



Notice is hereby given that the following Committees of the Library Board will meet in the
First Floor Meeting Room of the Park Ridge Public Library
20 S. Prospect Avenue, Park Ridge, IL
On the date and time below

All meetings are open to the public according to the provisions of the Illinois Open Meetings Act. Please contact Library Administration for additional information or to request accommodations.

LIBRARY COMMITTEE AGENDAS
BOARD OF TRUSTEES
Tuesday, August 9, 2022, at 7:00 P.M.
All committees are committees-of-the-whole unless noted

PUBLIC COMMENT

BUDGET & FINANCE (Somheil and Rusk, Co-Chairs)

1. Approve July 12, 2022 Minutes
2. Summary FY23 budget and goals
3. Other

BUILDING & GROUNDS (Steinfels and Powers, Co-Chairs)

1. Approve July 12, 2022 Minutes
2. Review bids from structural repairs project
3. Project updates
4. Other

PERSONNEL (Hanba, Chair)

1. Approve June 14, 2022 Minutes
2. Review FY23 Salary plan
3. Other

PLANNING & OPERATIONS (Rapisand and Kiem, Co-Chairs)

1. Approve July 12, 2022 Minutes
2. Task calendar review and update
3. Telephone system replacement recommendation
4. File server replacement recommendation
5. Email upgrade recommendation
6. Other

NO MEETINGS:

COMMUNICATIONS & DEVELOPMENT, INTERGOVERNMENTAL AGREEMENT SUBCOMMITTEE, NOMINATING, RESOURCES

MINUTES**PARK RIDGE PUBLIC LIBRARY**

20 S. Prospect Avenue, Park Ridge, IL 60068

Budget and Finance Committee of the Whole Meeting of the Board of Trustees

Held via Videoconference with all remote attendance

July 12, 2022 at 7:00 p.m.

ROLL CALL

Trustees Present:

Co-Chairs: Gregg Rusk and David Somheil; Treasurer, Josh Kiem; Danielle Powers; Lauren Rapisand; Joseph Steinfelds, Deepika Thiagarajan

Trustees Absent:

Karen Burkum, Alexandra Hanba

Others Present:

Joanna Bertucci, Library Director; Angela Berger, Alyson Doubek, John Priala, Library Staff

PUBLIC COMMENT**None**

Treasurer Somheil opened the Budget and Finance Committee meeting at 7:00 p.m.

Trustee Powers made a

MOTION: to approve the minutes of May 10, 2022

Trustee Somheil seconded the motion.

Roll Call Vote: Yes: Kiem, Powers, Rapisand, Rusk, Somheil, Steinfelds, Thiagarajan

Motion passed**SY21 AUDIT PRESENTATION**

Brad Porter from Lauterbach and Amen, the Library's auditing firm, presented an overview of the SY21 audit report. He explained that the Library is considered a Component Unit of the City of Park Ridge for purposes of financial reporting. Mr. Porter stated that his goal for this presentation was to review the portions of the audit report issued for the City that are pertinent specifically to the Library. He explained that there are three required pieces of communication contained in the audit report. First is the Statement of Auditing Standards 114 letter which details any difficulties or disagreements that were encountered during the audit process. He indicated that nothing was noted in this regard. Secondly, he directed the Committee's attention to the audit report. As a result of the audit work performed, an unmodified opinion has been issued for the City and thus the Library, indicating that the financial statements are free from any material misstatements and that sound internal controls are in place. This is the highest level of opinion that any entity in the governmental sector can receive.

Mr. Porter then directed the Committee's attention to pages 168-170 of the audit report where the Library's Balance Sheet and Income Statement appear. Trustee Rusk inquired about the accounting for pensions and discussion ensued with regard to the performance of IMRF pension assets, funding status of IMRF and the historical trends in employer contributions rates. Trustee Rusk stated that it would be helpful to know how many former library employees are drawing pensions and how many retirees are eligible to choose to remain on the Library's health insurance plan (at their own expense). Trustee Rusk also asked Mr. Porter about collateralization in place to secure Library funds. Mr. Porter explained the collateralization in place and the audit procedures undertaken related to this.

The final required communication contained in the audit report is the Management Letter. The purpose of this is to convey best practices, and any upcoming accounting pronouncements that may impact the library. The prior recommendation from FY21 is due to accounting changes in the handling of leases. This change will likely not apply to the Library and requires no action by the Library at this time.

MINUTES**PARK RIDGE PUBLIC LIBRARY**

20 S. Prospect Avenue, Park Ridge, IL 60068

Budget and Finance Committee of the Whole Meeting of the Board of Trustees

Held via Videoconference with all remote attendance

July 12, 2022 at 7:00 p.m.

FY23 ASSUMPTIONS FOR CITY PROVIDED SERVICES

Director Bertucci reviewed the memo and spreadsheet included on pages 12-14 of the packet, explaining that she and President Rapisand met with Mayor Maloney and City Manager Gilmore to discuss the set of assumptions for City provided services to the Library that is reviewed each year prior to the start of the annual budgeting process. The spreadsheet included on page 14 of the packet was created by City staff and details each of the assumptions for services provided to the Library that are currently in place. For FY 23, there are two changes that will occur that impact the Library's cost structure.

Director Bertucci explained that historically, the City has levied for the employer IMRF contributions for Library staff and has also levied for employer payroll taxes (FICA and SS) for Library staff. Going forward the City has informed the Library that they will no longer be including Library staff in their levy for these two expense categories. These costs will now be levied and paid by the Library. For FY23, it is being estimated that the costs for IMRF and payroll tax contributions will be approximately \$250,000. As was discussed in the audit presentation earlier this evening, the FY 23 employer contribution rate of 1.44% will likely not stay that low given the current volatility in the stock market and other economic factors. Going forward, this rate is likely to increase with a resulting increase in costs assumed by the Library.

President Rapisand noted that in the meeting with the mayor and city manager she had stated her concern that as the Library will be taking on additional costs as a result of this change in assumption, there should be agreement that the Library's levy and budget will need to increase in order to cover those costs.

An additional cost transfer from the City to the Library will occur as a result of a payroll software conversion that the City is undertaking. Currently, both the City and Library are using ADP payroll software. The City will be converting to using MUNIS payroll software. Director Bertucci explained that the cost to the Library to convert to that software is being estimated at approximately \$65,000 for conversion and an additional \$25,000 per year in annual fees. Due to cost, software functionality and effort required to convert, the Library will not be converting to MUNIS payroll but will instead, for at least the next year, continue using ADP's software at an additional cost to the Library of approximately \$21,000 per year.

Also included on the City's spreadsheet on page 14 of the packet are assumptions #4 - #8 which indicate dates to be determined (TBD) as to when these assumptions might change. Changes to assumptions #4 and #5 would also result in costs being transferred to the Library from the City. As part of assumption #5, now that City has determined that Library employees are no longer City employees, Director Bertucci anticipates that the Library will create its own employee manual, separate from the City's employee manual which has historically applied to Library staff.

Trustee Steinfels noted that the spreadsheet included language calling for "administrative memorialization" of the changes to historical assumptions and asked Director Bertucci what form that would take. Director Bertucci replied that there had been no clarification as to what form that might take. Trustee Rusk noted that the Library has historically levied and paid for the cost of all repairs, maintenance and renovation of the Library building which is owned by the City, not the Library. He opined that this might be an important point to have documented with regard to budgeting implications. Director Bertucci added that in the narrative that will accompany the FY23 budget documents submitted to the City, she will add commentary that documents the changes that are occurring so that regardless of any future changes in City leadership, there will be a common understanding of these issues.

