional insured. A waiver of subrogation should apply. The required insurance coverage shall be issued by an insurance company duly authorized and licensed with the following minimum qualifications in accordance with the latest edition of A.M. Best's Insurance Guide: Financial Stability A+.

j) **Governing Law; Venue.** This Agreement and any SOW shall be governed by, and construed according to, the laws of the State of New Jersey. Client hereby irrevocably consents to the exclusive jurisdiction and venue of the federal and state courts in Essex and Bergen Counties, in the State of New Jersey, for any and all claims and causes of action arising from or related to this Agreement.

k) **Waiver of Jury Trial.** THE PARTIES AGREE THAT THEY WAIVE ANY RIGHT TO A TRIAL BY JURY for any and all claims and causes of action arising from or related to this Agreement.

l) **No Third Party Beneficiaries.** The Parties have entered into this Agreement solely for their own benefit. They intend no third party to be able to rely upon or enforce this Agreement or any part of this Agreement.

m) **Usage in Trade.** It is understood and agreed that no usage of trade or other regular practice or method of dealing between the Parties to this Agreement shall be used to modify, interpret, supplement or alter in any manner the terms of this Agreement.

n) **Business Day.** If any time period set forth in this Agreement expires on a day other than a business day in Bergen County, New Jersey, such period shall be extended to and through the next succeeding business day in Bergen County, New Jersey.

o) **Notices.** Where notice is required to be provided to a party under this Agreement, such notice shall be deemed delivered upon receipt by the receiving party or refusal of delivery, when deposited in the United States Mail, first class mail, certified or return receipt requested, postage prepaid, or one (1) day following delivery when sent by FedEx to the addresses set forth in the opening paragraph of this Agreement, or to such other address as the parties may designate from time to time. Company notice must be received at Sharp Electronics Corporation, ATTN Office of the General Counsel, 100 Paragon Drive, Montvale, New Jersey 07645 [legalnotices@sharpsec.com](mailto:legalnotices@sharpsec.com).

p) **Independent Contractor.** Each party is an independent contractor of the other, and neither is an employee, partner or joint venturer of the other.

q) **Subcontractors.** Company may subcontract or delegate part or all of the Services to one or more third parties.

r) **Counterparts.** The parties may execute and deliver this Agreement and any SOW in any number of counterparts, each of which shall be deemed an original and all of which, when taken together, shall be deemed to be one agreement. Each party acknowledges and agrees that this Agreement is intended to be executed and transmitted to the other party via electronic means. Accordingly, a party may execute and deliver this Agreement (or any SOW) electronically (e.g., by digital signature and/or electronic reproduction of a handwritten signature), and the receiving party shall be entitled to rely upon the apparent integrity and authenticity of such signature for all purposes.

s) **Export.** Client will comply with applicable import, export control and economic sanction laws and regulations, including those of the United States, that prohibit or restrict the export, re-export, or transfer of products, technology, services or data, directly or indirectly, to certain sanctioned countries and users, and for certain prohibited end uses, including, but not limited to, nuclear facilities, space or missile systems, and weapons systems (whether chemical, biological, or otherwise). Client agrees to comply with all such laws, regulations, orders, and policies.

t) **Taxes.** Client will pay all taxes (if any) and assessments levied or payable as a result of ownership, sale, rental, use, or possession of delivered, installed, or repaired machines, accessories, and supplies.

u) **Non-Interference.** Client agrees that it will not interfere with or attempt to impair any business relationship for Company, nor encourage any Company employee to take any trade secret or proprietary information from Company. When State Law is applicable, Client will not attempt, either directly or indirectly, to solicit, entice, hire, or otherwise induce any employee of Company to terminate its employee relationship with the Company during the term of the Agreement and for twelve (12)



months following the termination or expiration of this Agreement. When State Law is applicable, in the event Client hires a member of Company's professional staff, Client shall pay a fee equal to the annual compensation being paid to the individual by Company with the exception that the Client shall be permitted to hire a professional from Company who had responded to a non-targeted general solicitation of employment made by Client to the general public. Such fee is payable when the employee accepts the position.

v) **Derivative Works.** Client shall not (i) modify, copy or create derivative works based upon Company's solution and Services; (ii) frame or mirror any content forming part of the software or Services, other than on Client's own intranets or otherwise for its own internal business purposes; or (iii) reverse engineer the software.

w) **Parts Ownership.** All warranty service parts removed from the Client's devices become the property of the Company. Any warranty service parts removed from devices covered under this contract and retained by the Client will be purchased by the Client at current retail prices.

x) Any remaining hours or blocks of time cannot be refunded, but may be applied to the future year's Services.

y) Client agrees: (i) it is the owner or authorized licensee of data to be provided and has the right to grant the rights set forth herein to Company; (ii) it has obtained all consents necessary under applicable law for Company to disclose data to third parties in furtherance of the services rendered; (iii) it will not publish, post, upload, record, or otherwise distribute or transmit any data or other material that: (A) infringes or would infringe any copyright, patent, trademark, trade secret or other proprietary right of any party, or any rights of publicity or privacy of any party; (B) violates any law, statute, ordinance, or regulation; (C) is inappropriate, profane, defamatory, libelous, obscene, indecent, threatening, harassing, or otherwise unlawful; (D) is harmful to minors or otherwise pornographic; (E) contains any viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files, or any other similar software, data, or programs that may damage, detrimentally interfere with, surreptitiously intercept, or expropriate any system, data, personal information, or property of another; (F) is materially false, misleading, or inaccurate; and/or (G) contains information for which Client does not have the right to permit a third party to access and process any of such data; and (iv) it will not knowingly interfere with or disrupt the Services.

z) **Additions and Substitutions.** Additions and Substitutions as related to the network or other information technology and operational technology assets, will need pre-approval by Company and may increase prices.

USA-SEC-2023-SBS-00004 v. 12.16.2022



Company has determined that in order to provide the best protection possible, the Client requires an Enhanced Security Package. If declined, Client waives all claims and all damages, related to intrusions, viruses, or other attacks that could have been prevented by the Enhanced Security Package.

The terms and conditions of the **Master Client Services** apply in full to the services and products provided under the Statement of Work.

**IN WITNESS THEREOF**, the parties hereto each acting with proper authority have executed this Agreement, under seal.

**AGREED AND ACCEPTED**

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

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

**Sharp Electronics Corporation through its  
Sharp Business Systems division**

Client: Cornwall Public Library

By: \_\_\_\_\_

By: \_\_\_\_\_

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

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

Position: \_\_\_\_\_

Position: \_\_\_\_\_



## IT Infrastructure Upgrades for Hybrid

Prepared by:  
**Sharp Business Systems**  
 Brian Bohlin  
 2016442827  
 brian.bohlin@sharpusa.com

Prepared for:  
**Cornwall Public Library**  
 395 Hudson Street  
 Cornwall, NY 12518  
 Charlotte Dunaief  
 (845) 534-8282  
 cdunaief@rcls.org

Quote Information:  
**Quote #: 001169**  
 Version: 1  
 Proposal Date: 05/11/2023  
 Proposal Expiration Date: 05/18/2023  
 Contract Effective Date: 01/01/0001  
 Contract Length: Months

### Quote Summary

Description	Amount
Hardware	\$11,437.00
<b>Total:</b>	<b>\$11,437.00</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

### Sharp Business Systems

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

### Cornwall Public Library

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Date: \_\_\_\_\_

# SHARP®

## Managed IT Services + Enhanced Security

Proposal

*Prepared for*

**Cornwall Public Library**

395 Hudson Street  
Cornwall, NY 12518  
(845) 534-8282  
Contact: Charlotte Dunaief

*Prepared By*

**Brian Bohlin  
Greg Kapusta**

Sharp Business Systems of NJ  
Phone: (201) 529-8644  
Email: [brian.bohlin@sharpusa.com](mailto:brian.bohlin@sharpusa.com)  
Date: 05/09/2023



Sharp Business Systems of NJ  
100 Paragon Drive  
Montvale, NJ 07645  
<https://www.sharp-sbs.com/Locations/New-Jersey/Montvale>  
(201) 529-8644

Tuesday, May 09, 2023

Cornwall Public Library  
Charlotte Dunaief  
395 Hudson Street  
Cornwall, NY 12518  
[cdunaief@rcls.org](mailto:cdunaief@rcls.org)

Dear Charlotte,

Brian Bohlin  
Technology Solutions Specialist  
Sharp Business Systems of NJ





## Managed IT Services + Enhanced Security

Prepared by:

**Sharp Business Systems**

Brian Bohlin

2016442827

brian.bohlin@sharpusa.com

Greg Kapusta

8455482642

Gregory.kapusta@sharpusa.com

Prepared for:

**Cornwall Public Library**

395 Hudson Street

Cornwall, NY 12518

Charlotte Dunaief

(845) 534-8282

cdunaief@rcls.org

Quote Information:

**Quote #: 001132**

Version: 1

Proposal Date: 05/09/2023

Proposal Expiration Date: 05/14/2023

Contract Effective Date: 10/31/2023

Contract Length: thirty-six (36) Months

## Monthly Services

Product ID	Description	Qty
MITS_CWHD_247	RMM & HELP DESK SERVICE - 24/7	14
MITS_CWEDR_WKS	EDR LICENSE AND SOC SERVICE - DESKTOP	14
MITS_CWRMM_SM	REMOTE MONITORING & MANAGEMENT - SERVER	1
MITS_CWEDR_SVR	EDR LICENSE AND SOC SERVICE - SERVER	1
MITS_DATFILEBKUP_S	SERVER FILES TO CLOUD BACKUP LICENSE	1
MITS_AUNETMON	NETWORK MONITORING LICENSE	3

Monthly Subtotal: **\$1,287.00**

## Statement of Work

### RMM & HELP DESK SERVICE - 24/7

Desktop Management with 24/7 Help Desk

#### 1. Microsoft Patch Management

Research and test patches released from Microsoft. Each patch is installed in a test environment to see if there are any performance problems. The patches that are approved are then whitelisted.

#### 2. 3rd Party Patching

In addition to Microsoft patches, management of the patches for the software below is included.

Adobe Acrobat, AIR, Flash, Reader, Shockwave, Apple iTunes, QuickTime, Mozilla Firefox, Java Development Kit, Runtime Environment

#### 3. Endpoint Protection (Anti-Virus and Anti-malware) Software Management

Anti-Virus/anti-malware software is included, which protects machines against viruses and attacks, as well as malware, rootkits and unwanted spyware.

The maintenance of this application is included, including correcting corrupted installations and identification of endpoints with disabled protection.

#### 4. Endpoint Protection (Anti-Virus and Anti-malware) Definitions

The endpoint protection is kept up to date with definitions to keep the software up to date and catch infections.

#### 5. Executive Reports

Reports for (3) months at a time are provided on a quarterly basis during the Quarterly Business Review.



#### 6. Asset & Inventory Reports

Track desktop hardware and software to easily identify what machines are out of warranty. Also provides ability to track software changes if users install rogue software. This is provided quarterly during the Quarterly Business Review.

#### 7. Remote Problem Resolution/ Remote Control Access

Remote access is available for a technician to remote in to work on the issue at the billable rate.

Remote Access can be given to specified users.

#### 8. Desktop Performance Monitoring

Monitoring of the hard drive, CPU, and RAM

#### 9. Help Desk for 24/7

Service Desk will take calls from end users on issues with their desktops and most popular desktop and software applications.

### SCOPE OF SERVICES FOR HELP DESK

- Supported Software and Hardware
- Supported Services
- Additional Services
- Scope Limitations
- Processing Client Requests

Service Level Options - Help Desk offers 24x7 support 365 days per year including holidays. Help Desk support hours will vary based on the service level you choose. All service levels are offered on a per Customer basis.

- Business Hours - 8:00 am to 6:00 pm
- After Hours Only - 5:00 pm to 9:00 pm
- 24 x 7 Coverage - 24 Hours

Holiday Coverage - During major holidays the Help Desk Service will operate with reduced staffing. Please know that reduced capacity will be in place for the following holidays or their observed dates:

- New Year's Day
- U.S. Memorial Day
- U.S. Independence Day
- U.S. Labor Day
- U.S. Thanksgiving & day after U.S. Thanksgiving
- Christmas Eve & Day

#### General Help Desk Information

1. Help Desk is available for sites that are using Elite Server Care.
2. All hours are based on client's local time zone.
3. Business Hours are available to North American-based partners only. All other international partners may only select 24x7 Coverage.
4. 24x7 Coverage is for single shift workers who need extra support during off hours such as nights, weekends, and holidays. 24x7 Coverage is per end-client and does not apply to use of a single machine shared by multiple shifts.

#### Contacting the Help Desk

- Chat: Icon in the System Tray by the time
- Client Toll-Free Telephone Number: 1-866-520-6414
- Email: [MNSSupport@SharpUSA.com](mailto:MNSSupport@SharpUSA.com)

#### Supported Software and Hardware

Help Desk supports numerous commonly used desktop software products, many of which are listed below. As discussed later, Help Desk also offers more limited support for some third-party, line of business and proprietary applications. Help Desk fully supports desktops, laptops, thin clients, and printers, and provides more limited support for tablets, smart phones, and local networks.

- Operating system (OS) versions currently supported by Microsoft and 11 Big Sur, 12 Monterey and 13 Ventura
- Microsoft Office Suites current generally available version and at the discretion of Help Desk one previous version
- Email Clients: Microsoft Office 365 Outlook, Microsoft Windows Mail App, Google Workspace and Mac Mail
- Browsers: Chrome, Microsoft Edge, Firefox and Safari
- Thin Client & Virtual Desktop Interface (VDI): Help Desk Service supports sites using a thin client by connecting to the server and remote controlling the end client's session. The Remote Monitoring and Management ("RMM") server agent must be installed on the server first, and if the end client is using a Windows or Mac desktop, the RMM desktop agent must also be installed on that desktop.
- AWS (Amazon Web Services) Workspaces. An RMM agent is required to be installed on each workspace (virtual machine). Help Desk Service technicians can reset/restart workspaces from the AWS management portal if accounts to access the portal and appropriate permissions are provided.
- Azure Virtual Machines. An RMM agent is required to be installed on each workspace (virtual machine). Help Desk Service technicians can reset/restart workspaces from the Azure Virtual Machines management portal if accounts to access the portal and appropriate permissions are provided.
- Help Desk Service will assist end clients with the restoration of files and folders owned/created by the same end client using ConnectWise Recover solution or Microsoft Previous Versions when enabled.

Supported Services - Help Desk responds to a wide range of end-user requests. Although our Help Desk supports new user and equipment set-ups as well as other desktop projects, our first priority is to resolve high priority incidents that impede an existing client's ability to work. Therefore, we divide our services into two primary categories – Real-Time and Desktop Project Requests.

1. Email or application crashed or not functioning properly
2. Printing issues
3. ODBC connectivity issues
4. File and folder access incidents
5. Isolate and troubleshoot general hardware failures
6. Computer performance incidents
7. Scanning and removal of viruses / malware from individual workstations
8. For non-commercial networks (i.e. home networks), Help Desk Service will attempt to isolate network issues and direct the client to power-cycle attached devices (i.e. a local router)
9. For commercial / business / client sites, Help Desk Service will attempt to isolate network issues and direct the client to power-cycle access points and / or other attached devices (i.e. a local router). The Help Desk Service will perform power-cycle activities only with detailed, documented instructions and documented MSP approval. Documentation must list applications, application credentials, and precise instructions used to perform the power-cycle activities.
10. Install new applications when licensing and authorization are provided / purchased by the MSP.
11. OS Upgrades for desktops. Documented approval by MSPs is required due to risks associated with the upgrade.
12. Firmware updates for hardware. Documented approval by MSPs required due to risks associated with the upgrade
13. With approval, providing end users access to their work PC through their personal PC/home network using VPN/RMM.

#### Real-Time Requests

• Real-time requests include high priority problem resolution as well as common administrative tasks and client inquiries. These requests are handled immediately by Help Desk technicians and worked to resolution. Because there are so many types of Real-Time Requests, it is useful to organize them into three categories: (1) High Priority Problems, (2) Administrative Tasks, and (3) Application Support.