Co-Chair Somheil adjourned the meeting at 7:59 p.m.



Memorandum

Memo Date: August 4, 2022
From: Joanna Bertucci, Library Director
 Alyson Doubek, Finance Manager
Meeting Type: Budget & Finance Committee of the Whole
Meeting Date: August 10, 2022
Subject: Draft FY23 budget summary and goals - discussion

Assumptions for City Provided Services – FY23¹

- Administers and pays for Library insurance coverage for excess workers compensation, employee accident, public liability (all City board and commissions), and excess liability and property insurance for the Library building and City parking lot adjacent to the Library
- Provides general banking for co-mingled funds in operating account only; provides check printing services and financial accounting software
- Provides general human resources support including maintenance of official personnel records of Library employees
- Administers employee benefits program including health, dental, vision, life insurance, 457 plans and employee assistance program
- Includes Library in City gas and electric utilities franchise agreements as well as any other benefits the City receives to the extent permitted by such franchises and applicable law
- Waives costs for water and sewer services
- Administers and pays for garbage removal
- Maintains City Commons (grounds surrounding Library building) including but not limited to: the drainage system, landscaping, fence and planters
- Provides snow removal services in City parking lot adjacent to the Library and public sidewalks including Library staff parking area
- Provides maintenance, gas and insurance for the Library van (replacement would be purchased by Library)

FY23 DRAFT BUDGET SUMMARY AND GOALS

Goals

1. Review budget lines with Managers to ensure that allocations are correct.
2. Using guidelines from the Illinois State Library to determine that collections, programming, and personnel budgets are in line with recommended percent: budget allocations.
3. Balance new costs to the Library (payroll service, payroll taxes, and IMRF contribution) with current expenditures.
4. Continue to deficit spend to reduce tax levy request.
5. Assess cash balance to prepare for delay in FY22 tax revenue receipts.

Current cash flow

Total Cash in Operating Fund as of July 1, 2022: \$4,148,071

Total Fund Balance as of January 1, 2022: \$4,083,861

Estimated Fund Balance as of December 31, 2021: \$2,240,000, approximately 7 months of operating reserves

¹ Changes in service may need to be addressed with a budget transfer/amendment by one or both of the organizations involved.



Memorandum

Proposed 2023 Levy Request:

Levy Year	Fiscal Year	Levy Amount	Increase/Decrease over Prior Year
2017	FY19	\$5,556,287	16%
2018	FY20	\$3,661,000	-34%
2019	FY21	\$4,008,000	9%
2020	FY21&SY21	\$4,008,000	0%
2021	FY22	\$4,088,160	2%
2022	FY23	\$4,169,923	≈ 2%
2023	FY24	\$4,253,322	≈ 2%
2024	FY25	\$4,338,388	≈ 2%

The amount of the 2022 Library levy resolution is anticipated to bring the Library Fund Balance (omitting gift, technology and capital restrictions) at FY23 year end to an estimated \$3,200,000 or approximately 9-months of operating reserves. This is based on the current FY23 draft summary and an estimate of total expenditures at FY22 year end. This is moving toward the 6-month reserve target the Library has been working toward. The FY23 capital budget includes \$412,500 for capital building and technology improvements. The capital budget has the potential to be offset by \$50,000 in the Library is awarded a Live and Learn accessibility grant in 2023.

Revenue

- Local Government Taxes: FY23 draft budget has been developed with a 2% increase to the tax levy. This amount also includes prior property tax receipts and personal property replacement taxes.
- Per Capital Grant: \$58,492.60 in funding from the Illinois State Library; increased from \$55,283.
- Other Receipts: Copy machine, meeting room, and other fees

Operating Expenses

- **Salaries:** includes a proposed 3% increase over FY22 salaries budget, more in depth discussion of salaries in the August 10 Personnel Committee meeting. *See the Personnel Committee meeting section of the packet for a detailed memo.*
- **Employee Benefits:** Includes new costs to the Library as per updated assumptions for City provided services as well as health, dental, vision, and life insurance costs to be confirmed with the City's Finance department.
 - **Payroll service:** \$32,000 – ADP contract will be on the September COW Agenda. \$32K is a not to exceed place holder value.
 - **FICA:** \$188,000 – estimate based on draft salary plan
 - **IMRF:** \$32,000 – estimate based on draft salary plan
- **Data Processing:** Managed IT contract and website. Includes \$60,000 for new Library website, funded by Per Capita Grant.
- **Building Maintenance:** down over FY22 as duct cleaning project is not an annual expense
- **Membership, Recruiting and Training:** adjusted based on current circumstances, travel is reduced due to virtual conference and training opportunities; includes tuition reimbursement.
- **Equipment Rental:** Copy machine lease and maintenance and postage machine lease



Memorandum

- **Consulting Services:** Reduced budget for FY23, will revisit in FY25 when current Strategic Plan expires.
- **Public Relations:** FY22 budget was higher to accommodate Per Capita Grant funds for signage project; increased over prior years due to increased printing costs.
- **General contractual:** utilities, internet service, postage permit, Bibliotheca maintenance and software, and contracts with program presenters.
- **Audit:** current contract in place through December 31, 2023
- **Special Counsel:** legal counsel
- **Supplies:** departmental supplies, copy paper, office furnishings
- **Staff Appreciation:** annual staff appreciation lunch and holiday party
- **Computer Materials:** technology software and program licensing; *includes annual costs for items proposed in the 8/10/22 Planning and Operations Committee meeting.*
- **Library Resources:** library materials (books, audiobooks, DVDs, CDs, magazines, periodicals, eContent and databases). *This budget is in progress.*

Capital Expenses

- **Computer Equipment:** 1st floor meeting room upgrades/AV; current speaker system is failing and equipment is not optimal for hybrid programming
- **Building repairs**

New Projects as per Capital Needs Assessment - 2023

ADA Washrooms	\$ 114,000
Wood columns repair (old entrance/Touhy)	\$ 29,000
Concrete work column bases (Prospect entrance)	\$ 7,200
Roof cupola repairs and painting	\$ 7,200
Window replacement and repair - lower level Prospect	\$ 63,900
Lighting - circuit breaker to switches	\$ 21,700
HVAC Contingency	\$ 100,000
Architect/Engineering Fees	\$ 47,000
FY23 Budget	\$ 390,000

- If the Illinois State Library Grant is awarded, the budget would be offset by the \$50,000 grant award, bringing the total amount paid for capital projects from Library funds to **\$340,000**
- HVAC work is scheduled for 2024 in our capital needs assessment. Should something fail in our system in the next year and we need to replace a component of the system, I respectfully recommend that we include this contingency in our budget.



Memorandum

FY22 CARRY FORWARDS

Carry forwards will be presented for Board approval in February 2023 and the budget will be amended, these costs are not included in budget request

Operating carry forwards: We do not anticipate any operating carry forwards.

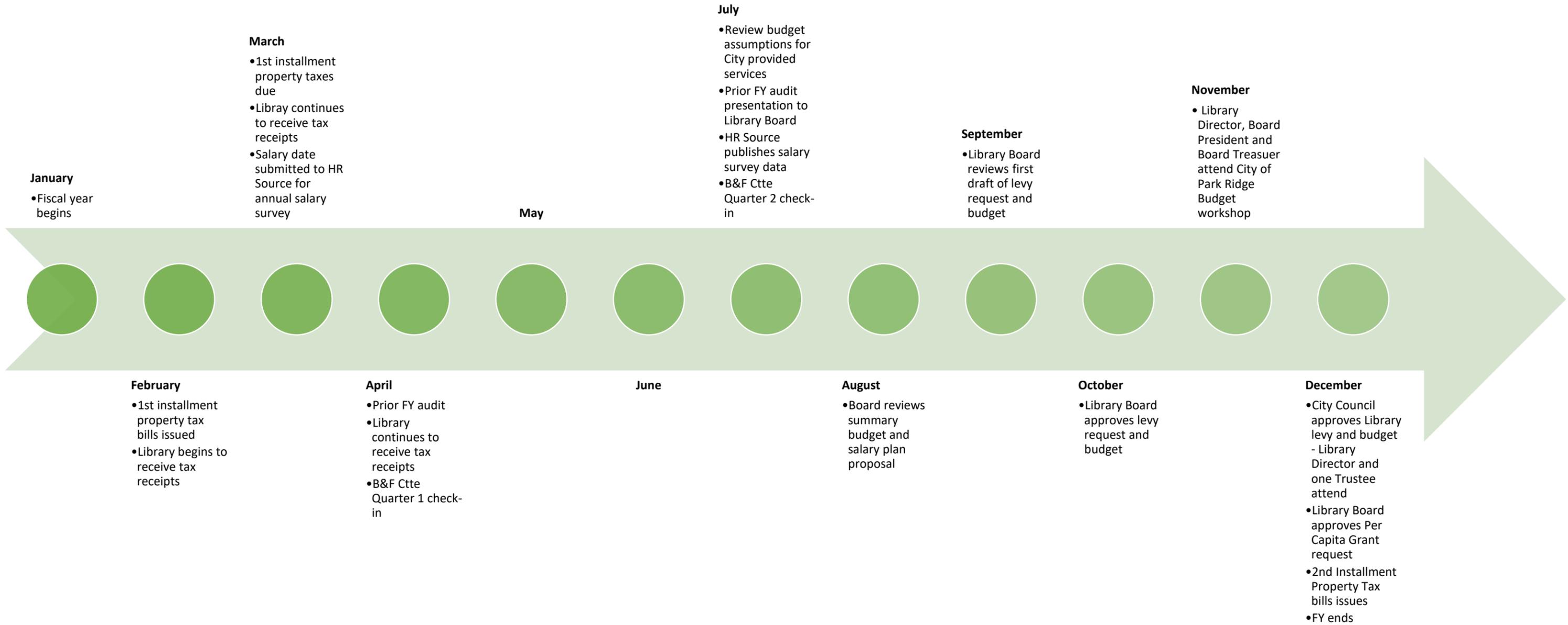
Capital carry forwards

Budgeted Amount as per 2021 Capital Needs		
Assessment/Lintels	\$	94,000
Building Improvements – Ice Melt System	\$	12,877
Replacement PA System	\$	16,900
Building Improvements – Remainder of funds originally allocated for Fire Suppression Project carried forward from SY21	\$	265,208
FY23 Carry Forward Estimate	\$	388,985

Next Steps:

- Ms. Bertucci will continue to work with the Adult and Youth Services Managers to refine the **library resources** budget lines.
- Ms. Bertucci and Ms. Doubek will continue to confirm contract costs for FY23. A contract tracking document has been developed to aid in future budgeting and forecasting.
- In September the Board will receive a detailed budget document and accompanying memo for review and discussion.
- We have heard from the City's Finance Manager that the FY23 budget workshop is tentatively scheduled for the third week in November.

FY22 Budget and Finance Timeline



DRAFT - For discussion purposes only

**Park Ridge Public Library
Consolidated YTD Revenue and Expenditures Comparison
Library Fund**

REVENUE ACCOUNTS		FY19 REVISED BUDGET	FY19 ACTUAL	FY20 REVISED BUDGET	FY20 ACTUAL	FY21 REVISED BUDGET	FY21 ACTUAL	SY21 REVISED BUDGET	SY21 REVISED BUDGET ANNUALIZED	SY21 ACTUAL	SY21 ACTUALS ANNUALIZED	FY22 REVISED BUDGET	FY22 ACTUAL through July 31, 2022	FY23 PROPOSED BUDGET
Local Government Taxes		\$ 5,646,287	\$ 6,086,963	\$ 2,665,743	\$ 2,589,781	\$ 4,165,813	\$ 4,182,675	\$ 1,767,135	\$ 1,767,135	\$ 2,022,089	\$ 2,022,089	\$ 4,088,661	\$ 2,315,707	\$ 4,114,351
Per Capita State Grant		\$ 29,101	\$ 46,850	\$ 46,850	\$ 46,850	\$ 46,850	\$ 46,850	\$ 46,850	\$ 46,850	\$ 55,283	\$ 55,283	\$ 55,283	\$ -	\$ 58,493
Other Receipts		\$ 87,000	\$ 123,261	\$ 122,106	\$ 130,737	\$ 110,850	\$ 43,928	\$ 55,848	\$ 60,772	\$ 35,044	\$ 52,566	\$ 61,333	\$ 53,463	\$ 87,000
TOTAL REVENUE		\$ 5,762,388	\$ 6,257,074	\$ 2,834,699	\$ 2,767,368	\$ 4,323,513	\$ 4,273,453	\$ 1,869,833	\$ 1,874,757	\$ 2,112,417	\$ 2,129,939	\$ 4,205,277	\$ 2,369,170	\$ 4,259,844