#### (1) High Priority Problems

- High priority problems severely impede a client's ability to work. In some cases, multiple users may be affected. Examples include:
- Email or application crashed or not functioning properly
  - Printing issues
  - Database connectivity issues
  - File and folder access problems
  - General hardware failures
  - Computer performance problems
  - Virus and malware infections\*
  - Network connectivity failures\*\*

In certain cases, we may recommend performing the work at night so that the client and their workstation is not tied up during business hours. For example, if the client is experiencing moderate performance problems or has a minor virus or malware problem, we will coordinate with the client to schedule the diagnosis and remediation after working hours. When difficult server-related problems are identified, the Help Desk will engage with NOC which specializes in server troubleshooting and remediation.

\* The Help Desk will scan and attempt to remove viruses/malware from individual workstations. Where a more widespread infection exists, a field technician may need to visit to resolve the problem. Note that sites with network infections often require workstations to be physically disconnected from the network to prevent re-infection during clean-up, in which case the Network Operation Center's (NOC) ability to assist is constrained.

\*\* The Help Desk is prepared to resolve limited network problems. The Help Desk will attempt to isolate a network problem and direct the client to power-cycle attached devices such as a local router as necessary. The Help Desk does not change network configurations, nor does it provide support for troubleshooting or power-cycling network gear found in server rooms or data centers.

Desktop Project Request - Desktop Project Requests are those requests which can be anticipated and thus scheduled in advance and require extended time, generally 20 minutes or more, to address. Project requests will be performed after hours when the client is not using their workstation. We will make best efforts to complete project requests no later than 6:00 a.m. of the client's local time zone on the day following the request, but in any event, no more than 24 hours from the time of request. Examples of project requests include:

- New computer set-ups and configurations
- Network printer set-ups requiring configuration of the printer and multiple end-user workstations
- New user set-ups involving multiple application installations
- User terminations involving more than two password disables and/or multiple software removals or any email archiving or transfers
- Complex desktop software installations
- Any request involving 3 – 5 workstations, e.g., installing software across multiple workstations, configuring multiple workstations for a new network printer
- Requests involving more than 5 workstations are beyond the Help Desk scope and it requires additional project work and fee to fulfill these requests as desired.

When a client calls the Help Desk for a Project Request, the Help Desk will collect the necessary information, create a ticket and assign it to the NOC. To complete the project, the workstations must remain on and connected to the client's network throughout the night. Additionally, the necessary credentials need to be informed before the work.

Scope Limitations - Help Desk delivers a wide range of service to client end users and is committed to delivering superior service at all times. To ensure that our technicians are able to provide fast, effective service, there are some services that we do not provide which are important to keep in mind. All labor not included in the Help Desk Scope of Services is billable at \$175.00 per hour or at the negotiated project fee for Tier 4 support. Limitations:

- Any work that involves a financial transaction (to reduce risk of fraud); client may work with Tier 4 support to procure licenses to provide to the Help Desk
- Onsite support - Client may work with Tier 4 support to provide onsite support
- Support for PCs without an agent (other than thin client and VDI environments)
- Network device management/configuration/power-cycling (Firewalls, Routers, Switches, etc.)
- Contacting 3rd party vendors for support
- Downloading and installing 3rd party applications unless approved by client and documented
- Fix database corruption issues
- If a client end user calls from home has a work workstation with an agent, the Help Desk will assist with work connectivity problems (for example, a VPN connection), but does not support any other home IT/PC issues.
- Hardware-related issues (Hard Disk, Memory, Power Supply, etc.); all hardware and/or equipment failures or related issues are not covered by Help Desk. It may be covered by manufacture warranty or require additional cost.
- For all hardware that is covered by a manufacturer's warranty, it will be the sole responsibility of the customer to contact the provider for break/fix resolution. In the event that a Tier 4 support technician is dispatched for remote or onsite service and the hardware is found to be covered by a manufacturer's warranty, appropriate fees for the technician's travel and service will apply. Regardless of warranty status, there will be no additional charge if the problem can be fixed remotely by the Help Desk.
- Labor on non-ConnectWise backup and restoration products

- Internet Service Provider (ISP) outages
- Hardware, software, or ISP vendor ticketing and management
- Application “How To” training
- Projects including adding new services and any request involving more than 5 workstations
- Anything not specifically identified as in scope

## Processing Client Requests

### Chat & Telephone

- Chats and calls are answered in the order in which they are received. If all technicians are busy the caller will be placed on hold in the call queue and will be transferred to a technician as soon as one becomes available.
- The Help Desk will create or update a ticket for each call received, whether the issue is in or out of scope. For requests in scope, the Help Desk technician will attempt to work the issue to resolution. If there is a need for further investigation, the Help Desk will follow up with the caller once the investigation has been completed. When additional support is needed or the call is for a Project Request, the Help Desk will assign the ticket to the appropriate resource.

### Emails

- The Help Desk can receive service requests via email and will create tickets for new requests. Emails are processed in the order received, however, they should be limited to low priority issues as there can be up to a twenty-four hour response time.
- For those requests requiring client interaction, a technician will contact the client within six hours of email receipt. For Desktop Project Requests and other requests that can be completed without client interaction, the email will be acknowledged within six hours. Desktop Project Requests will be completed by the next morning or within 24 hours as discussed above.

For email requests to be processed, the following information must be included in the body of the email:

- Requester’s full name
- Client company name
- Call-back number(s)
- Detailed description of the issue

\* If this information is not in the email request such that the client cannot be determined from the return address, the Help Desk will be unable to create a ticket or contact the client so no further action can be taken.

### Tickets

- For Tickets created by Client, it is important to understand that no matter what priority is set, all tickets are handled in the order received.
- Incoming tickets will be placed in the Help Desk ticket queue and the client will be contacted within six hours.

Client Call-Backs and Other Help Desk Outreach - The Client Contact Scenarios section describes when and how the Help Desk will proactively reach out to your clients and how no-contact situations will be handled. Outbound calls placed from the Help Desk will have a Caller ID of 866-520-6414 and will display “Technical Support”. If there is no answer, the technician will leave a voicemail asking for the client to call the Help Desk at 866-520-6414.

## Client Contact Scenarios

Help Desk needs to reach client to initiate work on an email or ticket, or Help Desk began work on a call, but needed to conduct further research offline and is now ready to re-start work

- Make 2 call attempts within 3 days using up to 2 available numbers per attempt (office, mobile) – voice messages are left
- If client doesn’t respond, Help Desk sends an email to client "We tried to reach you" and will not call back client further

Help Desk completes work without client on phone (e.g., an email or Project Request)

- Help Desk emails the client indicating the work is complete and invites reply or call back if the client is not fully satisfied
- If no further client contact within 2 – 3 days, Help Desk will not contact the client further

Help Desk is unable to complete scheduled work (e.g., AV scan scheduled after hours, Desktop Project Requests)

NOTE: Occurs, for example, when workstations are not online and connected to the network or credentials are missing or invalid

- Help Desk emails the client informing them of the problem and indicating they will try again the following night
- If the second attempt is unsuccessful, Help Desk will not contact the client further



Client stops work during a call with a Help Desk Technician (e.g., they must go to a meeting)

- If the technician can continue to work the ticket without the client on the phone, they will do so
- Otherwise, no further action will be taken unless the client calls back
- If no call-back is received within 3 days, Help Desk will not contact the client further

## EDR LICENSE AND SOC SERVICE - DESKTOP

EDR / MDR / XDR plus SOC – Workstation

Endpoint Detection & Response (EDR) rapidly identifies and halts even the most sophisticated cyber-attacks, minimizing harm and reducing risk to client endpoints. The product leverages attack forensics and intelligent automation to identify advanced malware, exploits and script-based stealth attacks.

EDR leverages attack forensics and intelligent automation to identify advanced malware, exploits and script-based stealth attacks.

Leveraging market leading EDR technology, the SOC can identify and confirm malicious attacks in progress and, when discovered, will activate remediation steps including scrubbing the system of any remnants of an attack such as processes or registry keys created. In more extreme cases such as ransomware, the SOC will roll back the system to restore system and data access.\*\*

\*\*Provided Sharp IT Services has made a reasonable effort to maintain proper installation and remediation of SentinelOne Solution, any remediation beyond what the SOC can address will be billable tier 4 labor, unless client is able to fully complete.

## REMOTE MONITORING & MANAGEMENT - SERVER

Server Management

### 1. Microsoft Patch Management

Research and test patches released from Microsoft. Each patch is installed in a test environment to see if there are any performance problems. The patches that are approved are then whitelisted.

### 2. 3rd Party Patching

In addition to Microsoft patches, management of the patches for the software below is included.

Adobe Acrobat, AIR, Flash, Reader, Shockwave, Apple iTunes, QuickTime, Mozilla Firefox, Java Development Kit, Runtime Environment

### 3. Endpoint Protection (Anti-Virus and Anti-malware) Software Management

Anti-Virus/anti-malware software is included, which protects machines against viruses and attacks, as well as malware, rootkits and unwanted spyware.

The maintenance of this application is included, including correcting corrupted installations and identification of endpoints with disabled protection.

### 4. Endpoint Protection (Anti-Virus and Anti-malware) Definitions

The endpoint protection is kept up to date with definitions to keep the software up to date and catch infections.

### 5. Executive Reports

Reports for (3) months at a time are provided on a quarterly basis during the Quarterly Business Review.

### 6. Asset & Inventory Reports

Track desktop hardware and software to easily identify what machines are out of warranty. Also provides ability to track software changes if users install rogue software. This is provided quarterly during the Quarterly Business Review.

### 7. Remote Problem Resolution/ Remote Control Access

Remote access is available for a technician to remote in to work on the issue at the billable rate.

Remote Access can be given to specified users.



8. Desktop Performance Monitoring  
Monitoring of the hard drive, CPU, and RAM

9. Service Requests for Advanced Troubleshooting  
When a server is experiencing a performance related problem, an alert will be created and addressed by to technical team.

10. System Performance Analysis & Troubleshooting  
Agent will monitor numerous areas of a server to help keep it running at its best. When an issue arises, an alter is created and addressed by to technical team.

## EDR LICENSE AND SOC SERVICE - SERVER

EDR / MDR / XDR plus SOC – Server

Endpoint Detection & Response (EDR) rapidly identifies and halts even the most sophisticated cyber-attacks, minimizing harm and reducing risk to client endpoints. The product leverages attack forensics and intelligent automation to identify advanced malware, exploits and script-based stealth attacks.

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\*\*Provided Sharp IT Services has made a reasonable effort to maintain proper installation and remediation of SentinelOne Solution, any remediation beyond what the SOC can address will be billable tier 4 labor, unless client is able to fully complete.

## SERVER FILES TO CLOUD BACKUP LICENSE

File Protection safeguards business-critical files, with fully automated service delivery and end-client functionality. Continuous file and folder backup protects business documents against ever-present threats such as human error, hardware failure, ransomware and lost or stolen devices. With the ability to backup over any Internet connection, File Protection safeguards valuable business data wherever users are, whether they're in the office or on the move. Client must notify Sharp about new workstations or servers to ensure installation and coverage.

- \* Work anytime, anywhere
- \* Securely upload and store files
- \* Fast employee adoption and client satisfaction with easy-to-use app
- \* Simple, secure team collaboration and control redistribution
- \* Built for business with advanced administration access control and user-level permissions
- \* Advanced threat detection to defeat a security issue if one occurs

Additional information:

1. Direct documents to cloud backup
2. Uncapped cloud storage
3. Self-managed web interface for remote access and restore
4. Automatic versioning of files
5. Windows and Mac operating systems

## NETWORK MONITORING LICENSE

Network Monitoring

NETWORK TOPOLOGY NETWORK MONITORING

AUTOMATED NETWORK MAPPING - In minutes, see a complete map of your physical and logical topologies.



**AUTOMATED INVENTORY** -Have a profile for every device on your network at your fingertips.

**IP ADDRESS MANAGEMENT** -Get an automatic list of all the IP addresses currently in use and which devices are using them.

**NETWORK DOCUMENTATION** - Instantly know how everything on your network is connected.

**MAP EXPORT** -Print any map view to PDF for easy sharing or storage.

**MAP SEARCH & FILTER** -Quickly find and visually isolate any part of your network.

#### REMOTE MANAGEMENT TROUBLESHOOTING

**IN-APP TERMINAL** -Securely access any Telnet or SSH-enabled device on your network — from anywhere.

**PASSWORD MANAGEMENT** -Never again forget device credentials or leave them vulnerable.

#### USER & CREDENTIAL MANAGEMENT

**REMOTE BROWSER** -Log into any device's web interface directly from your dashboard.

**TWO-FACTOR AUTHENTICATION** -Add an extra layer of security to your account.

#### NETWORK MONITORING

**ALERTS & NOTIFICATIONS** -Stay on top of important events on your network with both preconfigured and customizable alerting.

**SERVICE MONITORING** -Inventory and monitor the services running on nearly any device on your network.

**LIVE & HISTORIC DATA** -View network performance as it happens with 60-second polling or dive into detailed logs.

**CONTEXT-AWARE DATA** - Get relevant and actionable information tailored to each device type.

**RICH STATISTICS** - Understand and improve the stability of your network with usage and health stats.

**NETFLOW DATA & ANALYTICS** - Gain real-time visibility into network traffic.

#### TROUBLESHOOTING

**CONTEXT-AWARE DATA** - All the technical debugging data you need, pooled in one easy-to-access location.

**NETWORK EVIDENCE** - Instantly know where a device has been seen across your network.

**CONFIGURATION MANAGEMENT** - Know exactly how your devices are configured and when they change. Never miss a backup.

**LIVE & HISTORIC DATA** - Instantly bring back any configuration from your version history.

**NETFLOW DATA & ANALYTICS** - Get suggestions for improving the performance and stability of your network.





## Project Services

Product ID	Product Details	Qty	Extended Price
MITS_ONBOARDING	<p><b>MANAGED IT SERVICES ONBOARDING PROJECT</b></p> <p>Onboard devices for up to 14 24x7 helpdesk and up to 7 public machines with RMM agent. Setup Elite Server Care agent. Deploy Sentinel One agent on all 29 devices including server. Deploy Cisco Umbrella and configure. Deploy cloud backup for director and Accounting devices. Setup VPNs for remote access. Install Auvik and setup listener on server. Approximately 24 Hours.</p> <p>Setup new firewall and server. Redeploy Printer On, Envisionware and PC reservation on new server, setup new OS and create new AD environment, add users to new domain. Configure new firewall and any additional appliances and support for HVAC, camera systems, and/or phone system liaising. Approximately 24 hours.</p> <p>Configuring new PCs for users typically is 1 hour of support</p>	36	\$5,220.00

Subtotal: **\$5,220.00**

## CONTRACT NUMBER(S)

Contract Number(s):



## MASTER CLIENT SERVICES AGREEMENT

This Master Client Services Agreement (this "Agreement") is between Sharp Electronics Corporation, a New York corporation, through its Sharp Business Systems division that maintains an office at Sharp Business Systems of NJ 100 Paragon Drive , Montvale, NJ 07645 ("Company"), and Cornwall Public Library, a Library that maintains an office at 395 Hudson Street , Cornwall, NY 12518 ("Client"). The Agreement shall be effective as of the latest date of the signatures of the parties below ("Effective Date"). The parties agree as follows:

### 1) SCOPE OF SERVICES.

Company agrees to assist Client with information technology and hosting services as set forth in this Agreement or Statement of Work ("SOW") that may be executed from time-to-time by both parties under this Agreement (collectively, the "Services") and attached hereto. To be effective, each SOW (if any) shall automatically be deemed a part of, and governed by the terms of this Agreement. Each SOW is enforceable according to the terms and conditions contained therein, and in the event of a direct conflict between the terms of this Agreement and any SOW, the terms of the Agreement shall control. Company shall perform all Services in accordance with the relevant standard practices for the managed service provider industry, as well as those service levels explicitly described in any relevant SOW.

### 2) PAYMENT.

Unless otherwise stated in a SOW, payment terms is Net30 days. For prepaid fees or fees paid pursuant to a service plan, payment must be made in advance of work performed, unless other arrangements are agreed upon in this Agreement or a relevant SOW. Late payments shall be subject to interest on the unpaid invoice amount(s) until and including the date payment is received, at the lower of either 1.5% per month or the maximum allowable rate of interest permitted by applicable law. Client shall be liable for all reasonable attorneys' fees as well as costs incurred in collection of past due balances, including but not limited to collection fees, filing fees and court costs.