ACCOUNT #	OPERATING ACCOUNTS	FY19 REVISED BUDGET	FY19 ACTUAL	FY20 REVISED BUDGET	FY20 ACTUAL	FY21 REVISED BUDGET	FY21 ACTUAL	SY21 REVISED BUDGET	SY21 REVISED BUDGET ANNUALIZED	SY21 ACTUAL	SY21 ACTUALS ANNUALIZED	FY22 REVISED BUDGET	FY22 ACTUAL	FY23 PROPOSED BUDGET
9100	Salaries	\$ 2,436,144	\$ 2,129,505	\$ 2,400,000	\$ 2,163,382	\$ 2,341,539	\$ 2,048,505	\$ 1,620,686	\$ 2,431,029	\$ 1,469,693	\$ 2,204,539	\$ 2,379,104	\$ 1,155,833	\$ 2,453,800
9210	Employee Benefits	\$ 423,200	\$ 400,189	\$ 405,020	\$ 402,943	\$ 338,116	\$ 332,807	\$ 152,705	\$ 229,058	\$ 151,705	\$ 227,558	\$ 355,168	\$ 169,793	\$ 622,572
9317	Data Processing	\$ 249,568	\$ 256,173	\$ 253,000	\$ 239,558	\$ 255,000	\$ 237,885	\$ 180,033	\$ 270,050	\$ 144,157	\$ 216,236	\$ 257,000	\$ 168,248	\$ 322,000
9321	Building Maintenance	\$ 176,000	\$ 147,645	\$ 145,000	\$ 91,680	\$ 172,500	\$ 97,274	\$ 134,999	\$ 202,499	\$ 117,218	\$ 175,828	\$ 193,772	\$ 108,867	\$ 171,500
9324	Membership, Recruiting, Training	\$ 24,500	\$ 22,083	\$ 37,500	\$ 35,235	\$ 33,500	\$ 6,751	\$ 15,333	\$ 23,000	\$ 8,240	\$ 12,360	\$ 33,500	\$ 9,447	\$ 29,000
9351	Equipment Rental	\$ 14,600	\$ 12,421	\$ 24,500	\$ 7,330	\$ 24,500	\$ 8,770	\$ 26,999	\$ 40,499	\$ 3,286	\$ 4,929	\$ 32,000	\$ 3,336	\$ 30,000
9359	Consulting Services	\$ 35,000	\$ -	\$ 37,000	\$ 19,485	\$ 65,000	\$ 70,353	\$ 32,000	\$ 48,000	\$ 23,853	\$ 35,779	\$ 32,000	\$ 2,500	\$ 15,000
9360	Public Relations	\$ 29,000	\$ 15,301	\$ 33,600	\$ 32,924	\$ 46,500	\$ 13,506	\$ 42,500	\$ 63,750	\$ 32,825	\$ 49,238	\$ 48,600	\$ 31,886	\$ 40,000
9385	General Contractual	\$ 93,000	\$ 61,155	\$ 98,950	\$ 70,689	\$ 123,500	\$ 73,937	\$ 105,166	\$ 146,749	\$ 73,462	\$ 110,192	\$ 139,100	\$ 58,712	\$ 131,600
9416	Audit	\$ -	\$ -	\$ -	\$ -	\$ 8,200	\$ 8,200	\$ 8,400	\$ 8,400	\$ 8,400	\$ 8,400	\$ 9,000	\$ -	\$ 9,300
9425	Special Counsel	\$ 30,000	\$ 6,156	\$ 30,000	\$ 20,001	\$ 25,000	\$ 8,548	\$ 16,667	\$ 25,001	\$ 2,094	\$ 3,141	\$ 23,000	\$ 8,388	\$ 25,000
9510	Supplies	\$ 71,700	\$ 37,742	\$ 104,683	\$ 79,928	\$ 179,500	\$ 37,034	\$ 99,184	\$ 148,776	\$ 47,799	\$ 71,699	\$ 115,000	\$ 46,499	\$ 56,000
9511	Staff Appreciation	\$ -	\$ -	\$ -	\$ -	\$ 1,650	\$ 1,499	\$ 1,100	\$ 1,650	\$ 1,100	\$ 1,650	\$ 2,000	\$ 1,093	\$ 2,000
9520	Computer Materials	\$ 86,365	\$ 2,875	\$ -	\$ -	\$ 30,000	\$ 28,062	\$ 12,000	\$ 18,000	\$ 3,190	\$ 4,785	\$ 30,000	\$ 8,890	\$ 30,000
9540	Library Resources	\$ 597,300	\$ 523,374	\$ 620,350	\$ 526,899	\$ 650,500	\$ 521,537	\$ 481,933	\$ 722,183	\$ 431,463	\$ 647,194	\$ 626,000	\$ 359,640	\$ 630,500
9493	Transfer Out	\$ 100,000	\$ -	\$ 75,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Total Operating Budget	\$ 4,366,377	\$ 3,614,619	\$ 4,264,603	\$ 3,690,054	\$ 4,295,005	\$ 3,494,669	\$ 2,929,705	\$ 4,378,641	\$ 2,518,484	\$ 3,773,527	\$ 4,275,244	\$ 2,133,131	\$ 4,568,272
	Capital Projects Budget													
9901	Machinery and Equipment	\$ -	\$ 100,000	\$ 46,850	\$ 75,000	\$ 30,000	\$ 28,832	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
9908	Computer Equipment	\$ -	\$ -	\$ -	\$ -	\$ 70,000	\$ 3,687	\$ 29,000	\$ 43,500	\$ 19,001	\$ 28,502	\$ 22,500.00	\$ 2,464.53	\$ 22,500.00
9963	Building Repairs	\$ 2,335,000	\$ 2,219,149	\$ 386,270	\$ 262,303	\$ 1,182,877	\$ 619,484	\$ 620,000	\$ 930,000	\$ 285,015	\$ 427,522	\$ 609,985.00	\$ 10,072.06	\$ 390,000.00
	Total Capital Projects Budget	\$ 2,335,000	\$ 2,319,149	\$ 433,120	\$ 337,303	\$ 1,282,877	\$ 652,003	\$ 649,000	\$ 973,500	\$ 304,016	\$ 456,024	\$ 632,485.00	\$ 12,536.59	\$ 412,500.00
	TOTAL EXPENDITURES	\$ 6,701,377	\$ 5,933,768	\$ 4,697,723	\$ 4,027,357	\$ 5,577,882	\$ 4,146,673	\$ 3,578,705	\$ 5,352,141	\$ 2,822,500	\$ 4,229,551	\$ 4,907,729	2,145,668	4,980,772
	LIBRARY SURPLUS (DEFICIT)	\$ (938,989)	\$ 323,306	\$ (1,863,024)	\$ (1,259,989)	\$ (1,254,369)	\$ 126,780	\$ (1,708,872)	\$ (3,477,384)	\$ (710,084)	\$ (2,099,612)	\$ (702,452)	\$ 223,502	\$ (720,929)

Verison: 8/4/2022

MINUTES**PARK RIDGE PUBLIC LIBRARY**

20 S. Prospect Avenue, Park Ridge, IL 60068

Building and Grounds Committee of the Whole Meeting of the Board of Trustees

July 12, 2022 at 7:00 p.m.

ROLL CALL

Trustees Present: Committee Co-Chairs: Joseph Steinfels and Danielle Powers; Josh Kiem, Lauren Rapisand, Gregg Rusk, David Somheil, Deepika Thiagarajan

Trustees Absent: Karen Burkum, Alexandra Hanba

Others Present: Joanna Bertucci, Library Director; Angela Berger, Alyson Doubek and John Priala, Library Staff
Theresa Rinaldi, community member

PUBLIC COMMENT

None

Trustee Powers called the meeting to order at 7:59 p.m.

APPROVAL OF MINUTES

Trustee Rapisand made a

MOTION: to approve the minutes of June 14, 2022

Trustee Thiagarajan seconded the motion

Roll Call Vote: Yes: Kiem, Powers, Rapisand, Somheil, Steinfels, Thiagarajan
Abstain: Rusk

Motion passed**CAPITAL PROJECT UPDATE**

Director Bertucci provided an update on the masonry wall project stating that the project is scheduled to go out to bid on Monday, July 18, 2022. Details of the proposed timeline for this work is included in the memo in the packet on page 17. Steve Steffens, the City of Park Ridge Building official has been brought up to date with the work to be performed and the related timelines and had no concerns with the project.

In regard to the lintel replacement project, Director Bertucci stated that she would like to focus the discussion tonight to conclude on the best approach to the first floor children's washroom lintels and decide whether to move forward with ADA compliance. Trustee Thiagarajan stated that she is in favor of bringing the spaces into ADA compliance and feels it is the right time to accomplish two goals at once. She also noted Mr. Dogan of Williams Architecture's level of confidence that the Library would successfully be able to secure a \$50,000 Live and Learn grant to cover a portion of the cost. Trustees Powers and Steinfels stated that they fully agrees with Trustee Thiagarajan on this matter.