### 3) AUTHORIZED CONTACT PERSON.

Client shall designate one or more authorized contact person(s) (each, an "Authorized Contact") with whom Company will conduct Service-related communications. Client's initial Authorized Contact(s) is/are: Charlotte Dunaief, NOT ASSIGNED, NOT ASSIGNED, NOT ASSIGNED, NOT ASSIGNED. Likewise, Client may designate one or more Authorized Contact(s) with respect to an individual SOW. Each Authorized Contact shall be a point of contact for Company and shall be authorized to provide, modify and approve on Client's behalf, work direction, SOWs and Change Orders. Client understands and agrees that Company shall be permitted to act upon the direction and apparent authority of each Authorized Contact, unless and until Company receives written notice from Client that an Authorized Contact is no longer authorized to act on Client's behalf. If during the term of this Agreement, Client wishes to add or remove an Authorized Contact or modify an Authorized Contact's information or authority, Client must notify Company in writing of the change(s) including (in the event of the addition of an Authorized Contact) the Authorized Contact's name, address, email address and telephone number.

### 4) ACCESS TO PREMISES.

To the extent that Services are performed on Client's premises ("Premises"), Client hereby grants to Company access to the Premises and further grants Company a payment-free license to provide the Services described in any SOW within the Premises. To the extent that Services are provided to Client on property other than the Premises, it shall be Client's responsibility to secure, at Client's own cost and prior to the commencement of any Services, any necessary rights of entry, licenses, permits or other permission necessary for Company to provide Services at such location(s). Client shall provide Company with any passwords or keys (virtual or otherwise) that Company requires in order to provide the Services to Client. Company shall not be liable for delay in performance or nonperformance of any term or condition of this Agreement directly or indirectly resulting from Client's failure or denial to Company of full and free access to Client's systems and components thereof, or Client's failure or denial to Company of full and free access to Client's personnel or Premises pursuant to this Agreement.

## 5) WARRANTIES; LIMITATIONS OF LIABILITY.

a) Any third party products provided to Client by Company, or any third party products that Client will utilize through Company's services, pursuant to this Agreement including but not limited to third party hardware, software, peripherals and accessories (collectively, "Third Party Products") shall be provided to Client "as is". Company shall use reasonable efforts to assign all warranties (if any) for the Third Party Products to Client, but will have no liability whatsoever for such Third Party Products. All Third Party Products are provided WITHOUT ANY WARRANTY WHATSOEVER as between Company and Client, and Company shall not be held liable as an insurer or guarantor of the performance or quality of Third Party Products. In no event will Company be liable for any damages caused by performance or non-performance of any Third Party Product.

b) Company assumes no liability for failure of equipment or software or any losses resulting from such failure.

c) Client warrants and represents that it shall not use any systems or processes made available by Company to Client for any purposes or activities that violate the laws of any jurisdiction, including all applicable Privacy Laws, as defined herein, and the sending of unsolicited, bulk commercial email (i.e., SPAM). Client further warrants and represents that it does not and shall not in the future offer goods or services to or monitor activities of data subjects in the European Union ("EU") or otherwise store or process the personal data of any EU residents.

d) IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY SPECIAL, INDIRECT, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR FOR LOST REVENUE, LOSS OF PROFITS, SAVINGS, OR OTHER ECONOMIC LOSS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, ANY SOW(S) OR ANY SERVICES PERFORMED OR PARTS SUPPLIED HEREUNDER, ANY LOSS OR INTERRUPTION OF DATA, TECHNOLOGY OR SERVICES, OR FOR ANY BREACH HEREOF OR FOR ANY DAMAGES CAUSED BY DELAY IN FURNISHING SERVICES UNDER THIS AGREEMENT OR ANY SOW(S) EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EACH PARTY'S AGGREGATE LIABILITY TO THE OTHER FOR DAMAGES FROM ANY AND ALL CAUSES WHATSOEVER AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR NEGLIGENCE, SHALL BE LIMITED TO THE AMOUNT OF THE AGGRIEVED PARTY'S ACTUAL DIRECT DAMAGES NOT TO EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO COMPANY FOR THE SERVICES DURING THE THREE (3) MONTHS IMMEDIATELY PRIOR TO THE DATE ON WHICH THE CAUSE OF ACTION ACCRUED. IT IS UNDERSTOOD AND AGREED THAT THE COSTS OF HARDWARE OR SOFTWARE (IF ANY) PROVIDED TO CLIENT UNDER THIS AGREEMENT SHALL NOT BE INCLUDED IN THE CALCULATION OF THE LIMITATION OF DAMAGES DESCRIBED IN THE PRECEDING SENTENCE.

e) Company shall not be responsible for failures to provide service if any of the following issues exist that are unrelated to Company's actions or inactions: (i) Client network issues, (ii) changes made to the Client network or other information technology and operational technology assets not communicated to the Company, (iii) loss of internet connectivity to the Client site for any reason, or (iv) service failures that result from any actions or inactions of the Client contrary to the Company's recommendations.

## 6) INDEMNIFICATION.

Each party (an "Indemnifying Party") hereby agrees to indemnify, defend and hold the other party (an "Indemnified Party") harmless from and against any and all third party claims, including reasonable attorneys' fees, (collectively, "Damages") that arise from, or are related to their own grossly negligent acts or omissions, or intentional wrongful misconduct and/or by their own employees or subcontractors. The Indemnifying Party further agrees to indemnify, defend, save and hold harmless the Indemnified Party, its officers, agents and employees from all Damages arising out of any claims of alleged infringement of copyrights, patent rights and/or the unauthorized or unlicensed use of any material, property or other work provided that such claim is the result of the Indemnifying Party's actions and not due to the Indemnified Party's fault, including if the Indemnified Party has altered, modified, or used the product in any way that has not been authorized.

## 7) COPYRIGHTS AND OTHER INTELLECTUAL PROPERTY.

Each party (a "Creating Party") owns and retains all intellectual property rights in and to all of the Creating Party's works of authorship, including but not limited to all plans, software or software modifications developed by the Creating Party, and all modules derived or created from such materials (collectively, "Creating Party's IP"), provided Creating Party's IP is not made by using or referencing to the other party's owned intellectual property rights. The Creating Party's IP may not be distributed or sold in any form or manner without the express written consent of the Creating Party.

## 8) PRIVACY.

Client and Company both agree to comply with each of their respective obligations under the applicable information privacy and data protection laws and regulations relating to the protection, disclosure and use of individuals' personal data now in place or that may come into place during the term of this Agreement (collectively, the "Privacy Laws"). Client is and shall remain the controller of all of its data for purposes of all Privacy Laws and shall determine the scope, purposes, and manner by which Company may access such data. Company shall only access, retain, use or disclose any Client data as required for the specific purpose of performing the Services.

## 9) TERM AND TERMINATION.

- a) **Term.** This Agreement shall remain in effect for a period of thirty-six (36) months beginning on the Effective Date. This Agreement cannot be cancelled for any reason unless under Section 9c.
- b) **Renewal.** The Agreement shall automatically renew for an additional twelve (12) months at then current rates unless either party gives written notice not to renew at least ninety (90) days before the end of the term of this Agreement.
- c) **Default.** In the event that one party (a "Defaulting Party") commits a material breach of this Agreement (including failure to make a payment) or a SOW, the non-Defaulting Party shall have the right, but not the obligation, to terminate immediately this Agreement or the relevant SOW provided that (i) the non-Defaulting Party has notified the Defaulting Party of the specific details of the breach in writing, and (ii) the Defaulting Party has not cured the default within thirty (30) days following receipt of written notice from the non-Defaulting Party. Client is still responsible for any outstanding payments following the termination of the Agreement.
- d) **Equipment Removal.** Upon termination or expiration of this Agreement for any reason, Client shall provide Company with access, during normal business hours, to Client's premises (or any other locations at which Company-owned equipment is located) to enable Company to remove all Company-owned equipment from such premises (if any) and make necessary assistance therefor.
- e) **Transition.** In the event that Client requests Company's assistance to transition to a new service provider, Company shall do so provided that (i) all fees due and owing to Company under this Agreement are paid to Company in full prior to Company providing its assistance to Client, and (ii) Client agrees to pay Company its then-current hourly rate for such assistance, with upfront amounts to be paid to Company as agreed upon between the parties. Company shall have no obligation to store or maintain any Client data in Company's possession or control following the termination or expiration of this Agreement. Company shall be held harmless for and indemnified by Client against any and all claims, costs, fees or expenses incurred by either party that arise from, or are related to, Company's deletion of Client data.
- f) **Impact.** Termination of a SOW shall not act as a termination of any other SOW or as a termination of this Agreement as a whole. Termination or expiration of this Agreement, however, shall act as a termination of all SOWs then pending, unless the parties agree otherwise in writing.
- g) **No Liability.** Unless expressly stated in this Agreement, neither party shall be liable to the other party or any third party for Damages arising from or related to, directly or indirectly, the termination of this Agreement for any reason by Company, or for Damages arising from or relating to Company's disclosure of information pursuant to any valid legal request to which Company is required to comply. This waiver of liability shall include, but shall not be limited to, the loss of actual or anticipated profits, anticipated or actual sales, and of expenditures, investments, or commitments in connection with such



party's or any third party's goodwill or business.

h) **Charges.** At the end of each twelve (12) month period of the Agreement, Company reserves the right to increase and/or otherwise modify its service rates and services of up to three percent (3%).

#### 10) UPTIME AND REMEDIES.

a) **Uptime.** Company shall use commercially reasonable efforts to ensure that the Services are available to Client on a 99% monthly average basis ("Uptime") except during Scheduled Downtime (defined below), or due to client-side downtime (described below) or when outages or issues occur due to a force majeure event.

b) **Scheduled Downtime.** For the purposes of this Agreement, Scheduled Downtime shall mean those hours, as determined by Company, but which shall not occur between the hours of 8 AM and 6 PM Monday through Friday without Client's authorization or unless exigent circumstances exist, during which time Company shall perform scheduled maintenance or adjustments to its network or other information technology and operational technology assets. Company shall use commercially reasonable efforts to provide Client with at least forty-eight (48) hours of notice prior to scheduling Scheduled Downtime.

c) **Client-Side Downtime.** Notwithstanding any provision to the contrary, Company shall not be responsible for any delays or deficiencies in the Services to the extent that such delays or deficiencies are caused by Client's action or omissions. In the event that such delays or deficiencies occur, Company shall be permitted to extend any relevant deadline as Company deems necessary to accommodate such delays or deficiencies.

d) **Remedies; Limitations.** If Company fails to meet its Uptime commitment on ten (10) or more occasions over the course of a three (3) contiguous month period, Client shall have the right to terminate this Agreement for cause by providing Company with thirty (30) days written notice of termination. The remedies contained in this paragraph and those in Section 9(c) above are in lieu of (and are to the exclusion of) any and all other remedies that might otherwise be available to Client for Company's failure to meet any service level during the term of this Agreement.

e) **Exemption.** The parties acknowledge and agree that for the first thirty (30) days following the Effective Date, the Uptime commitment described in this Section shall not apply to Company, it being understood that there may be unanticipated downtime or delays due to Company's initial startup activities with Client.

#### 11) CONFIDENTIAL INFORMATION.

With respect to all confidential information disclosed under this Agreement by a disclosing party ("Disclosing Party") to a receiving party ("Receiving Party") ("Confidential Information"), the parties hereto agree as follows: (a) the Receiving Party will not, without the prior written consent of Disclosing Party, disclose the Confidential Information to any third party and Receiving Party will take reasonable and customary precautions to prevent disclosure of such Confidential Information to any such third party; (b) Receiving Party will make no use of the Confidential Information except to the extent necessary to perform the Services, and in no event will Receiving Party make any use of the Confidential Information for its own benefit or the benefit of any third party, and (c) the confidentiality obligations of Receiving Party hereunder will terminate with respect to any particular portion of Confidential Information when Receiving Party can document any of the following: (i) it was in the public domain at the time of Disclosing Party's communication thereof to Receiving Party, or it subsequently entered the public domain through no fault of Receiving Party, (ii) it was in Receiving Party's possession free of any obligation of confidence at the time of Disclosing Party's communication thereof, or it was subsequently rightfully communicated to Receiving Party free of any obligation of confidence, or (iii) it has been communicated by Disclosing Party to a third party free of any obligation of confidence. If Receiving Party is requested or required pursuant to a court order or subpoena or in any legal or administrative proceeding to disclose any Confidential Information, Receiving Party will promptly notify Disclosing Party of such request or requirement so that Disclosing Party may obtain an appropriate protective order. Each party will exercise commercially reasonable efforts to cooperate in obtaining a protective order or other reliable assurance that confidential treatment will be accorded the Confidential Information. The Receiving Party shall ensure that all of its personnel agrees to protect the other party's Confidential Information in accordance with this provision.

## 12) MISCELLANEOUS.

- a) **Assignment.** This Agreement shall be binding upon and inure to the benefit of the parties hereto, their legal representatives, and permitted successors and assigns. Notwithstanding the foregoing, Company may assign its rights and obligations hereunder to a successor in ownership in connection with any merger, consolidation, or sale of substantially all of the assets of the business of a party, or any other transaction in which ownership of more than fifty percent (50%) of either party's voting securities is transferred, provided such assignee expressly assumes the assignor's obligations hereunder.
- b) **Amendment.** No amendment or modification of this Agreement or any SOW (including any schedules or exhibits) shall be valid or binding upon the parties unless such amendment or modification specifically refers to this Agreement, is in writing and is signed by each party.
- c) **Time Limitations.** The parties mutually agree that any action for breach of or upon a matter arising out of this Agreement or any SOW must be commenced within one (1) year after the cause of action accrues or the action is forever barred.
- d) **Severability.** If any provision hereof or any SOW is declared invalid by a court of competent jurisdiction, such provision shall be ineffective only to the extent of such invalidity, illegibility or unenforceability so that the remainder of that provision and all remaining provisions of this Agreement or any SOW shall be valid and enforceable to the fullest extent permitted by applicable law.
- e) **Other Terms.** Company shall not be bound by any terms or conditions printed on any purchase order, invoice, memorandum, or other written communication between the parties unless such terms or conditions are incorporated into a duly executed SOW. In the event any provision contained in this Agreement is held to be unenforceable in any respect, such unenforceability shall not affect any other provision of this Agreement and the Agreement shall be construed as if such an unenforceable provision or provisions had never been included in this Agreement.
- f) **No Waiver.** The failure of either party to enforce or insist upon compliance with any of the terms and conditions of this Agreement, the temporary or recurring waiver of any term or condition of this Agreement or the granting of an extension of the time for performance shall not constitute an Agreement to waive such terms with respect to any other occurrences.
- g) **Merger.** This Agreement, together with any SOW(s), sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements or understandings related to the Services, and no representation, promise, inducement or statement of intention has been made by either party which is not embodied herein. Any document that is not expressly and specifically incorporated into this Agreement or SOW shall act only to provide illustrations or descriptions of Services to be provided, and shall not act to modify this Agreement or provide binding contractual language between the parties. Company shall not be bound by any agents' or employees' representations, promises or inducements not explicitly set forth herein.
- h) **Force Majeure.** Company shall not be liable to Client for delays or failures to perform its obligations under this Agreement or any SOW because of circumstances beyond its reasonable control. Such circumstances include, but shall not be limited to, any acts or omissions of any governmental authority, natural disaster, act of a public enemy, acts of terrorism, riot, sabotage, disputes or differences with workmen, power failure, communications delays/outages, delays in transportation or deliveries of supplies or materials, acts of God or any other events beyond the reasonable control of Company.
- i) **Insurance.** Company and Client shall each maintain, at their own expense, all insurance reasonably required in connection with this Agreement or any SOW, including but not limited to, workers compensation and general liability with a limit not less than \$1,000,000 per occurrence. The Client shall maintain network risk and cyber liability coverage (including coverage for unauthorized access, failure of security, ransomware, 3<sup>rd</sup> party liability, breach of privacy perils, as well as notification costs and regulatory defense) in an amount of not less than \$1,000,000. The Client shall also maintain Tech E&O liability insurance in an amount not less than \$1,000,000. Coverage should be primary and noncontributory for each



policy. Company and its entities, affiliates, etc. should be named as additional insured. A waiver of subrogation should apply. The required insurance coverage shall be issued by an insurance company duly authorized and licensed with the following minimum qualifications in accordance with the latest edition of A.M. Best's Insurance Guide: Financial Stability A+.