Trustee Kiem made a

MOTION: to approve move forward with pursuing ADA compliance for the first floor Children's washrooms

Trustee Somheil seconded the motion

Roll Call Vote: Yes: Kiem, Powers, Rapisand, Rusk, Somheil, Steinfels, Thiagarajan

Motion passed

CHILDREN'S ROOM ACOUSTIC PROJECT

This project was initially considered in September, 2019 to address post-renovation noise levels in the Children's Department. The Board last discussed this project in early 2020 but with the onset of the pandemic, the issue was tabled. Andrew Jose of Green Associates previously developed a design and cost estimate for this project and has now, at no cost to the Library, provided an updated cost estimate for this work.

Director Bertucci explained that the cost of this project could be partially funded by FY21 Per Capita Grant funds not required for projects covered by the original grant application. If the committee chooses to move forward, next steps would include approving a "not to exceed" amount for consulting fees to Green & Associates.

MINUTES
PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Building and Grounds Committee of the Whole Meeting of the Board of Trustees
July 12, 2022 at 7:00 p.m.

Trustee Kiem made a

MOTION: to authorize Director Bertucci to engage Green & Associate for consulting on the Sound Attenuation project, at a cost not to exceed \$3,500 and to authorize Green & Associates to put Phase 1 of the Children’s Acoustic project out to bid

Trustee Somheil seconded the motion

Roll Call Vote: Yes: Kiem, Powers, Rapisand, Rusk, Somheil, Steinfels, Thiagarajan

Motion passed

Director Bertucci stated that she will contact the Illinois State Library to amend the FY21 Per Capita Grant request to reflect this use of funds.

OTHER

None

Meeting was adjourned at 8:19 p.m.

DRAFT



Memorandum

Memo Date: August 5, 2022
From: Joanna Bertucci, Library Director
Meeting Type: Building & Grounds Committee of the Whole
Meeting Date: August 9, 2022
Subject: Structural repairs and replacements project – Bid Award

Structural Repairs and Replacements Project

On Tuesday, July 26 Andy Dogan and Kyle Cunningham of Williams Architects facilitated a pre-bid meeting. Representatives from eight contracting companies came to the meeting. Twenty-one contractors have downloaded the project specifications and plan from the BHFX plan room website. The City of Park Ridge approved the construction permit application shortly thereafter.

Bids were opened on Friday, August 5 at 2 pm. Due to the timing of the bid opening, Mr. Dogan will not have a formal recommendation until Monday, 8/8 or Tuesday, 8/9. Additional documentation will be sent separately from the packet.

We received five (5) bids. Two of the bids were very competitive and in line with our budget. After Mr. Dogan completes a thorough review of the documentation submitted and checks references, he will make a formal recommendation for Board approval at the August 16, 2022 Board meeting.



Memorandum

Memo Date: August 4, 2022
From: Joanna Bertucci, Library Director
Meeting Type: Building & Grounds Committee of the Whole
Meeting Date: August 9, 2022
Subject: Current projects update

ADA Washrooms Project Scope – Children’s Room

Mr. Dogan and his associates reviewed the 2015 International Building Code, plumbing section and the 2014 Illinois Plumbing code and it is their opinion that a toilet fixture can be removed and the Library would still be in compliance with the code. However, the ultimate determination is to be made by the City of Park Ridge – Community Preservation and Development department. On July 29, Andy Dogan of Williams Architects reached out to City Building Official, Steve Steffens, asking for a formal decision of whether or not a toilet fixture could be removed from one of the first floor Children’s washrooms. Before we continue our discussion of how to approach the project, we need the City’s opinion. Therefore, I am respectfully deferring this conversation to the September COW. This will also provide Library staff more time to compile information and review all options.

Acoustic Sound Project – Children’s Room

On July 29, Facility Manager, John Priala, and I met with Andrew Jose of Green Associates to discuss the Children’s Room Acoustic Sound project. We confirmed measurements and selected colors for the panels. Mr. Jose is currently developing the bid specifications.

Ice Melt System Project

At our July 29 meeting, Mr. Priala and I asked for an update on the Ice Melt system project. Mr. Jose explained that the snow sensors and additional gutter sensors would be installed in late August/early September. After installation, a third party electrician will be onsite to test the system to determine whether or not it is fully operational. All this work is being performed at no cost to the Library.

MINUTES**PARK RIDGE PUBLIC LIBRARY**

20 S. Prospect Avenue, Park Ridge, IL 60068
 Personnel Committee of the Whole Meeting of the Board of Trustees
 Held in the First Floor Meeting Room of the Library
 June 14, 2022 at 7:00 p.m.

Committee Chair Hanba opened the Personnel Committee meeting at 8:28 p.m.

ROLL CALL

Trustees Present: Alexandrea Hanba, Chair; Karen Burkum; Josh Kiem, Danielle Powers, Lauren Rapisand;
 David Somheil; Joseph Steinfels, Deepika Thiagarajan

Trustees Absent: Gregg Rusk

Others Present: Joanna Bertucci, Library Director; Angela Berger, Lauren Bochat, Alyson Doubek and John
 Priala, Library staff

Trustee Rapisand made a

MOTION: to approve the minutes of May 10, 2022

Trustee Powers seconded the motion.

Roll Call vote: Yes: Burkum, Hanba, Kiem, Powers, Rapisand, Somheil, Steinfels, Thiagarajan

Motion passed

TEMPORARY ILLNESS IN THE WORKPLACE POLICY EXTENSION

Director Bertucci reviewed the memo on page 13 of the packet that outlines the background related to the policy. The current policy is set to expire on June 30, 2022 and Director Bertucci recommends that an extension of the policy through September 30, 2022 be approved. In response to a question from Trustee Steinfels regarding staff travel, Director Bertucci replied that as long as the Governor has an emergency proclamation in place, she would anticipate the provision would remain in the policy.

Trustee Somheil made a

MOTION: to extend the Library's Illness at the Workplace (COVID-19) for Library Staff through September 30, 2022

Trustee Rapisand seconded the motion.

Roll Call Vote: Yes: Burkum, Hanba, Kiem, Powers, Rapisand, Somheil, Steinfels, Thiagarajan

Motion passed.

Meeting adjourned at 8:32 p.m.



Memorandum

Memo Date: August 4, 2022
From: Joanna Bertucci
Meeting Type: Personnel Committee of the Whole Meeting
Meeting Date: August 9, 2022
Action Requested: For review
Subject: FY2023 Salary Plan

Background:

The HR Salary Survey Report for Library compensation is published annually in July. The most recent data was used to benchmark salaries for FY23 and update the Library's pay grade and scale in alignment with the Library's job descriptions that were developed in 2020. Additional changes to job descriptions have been made since I started in summer 2021 to align with changes primarily in the Youth Services, Adult Services, and Administration departments. I have updated the Library's benchmarking rubric to take into account updated salary ranges, new job descriptions and internal restructuring that occurred since salaries were previously benchmarked. Data used to develop the pay grade and scale for FY23 was aged 10 months (March – December) to yield more accurate benchmarks as survey data collected is based on employee wages as of March 1, 2022.

Compensation Philosophy:

Park Ridge Public Library recognizes the essential role staff has in furthering the mission and vision of the Library and in achieving the Library's strategic goals. The Board of Trustees and Administration are committed to maintaining an internally equitable and externally competitive compensation structure that will enable the Library to recruit and retain a staff of highly proficient and qualified employees and reward high-performing employees at all levels.

Park Ridge Public Library will establish and maintain pay ranges based upon internal equity and externally competitive guidelines with a base pay minimum and maximum for all pay ranges.

1. Internal equity refers to the constant effort to ensure that pay is managed fairly across all employee pay ranges. Staff will be paid within the pay range for the pay grade of their position.
2. In determining an employee's rate of compensation within their assigned pay range, Administration may consider the employee's performance, contribution, education, experience, and the requirements for the position.
3. Merit increases will be reviewed annually. Merit increases or one-time awards may be given to staff who demonstrate satisfactory job performance in their annual performance review and attain performance goals set forth in the prior year's annual performance review.
4. The Library seeks to provide competitive salaries across all jobs—defined as sufficiently close to the median of the local library competitor market to continue to attract and retain superior staff.

The Library's compensation structure includes competitive benefits for eligible staff including: health, dental, vision and life insurance; paid time off and paid holidays; and enrollment in the Illinois Municipal Retirement Fund. Training is available and encouraged for all positions.

1. Individual employee's eligibility for benefits is dependent on hours worked, length of service, and other factors. Not all employees qualify for all benefits offered.
2. The Library seeks to ensure that benefits are offered and managed fairly across all positions.
3. The Library encourages employees in developing and maintaining competitive skill levels through support of training initiatives and learning opportunities, ensuring that necessary skill sets are developed. The Library endeavors to allow time and financial support to enable staff to attend approved training.

*Staffing numbers as of August 1, 2022

**These percentages were based on 2020 Salary Survey data that was not aged.



Memorandum

External Factors:

2022 has been a unique year in the employment market. Employers are noting changes to the market caused by the tight labor market and record inflation. U.S. inflation hit a 41 year high of 9.1 percent in June 2022. In addition, Illinois' scaled minimum wage increases through January 2025 continue to cause compression on the pay scale. Minimum wage will increase to \$13 an hour on January 1, 2023.

Employee retention has become challenging with the drastic cost of living increases. Offering a positively structured environment – which a Library does exceptionally well - only takes us so far in retaining our superior staff.

The unemployment rate is about 4% which is the lowest it has been in 17 years. Currently there is about one open job per unemployed. This tight labor market makes it challenging to recruit a high quality workforce with low retention and strong qualifications. Our annual reassessment of the salary budget will help to align our pay structure with the employment market, resulting in strengthened retention and overall, long-term cost savings.

<i>HR Source Salary Survey Average Pay Increase Projections</i>				
2018	2019	2020	2021	2022
2.6%	2.5%	2.4%	2.6%	3.7%

We can see these factors impacting the Library market as average pay increase projections saw their biggest increase in the past 5 years. Based on the current labor market, my prediction is that we will see an increase in the 2023 survey results. These external factors in combination with the salary

survey data have been analyzed to develop a salary plan that rewards staff in line with the Library market and continues to adjust the lowest grades of the pay scale to retain current staff and attract new talent. The secondary goal of this plan is to create a sustainable personnel budget during this anomalous economic time.

Current Staff Salaries Report and Updated Plan:

- Overall full-time equivalent (FTE) positions are as follows:

FY20	FY21	SY21	FY22	FY23
50	48.5	48.5	48	48

- Current headcount: 69*
 - 27 full-time
 - 42 part-time
- Open positions: 2
- Percent of current employees within percentile ranges described below are as follows:

	<94% Midpoint	95-105% Midpoint	>105% Midpoint
FY20**	59%	26%	15%
FY21	58%	25%	17%
SY21	26%	53%	21%
FY22	26%	53%	21%
FY23	33%	48%	19%

The FY23 plan shows a decrease in staff at 95-105% of the midpoint. Since the development of the FY22 salary plan (August 1, 2021), the Library has undergone significant staffing changes as listed below:

- 2 current staff members experienced change (hours, title, pay rate)
- 10 staff members have resigned
- 12 staff members have been hired

*Staffing numbers as of August 1, 2022

**These percentages were based on 2020 Salary Survey data that was not aged.



Memorandum

The addition of 12 new staff members has resulted in an increase in percentage of staff at <94% of the midpoint for FY23 over the FY22 salary plan.

How this salary plan works to achieve goals set forth in the Library’s compensation philosophy

1. *Internal equity refers to the constant effort to ensure that pay is managed fairly across all employee pay ranges. Staff will be paid within the pay range for the pay grade of their position.*
 2. *In determining an employee’s rate of compensation within their assigned pay range, Administration may consider the employee’s performance, contribution, education, experience, and the requirements for the position.*
- To achieve these goals, I respectfully recommend \$104,380 in increases in the following areas:
 - \$75,730 4% average merit pool increases
 - \$11,500 for one-time merit bonuses
 - \$17,150 merit adjustments based on updated pay grade/scale and minimum wage adjustments

Fiscal Year	Personnel Budget
FY20	\$2,400,000
FY21	\$2,340,539
SY21 - annualized	\$2,431,011
FY22	\$2,379,160
FY23 - proposed	\$2,453,800

The proposed FY23 personnel budget includes an approximate 3% increase over the FY22 budget, approximately \$74,700.

If approved, this plan moves the Library toward achieving the goal for half the staff to fall into the 95-105% range based on data that has been updated for FY23. The compa-ratio for the Library would be 97%

3. *Merit increases will be reviewed annually. Merit increases or one-time awards may be given to staff who demonstrate satisfactory job performance in their annual performance review and attain performance goals set forth in the prior year’s annual performance review.*
- In SY21, the Library implemented a new performance measurement tool designed to evaluate employees not only on a set of consistent day-to-day competencies, but by allowing managers to have conversations with their direct reports to set goals and benchmarks for achievement of those goals. As part of the SY21 review process, managers and their staff crafted individual and department wide goals to be achieved during FY22. The overall performance evaluation score is based on day-to-day performance as well as progress toward employee’s goals.
4. *The Library seeks to provide competitive salaries across all jobs—defined as sufficiently close to the median of the local library competitor market to continue to attract and retain superior staff.*
- The attached FY23 grade and scale allows lowest grades (1-3) to hire at higher starting rates to accommodate upcoming mandated minimum wage increases and compression and to remain competitive in order to attract new talent. Positions in these grades are consistently difficult to fill. We can expect our salary plans to continue to address this issue as future minimum wage increase will continue to put pressure on the pay scale. In future salary plans, I will bring recommendations to the Board for how to offer additional benefits, in line with the Library market, to retain current staff and attract new talent.
 - In their most recent edition of *Serving our Public 4.0 Standards for Illinois Public Libraries*, the Illinois Library Association recommends that “the library compensates staff in a fair and equitable manner. Salaries alone

*Staffing numbers as of August 1, 2022

**These percentages were based on 2020 Salary Survey data that was not aged.



Memorandum

typically account for up to 60% of the total budget. Salaries plus fringe benefits (FICA, IMRF, and health insurance) account for up to 70%.” With an anticipated FY23 operating budget increase, the proposed plan would bring our salaries to an estimated 54% of total operating budget and total compensation to approximately 66%. Starting with FY23 increases, employees will receive a total compensation report that details the cost of intangible benefits (health benefits, IMRF, and social security and Medicare taxes) as well as compensation.