j) **Governing Law; Venue.** This Agreement and any SOW shall be governed by, and construed according to, the laws of the State of New Jersey. Client hereby irrevocably consents to the exclusive jurisdiction and venue of the federal and state courts in Essex and Bergen Counties, in the State of New Jersey, for any and all claims and causes of action arising from or related to this Agreement.

k) **Waiver of Jury Trial.** THE PARTIES AGREE THAT THEY WAIVE ANY RIGHT TO A TRIAL BY JURY for any and all claims and causes of action arising from or related to this Agreement.

l) **No Third Party Beneficiaries.** The Parties have entered into this Agreement solely for their own benefit. They intend no third party to be able to rely upon or enforce this Agreement or any part of this Agreement.

m) **Usage in Trade.** It is understood and agreed that no usage of trade or other regular practice or method of dealing between the Parties to this Agreement shall be used to modify, interpret, supplement or alter in any manner the terms of this Agreement.

n) **Business Day.** If any time period set forth in this Agreement expires on a day other than a business day in Bergen County, New Jersey, such period shall be extended to and through the next succeeding business day in Bergen County, New Jersey.

o) **Notices.** Where notice is required to be provided to a party under this Agreement, such notice shall be deemed delivered upon receipt by the receiving party or refusal of delivery, when deposited in the United States Mail, first class mail, certified or return receipt requested, postage prepaid, or one (1) day following delivery when sent by FedEx to the addresses set forth in the opening paragraph of this Agreement, or to such other address as the parties may designate from time to time. Company notice must be received at Sharp Electronics Corporation, ATTN Office of the General Counsel, 100 Paragon Drive, Montvale, New Jersey 07645 [legalnotices@sharpsec.com](mailto:legalnotices@sharpsec.com).

p) **Independent Contractor.** Each party is an independent contractor of the other, and neither is an employee, partner or joint venturer of the other.

q) **Subcontractors.** Company may subcontract or delegate part or all of the Services to one or more third parties.

r) **Counterparts.** The parties may execute and deliver this Agreement and any SOW in any number of counterparts, each of which shall be deemed an original and all of which, when taken together, shall be deemed to be one agreement. Each party acknowledges and agrees that this Agreement is intended to be executed and transmitted to the other party via electronic means. Accordingly, a party may execute and deliver this Agreement (or any SOW) electronically (e.g., by digital signature and/or electronic reproduction of a handwritten signature), and the receiving party shall be entitled to rely upon the apparent integrity and authenticity of such signature for all purposes.

s) **Export.** Client will comply with applicable import, export control and economic sanction laws and regulations, including those of the United States, that prohibit or restrict the export, re-export, or transfer of products, technology, services or data, directly or indirectly, to certain sanctioned countries and users, and for certain prohibited end uses, including, but not limited to, nuclear facilities, space or missile systems, and weapons systems (whether chemical, biological, or otherwise). Client agrees to comply with all such laws, regulations, orders, and policies.

t) **Taxes.** Client will pay all taxes (if any) and assessments levied or payable as a result of ownership, sale, rental, use, or possession of delivered, installed, or repaired machines, accessories, and supplies.

u) **Non-Interference.** Client agrees that it will not interfere with or attempt to impair any business relationship for Company, nor encourage any Company employee to take any trade secret or proprietary information from Company. When State Law is applicable, Client will not attempt, either directly or indirectly, to solicit, entice, hire, or otherwise induce any employee of Company to terminate its employee relationship with the Company during the term of the Agreement and for twelve (12)



months following the termination or expiration of this Agreement. When State Law is applicable, in the event Client hires a member of Company's professional staff, Client shall pay a fee equal to the annual compensation being paid to the individual by Company with the exception that the Client shall be permitted to hire a professional from Company who had responded to a non-targeted general solicitation of employment made by Client to the general public. Such fee is payable when the employee accepts the position.

v) **Derivative Works.** Client shall not (i) modify, copy or create derivative works based upon Company's solution and Services; (ii) frame or mirror any content forming part of the software or Services, other than on Client's own intranets or otherwise for its own internal business purposes; or (iii) reverse engineer the software.

w) **Parts Ownership.** All warranty service parts removed from the Client's devices become the property of the Company. Any warranty service parts removed from devices covered under this contract and retained by the Client will be purchased by the Client at current retail prices.

x) Any remaining hours or blocks of time cannot be refunded, but may be applied to the future year's Services.

y) Client agrees: (i) it is the owner or authorized licensee of data to be provided and has the right to grant the rights set forth herein to Company; (ii) it has obtained all consents necessary under applicable law for Company to disclose data to third parties in furtherance of the services rendered; (iii) it will not publish, post, upload, record, or otherwise distribute or transmit any data or other material that: (A) infringes or would infringe any copyright, patent, trademark, trade secret or other proprietary right of any party, or any rights of publicity or privacy of any party; (B) violates any law, statute, ordinance, or regulation; (C) is inappropriate, profane, defamatory, libelous, obscene, indecent, threatening, harassing, or otherwise unlawful; (D) is harmful to minors or otherwise pornographic; (E) contains any viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files, or any other similar software, data, or programs that may damage, detrimentally interfere with, surreptitiously intercept, or expropriate any system, data, personal information, or property of another; (F) is materially false, misleading, or inaccurate; and/or (G) contains information for which Client does not have the right to permit a third party to access and process any of such data; and (iv) it will not knowingly interfere with or disrupt the Services.

z) **Additions and Substitutions.** Additions and Substitutions as related to the network or other information technology and operational technology assets, will need pre-approval by Company and may increase prices.

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Company has determined that in order to provide the best protection possible, the Client requires an Enhanced Security Package. If declined, Client waives all claims and all damages, related to intrusions, viruses, or other attacks that could have been prevented by the Enhanced Security Package.

The terms and conditions of the **Master Client Services** apply in full to the services and products provided under the Statement of Work.

**IN WITNESS THEREOF**, the parties hereto each acting with proper authority have executed this Agreement, under seal.

**AGREED AND ACCEPTED**

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

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

**Sharp Electronics Corporation through its  
Sharp Business Systems division**

Client: Cornwall Public Library

By: \_\_\_\_\_

By: \_\_\_\_\_

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

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

Position: \_\_\_\_\_

Position: \_\_\_\_\_



## Managed IT Services + Enhanced Security

Prepared by:  
**Sharp Business Systems**  
 Brian Bohlin  
 2016442827  
 brian.bohlin@sharpusa.com  
 Greg Kapusta  
 8455482642  
 Gregory.kapusta@sharpusa.com

Prepared for:  
**Cornwall Public Library**  
 395 Hudson Street  
 Cornwall, NY 12518  
 Charlotte Dunaief  
 (845) 534-8282  
 cdunaief@rcls.org

Quote Information:  
**Quote #: 001132**  
 Version: 1  
 Proposal Date: 05/09/2023  
 Proposal Expiration Date: 05/14/2023  
 Contract Effective Date: 10/31/2023  
 Contract Length: thirty-six (36) Months

### Quote Summary

Description	Amount
Project Services	\$5,220.00
<b>Total:</b>	<b>\$5,220.00</b>

### Monthly Recurring Summary

Description	Amount
Monthly Services	\$1,287.00
<b>Monthly Total:</b>	<b>\$1,287.00</b>

**Total Monthly Cost Per User: \$53.40**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

### Sharp Business Systems

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

### Cornwall Public Library

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Date: \_\_\_\_\_

# **IT Support / MSP Proposal**

## **Prepared for Cornwall Public Library**

100 Dutch Hill Road, Suite 330  
Orangeburg, NY 10962  
845.664.7381  
sales@frontlineds.com  
<http://www.frontlineds.com>

Mar 13, 2023

Charlotte Dunaief  
395 Hudson St  
Cornwall, NY 12518

Dear Charlotte,

We appreciate the opportunity to provide you with a Fully Managed IT Services and Support proposal as well as your consideration of Frontline Data Services as your future IT support provider.

Keeping up with technological advancements can be overwhelming, and you can't be an expert in everything. You need reliable and trustworthy IT advice, planning, and management services you and your team can depend on.

The purpose of this document is to outline Frontline's Managed Services Provider (MSP) Program. This service is designed to provide your library and staff with alternatives to RCLS Full Anser services along with consolidating some other 3rd party outsourced solutions. This will allow you to streamline your IT support and reduce or eliminate computer, network, and wireless issues, while maximizing your network's speed, performance, and stability without the expense of an internal IT staff.