Recommended Motions:

- Approve Salary plan as presented, which includes \$104,380 in increases in the following areas:
 - \$75,730 4% average merit pool increases
 - \$11,500 for one-time merit bonuses
 - \$17,150 merit adjustments based on updated pay grade/scale and minimum wage adjustments

Attachment:

FY23 Pay Grade and Scale

*Staffing numbers as of August 1, 2022

**These percentages were based on 2020 Salary Survey data that was not aged.

PARK RIDGE PUBLIC LIBRARY - SALARY RANGES FY2023		Minimum - 20% below	Midpoint	Maximum - 20% above
11	Library Director	104,211 53.44	130,264 66.80	156,317 80.16
10	Service Managers Adult, Youth, Technical	60,937 31.25	76,171 39.06	91,405 46.87
9	Managers Patron Services, Finance, Facility	58,802 30.15	73,502 37.69	88,202 45.23
8	Marketing & Public Relations Supervisor Service Department Supervisor	51,457 26.39	64,322 32.99	77,186 39.58
7	Librarian I / II Cataloger I / II	44,986 23.07	56,233 28.84	67,480 34.60
6	Graphic Artist Bookkeeper Assistant to Director	40,812 20.93	51,015 26.16	61,218 31.39
5	Patron Services Asst. Mngr. Library Specialist I / II	38,188 19.58	47,735 24.48	57,282 29.38
4	ILL Coordinator Technical Services Coordinator Patron Services Coordinator	33,499 17.18	41,874 21.47	50,249 25.77
3	Library Monitor	31,009 15.90	38,762 19.88	46,514 23.85
2	Technical Services Associate Patron Services Associate	25,741 13.20	32,176 16.50	38,612 19.80
1	Shelver	3% 25,350 13.00	26,087 13.38	15% 31,304 16.05

Based on HR Source 2021 Survey, 7/1/2022
Data Collected March 1, 2022
Data Aged to January 1, 2023

MINUTES**PARK RIDGE PUBLIC LIBRARY**

20 S. Prospect Avenue, Park Ridge, IL 60068

Planning and Operations Committee of the Whole Meeting of the Board of Trustees

Held in the First Floor Meeting Room at the Library

July 12, 2022 at 7:00 p.m.

Committee Co-Chair Kiem opened the Planning and Operations Committee Meeting at 8:19 p.m.

ROLL CALL

Trustees Present: Co-Chairs Lauren Rapisand and Josh Kiem; Danielle Powers, Gregg Rusk, David Somheil, Joseph Steinfels, Deepika Thiagarajan

Trustees Absent: Karen Burkum, Alexandra Hanba

Others Present: Joanna Bertucci, Library Director; Angela Berger, Lauren Bochat, Alyson Doubek and John Priala, Library staff;

Trustee Somheil made a

MOTION: to approve the minutes of June 14, 2022

Trustee Rapisand seconded the motion.

Roll Call Yes: Kiem, Powers, Rapisand, Somheil, Steinfels, Thiagarajan

Abstain: Rusk

Motion passed

TASK CALENDAR REVIEW AND UPDATE

Co-Chair Kiem reviewed changes to the calendar noting that annual trustee anti-harassment training was added to the July task list. Trustee Rapisand noted that due to the delay in appointment of trustees for the 2022/23 Board, current trustees will remain in place through the August committee of the whole meetings. New and reappointed trustees will be welcomed at the August 16, 2022 Board meeting and the election of Board officers will also take place at that time.

POLICY REVIEW CALENDAR

Director Bertucci reviewed the proposed calendar for future policy reviews, noting that they will occur on a quarterly basis going forward. This will alleviate the need to undertake a review of the entire manual as was required in the most recent review. She further stated that the calendar is subject to change as required by changes in legislation or library operations. Trustee Kiem asked about numbering of the policies and Director Bertucci replied that she will look at developing a nomenclature for the manual.

MANAGED INFORMATION TECHNOLOGY SERVICE CONTRACT

Director Bertucci reviewed background information related to the Library's I/T Service contract. The current contract with Computer View, Inc. (CVI) will expire on August 31, 2022. A Request for Proposal was issued and there were ten firms that responded with proposals. The lowest cost proposal came from CVI and includes a 4% price increase over the current contract. Director Bertucci stated her belief that the services currently provided by CVI represent a good value for the library and recommends that the Board enter into a two-year contract with them beginning on September 1, 2022 and ending on August 31, 2024 at a cost of \$148,500 and \$153,000, respectively.

Trustee Steinfels made a

MOTION: to approve a contract with Computer View, Inc. (CVI) for a 2-year term, with an option for a third year, commencing on September 1, 2022 and ending on August 31, 2024 in the amount of \$148,500, \$153,000 and \$157,600, respectively

Trustee Rapisand seconded the motion.

Roll Call Yes: Kiem, Powers, Rapisand, Rusk, Somheil, Steinfels, Thiagarajan

Motion passed

MINUTES

PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068

Planning and Operations Committee of the Whole Meeting of the Board of Trustees

Held in the First Floor Meeting Room at the Library

July 12, 2022 at 7:00 p.m.

OTHER

Director Bertucci noted that the Friends of the Library will be holding a Pop-Up book sale this Saturday, July 16, in conjunction with the Taste of Park Ridge and invited those present to stop by.

As a result of the tragic events that occurred in Highland Park on July 4th, Director Bertucci explained that CCS libraries have lent their full support to the citizens of Highland Park and the Highland Park Public Library. As such, collection materials related to grief and mental health were sent to the Highland Park Library from the Park Ridge Library and other CCS libraries so that they could be made immediately available to the community. Director Bertucci also contacted Heidi Smith, director of the Highland Park Library to communicate her support.

There being no objection, the meeting adjourned at 8:35 p.m.

DRAFT

**BOARD OF TRUSTEES – ANNUAL TASK CALENDAR FY22****JANUARY 2022**

- Policy manual work
- Cyber Security presentation
- Solicit nominations for annual Library Award

FEBRUARY 2022

- Capital projects carryforward from SY21
- Secretary review of closed session minutes
- Policy manual work

MARCH 2022

- Annual Library Certification due to State Library
- Library award nominations due
- Policy manual work
- Receive SY report (IPLAR)

APRIL 2022

- B&F review levy forecast
- Receive SY report (Marketing)
- Library Award presentation
- Policy manual work
- SY22 audit field work

MAY 2022

- Statement of Economic Interest due to Cook County
- IT Service Contract out to bid
- Approve CCS and OCLC annual fees
- Tuition reimbursement
- Policy manual work

JUNE 2022

- Nominating committee appointed
- Approve resolution for non-resident library cards
- Policy manual work

JULY 2022

- B&F review levy forecast
- Review budget assumptions for City-provided services
- Approve IT Service contract
- Audit presentation – July COW
- **Annual Trustee Anti-Harassment Training**

AUGUST 2022

- Welcome new and reappointed trustees
- Election of officers
- **New Trustee orientation – 8/15/22 @ 5PM**
- Discuss draft summary FY23 budget and goals
- Discuss 5-year levy and reserves strategy
- Review FY23 salary plan
- Secretary review of closed session minutes

SEPTEMBER 2022

- Board committee chairs assigned
- B&F review levy forecast
- Review draft summary budget and goals
- Approve FY23 Salary plan
- Review Board calendar and initiatives
- Recognize former trustees

OCTOBER 2022

- Approve FY23 Operating budget
- Approve levy resolution

NOVEMBER 2022

- Review per capita grant requirements
- Approve 2023 days closed schedule
- City of Park Ridge budget workshop
- Submit following year calendar for Board information – FY23

DECEMBER 2022

- Approve per capita grant request
- City approves levy
- Library Director annual review