Unlike other computer consultants who charge by the hour and profit from the failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss. Although our proposal may not be the least expensive option available, the library will ultimately get a much more productive IT team staying ahead of issues before they get out-of-hand. In addition, you'll have predictable OpEx Costs and access to premium tools, without the cost of ownership.

A library of your size will have a partnership with Frontline that looks beyond day-to-day tasks. Over time, Frontline will help you improve core operational and process challenges. Our expertise, combined with knowledge of your specific environment, helps Frontline to recommend cost-effective IT solutions with a good long-term return on investment.

Thank you for your interest. We look forward to the opportunity to meet your needs and to earning your business.



Nicko Feinberg  
Frontline Data Services

## Benefits to Your Library

- **You'll avoid expensive repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing expensive network disasters from ever happening in the first place.
- **You'll experience faster performance, fewer glitches, and practically zero downtime.** Some parts of your system will degrade in performance over time, causing them to slow down and possibly crash. Our preventative maintenance and network monitoring will detect these problems beforehand and prevent them from escalating into more expensive repairs and downtime.
- **You'll feel as though you have an in-house IT department - without all the costs.** As a Frontline MSP customer, you'll have access to a knowledgeable support staff that can be reached immediately by phone, text messaging & ticketing system should you have any kind of problem or question.
- **You'll receive substantial discounts on IT services that you are already buying.** Most IT firms will nickel and dime you over every little thing they do. Under this program, you'll pay one flat, affordable rate and get all of the technical support you need. No hidden charges, caveats, or disclaimers.
- **You'll eliminate trip fees and receive faster response to your problems.** Thanks to our remote monitoring and maintenance software (RMM), we will have the ability to remotely access and repair most network problems right from our offices. If we cannot fix it remotely, we will dispatch a technician to the Library.
- **You'll be able to budget for network support just like rent or insurance.** Wouldn't it be nice to avoid unexpected costs for fixing or restoring your network? Now you can.
- **You'll gain incredible peace of mind.** You already have enough to worry about on a daily basis just running the library and all the nuances that go along with it. We'll make sure everything pertaining to your network security and reliability is handled so you don't have to worry about it.

# Scope & Services

## Managed IT Service Plan Includes:

- IT Support for Existing Workstations Including: desktops, laptops, and servers
- Professional IT Consulting Services including quarterly reviews with staff members
- Network Administration Services
- Patch Management, Microsoft Updates and 3rd Party Software updates
- Onsite and Cloud Data Backup Monitoring
- Firewall Support, Service and Maintenance
- Antivirus Software Alerting and Monitoring Services (Windows & Macs)
- Ransomware Protection and Recovery Solution
- Email Administration
- Technology Procurement Recommendations and Strategy Planning
- Vendor Management
- Hardware/Software Inventory Management with quarterly lifecycle reports to assist in long term budgeting
- VPN configuration, Support and Management
- Tablet/Smartphone Email Configuration and Support

**Location:** Includes Services/Support for: 395 Hudson St, Cornwall, NY 12518

**Hardware:** Includes 14 existing library owned PCs/Laptops. If number of hardware exceeds 10%, additional support costs may be incurred.

**Networking:** Includes All Network Switches, Hubs and Firewalls. Includes ISP management, service and support for Internet connectivity.

**Software:** Includes Installation, troubleshooting and subscription management for all applications used

**Data Backup Monitoring:** Includes Cloud and Onsite Data Backup monitoring, alerting and file restoration services with your existing backup solution.

**Patch Management:** Includes Microsoft Windows Patch Management Services to all Windows products. Includes 3rd party patch management to all Windows devices where applicable.

**Anti-Virus & Ransomware Protection and Recovery Solution:** Includes installation, and monitoring and alerting for Webroot Anti-Virus Software on all devices

**VPN's:** Includes support for Virtual Private Networking (VPNs) if any between sites/Firewall. Includes support for VPNs for staff from remote locations to office.

**Remote Support:** Includes support for staff to access offices remotely from their devices.

# Scope & Services

## **SERVICE RESPONSE LEVEL AGREEMENT**

1. All IT service requests will be responded to within 2 hours, same day.
2. Onsite Service Request response will be within 24 hours depending upon severity.
3. Remote Support Request response will be same day.
4. Emergency Support Calls: Immediate Escalation.
5. Standard Business Hours: 9:00 am to 6:00pm, Mon – Fri, not including Holidays.

## **IT Support Helpdesk**

All Support and service requests shall be made to:

Helpdesk Telephone: (845) 664-7381

Helpdesk Email Support: [support@frontline.net](mailto:support@frontline.net)

Executive out of hours: (845) 664-7381 follow prompts for emergency

## **Onsite Support Services:**

All onsite support services are included where necessary.

## **Our Services are ideal for libraries who:**

- Need to have their workstations, servers, computer network, and Internet access up and running 24/7/365 without problems.
- Value the security of their data, and want to do everything possible to prevent loss, corruption, or theft.
- Want to maximize the speed, availability, and performance of their network.
- Despise dealing with--or thinking about--computer problems and other complexities of operating a computer network.
- Don't have the time or staff to deal with computer network maintenance.
- Most importantly - have an IT support company that is not only familiar with your library's business, but also supports numerous other libraries and their staff as well as the Patron community.

# Pricing

## Monthly Recurring Fees - Independent

Description	QTY	Unit Charge	Monthly Charge
<p>Frontline Fully Managed IT Support</p> <p>Includes</p>	14	\$105.00	\$1,470.00
<p>NextGen Cyber Security Awareness Training</p> <p>Phish testing is delivered regularly, with failures re-targeted for additional training</p> <p>Quarterly Training Curriculum</p> <p>Training Policy Document</p>	43	\$0.00	\$0.00
<p>Frontline Network Monitoring software</p> <p>Inventory - Provides 360 degree visibility of the network with realtime automated device and attributes discovery</p> <p>Monitoring - Identify's issues in real time at network and device level ensuring we are alerted when a problem occurs and infrastructure is performing at it's best.</p> <p>Security - Provides continuous scanning of network for security vulnerabilities</p>	1	\$0.00	\$0.00
<b>Total</b>			<b>\$1,470.00</b>



## One Time Fees

Description	QTY	Charge	Subtotal
Frontline Fully Managed PfSense Router Includes rackmount kit, Setup & configuration of Internet line, DHCP Server, WAN IP reconfiguration.	1	\$1,250.00	\$1,250.00
Separation of Patron Network	1	\$0.00	\$0.00
Software Setup Reconfiguration and software Installation as needed for the departing RCLS computers. Remove computers from RCLS Domain, New Ant-virus software installation, Deep Freeze installation, TeamViewer, Frontline RMM Software & Ransomware protection	1	\$0.00	\$0.00
Optional Closet Cleanup Est time 8-10 Man hrs. 2 Techs Includes 12U Rack mount Cabinet Misc Cables, 2 Shelves Removal of unused equipment	1	\$1,300.00	\$1,300.00
<b>Total</b>			<b>\$2,550.00</b>

## Wifi Access Points Upgrade

Description	QTY	Charge	Subtotal
Managed POE 24 Port Switch This would be recommended if you go with a VOIP phone system	1	\$479.00	\$479.00
Access Point 6 Pro	4	\$228.00	\$912.00
Wireless Access Cloud Key Rack Mount Kit included.  Monthly Wireless Access Usage Reports are emailed on the 1st of every month	1	\$359.00	\$359.00

Install & Setup	1	\$225.00	\$225.00
		<b>Total</b>	<b>\$1,975.00</b>

## Fiber Communications Line

Description	QTY	Charge	Subtotal
Frontline Fiber 500MB SYMMETRICAL Line 2 Static IP. This would replace your existing fios 200MB Internet line. Line would be split. One would go to the existing RCLS managed router the other would go into Frontline Managed router.	1	\$195.00	\$195.00
Frontline Fiber 1GB Symmetrical Line 2 Static IP. This would replace your existing fios 200MB Internet line. Line would be split. One would go to the existing RCLS managed router the other would go into Frontline Managed router.	1	\$345.00	\$345.00

### Additional Considerations

- Envisionware Licenses/Maintenance
- DeepFreeze/RestoreRX
- Email Services
- VoIP Phone System