*Updated: July 6, 2022

Memorandum

Memo Date: August 4, 2022
From: Joanna Bertucci
Meeting Type: Planning & Operations Committee of the Whole Meeting
Meeting Date: August 10, 2022
Action Requested: For approval
Subject: Telephone system replacement

Background:

During fall 2020 Library Administration and members of the management team began investigating options for a new phone system for the Library. The current system was installed in 2011 and is well beyond its useful life. Facility Manager, John Priala, Patron Services Manager, Anastasia Rachmaciej, and I met with representatives from CVI to discuss our current and future needs. During those discussions, we determined that the Library would be best served by requesting proposals for a hybrid telephone system which would include an on premise server, but have the capability to be expanded to a Voice over IP (VoIP) system in the future, if needed. The decision to move forward with a hybrid system was based on several factors including needs of staff, cost, and the nature of the Library’s telephony environment. In our setting, incoming calls are routed through an auto attendant to the desired service desk or staff extension. Due to the nature of our organization, we operate primarily in our brick and mortar building. The functionality of a full VoIP system is not needed, nor is it the most economical. A Request for Proposal (RFP) was issued on June 28 and the Library received 5 response proposals.

RFP Results:

Vendor	System Costs (Hardware & Software)	Maintenance					Total Cost of Ownership
		Year 1	Year 2	Year 3	Year 4	Year 5	
1 Clarity	1 Year Maintenance	\$ 24,502	\$ 6,372				\$ 30,874
	3 Year Maintenance	\$ 24,502		\$ 19,116			\$ 43,618
	5 Year Maintenance	\$ 24,502				\$ 31,860	\$ 56,362
2 CVI	1 Year Maintenance	\$ 38,386	\$ 1,900				\$ 40,286
	3 Year Maintenance	\$ 38,386		\$ 5,700			\$ 44,086
	5 Year Maintenance	\$ 38,386				\$ 7,970	\$ 46,356
3 ATT	1 Year Maintenance	\$ 48,066	\$ 2,319				\$ 50,385
	3 Year Maintenance	\$ 48,066		\$ 6,957			\$ 55,023
	5 Year Maintenance	\$ 48,066				\$ 11,595	\$ 59,661

Memorandum

4 B&B Technologies	New NEC SV9100		\$ 25,753					\$ 25,753
	NEC Support 3 Years	\$ 587	\$ 26,340			\$ 4,300		\$ 31,227
	NEC Support 5 Years	\$ 1,265	\$ 27,018				\$ 8,999	\$ 37,283
5 Dean of Communications	1 Year Maintenance		\$ 33,394					\$ 33,394
	3 Year Maintenance		\$ 33,394			\$ 5,544		\$ 38,938
	5 Year Maintenance		\$ 33,394				\$6,944	\$ 40,338

Recommendation:

After reviewing the proposals from the three lowest priced firms and speaking with references, I respectfully recommend that the Library move forward with B&B Technologies. Not only do they offer the most competitive pricing, but they asked good questions and instilled a lot of confidence into Mr. Priala and myself during their site visit. B&B is an authorized distributor of NEC phone systems, which is what the Library currently has installed. Moving from one NEC system to another will reduce adoption and training time for our staff. The system is scalable and will allow us to add IP phones, if needed. Additionally, this system will provide the capability for managers and administrators to add mobile extensions to forward their desk phones to a smart phone, if a temporary work from home situation presents itself. Most importantly, the new system will allow for online management, which allows authorized users to update messaging and other configurations from home, which will be helpful in the event of emergency/unforeseen closures. B&B provided references from three Library clients; the two I spoke with gave positive reviews of their knowledge, customer service, and expertise.

The Library has been carrying forward \$35,000 in capital funds to complete this project since the SY21 budget. B&B's system costs, plus a 3-year warranty on the phone system products (NEC) and service is in line with our budget expectation.

Proposed Motion:

Approve a contract with B&B Technologies to included hardware, software, and installation of a NEC SV9100 system as well as 3 years of B&B and NEC support/maintenance, not to exceed \$35,000.

Attachment:

B&B proposal



B&B Networks, Inc.
245 W. Roosevelt Road
Building 3, Suite 16
West Chicago IL 60185
Phone No: 630-293-0000
Fax No: 630-293-0003

NEC SV9100 New Solution
Prepared for
Park Ridge Public Library
On 7/22/2022
Prepared by Sylvia Hasty
Quote 3007

NEC SV9100 New Solution Prepared for Park Ridge Public Library

Item Id	Description	Qty	Unit Price	Extended
BE113018	GCD-8DLCA 8 Digital extension blade	1	\$214.32	\$214.32
BE113017	GPZBS11 BUS interface blade	1	\$236.88	\$236.88
BE113434	GCD-4LCF	1	\$214.32	\$214.32
BE113037	GCD-PRTA PRI Interface blade	1	\$850.39	\$850.39
BE112986	CHS2UG-US 19" Chassis	1	\$480.65	\$480.65
BE119150	GCD-4COTB-A 4 port CO interface blade	1	\$159.17	\$159.17
BE119591	SV91 PRODUCTIVITY USER-LIC 01	64	\$29.45	\$1,884.80
Q24-FR000000138723	SV9100E Productivity Package	1	\$2,587.51	\$2,587.51
BE106405	CHS2RU Rack Mount Kit	2	\$37.60	\$75.20
BE119026	GPZ-BS20 BUS interface blade	1	\$266.33	\$266.33
BE113020	GCD-16DLCA 16 Digital extension blade	3	\$406.71	\$1,220.13
BE114042	SV9100 Resource-Lic 01	64	\$7.52	\$481.28
A20-030439-001	Installation Cable (MOD8-25 Pair)	3	\$44.49	\$133.47
BE119103	DTK-24D-1(BK) TEL -DT 530	52	\$224.97	\$11,698.44
BE119003	DCK-60-1(BK) CONSOLE	2	\$172.33	\$344.66
BE115105	SWA PSA SV9100 Unit	54	\$8.27	\$446.58
2200-16200-001	Polycom Sound Station 2	2	\$556.00	\$1,112.00
FreeStyle 2	EnGenius Long Range Cordless	1	\$413.33	\$413.33
	Material Sub-Total			\$22,819.46
1-10	Project Management, Installation, Training and One Year Warranty	40	\$110.00	\$4,400.00
	Labor Sub-Total			\$4,400.00

Total: \$25,753.01

Prices are firm until 9/15/2022

Terms: 50% Upon Contract, 50% Upon Completion

Quoted by: Sylvia Hasty shasty@bb-networks.com

Accepted by:

Date:

NEC SV9100 New Solution Prepared for Park Ridge Public Library

Disclaimer

1. Price is for installation during normal business hours, M-F, 8-5, unless otherwise specified.
2. B&B Networks is not responsible for delays to do the 3rd parties. Such delays may increase billing to end user.
3. Price does not include network programming unless otherwise specified.
4. B&B Networks must receive programming information in a timely manner.
5. Rental equipment remains the property of B&B Networks unless otherwise specified.
6. B&B Networks is not responsible customers internet performance.
7. All permits required are a client responsibility, unless otherwise agreed upon.
8. All work outside original scope will be billed separately.
9. If, upon arrival to customers site, we cannot perform the installation due to site circumstances or the installation is delayed due to site circumstances, additional installation charges may apply.
10. Price does not include conduit unless otherwise specified.
11. B&B Networks is not responsible for e911 compliance unless otherwise specified in this agreement. Please refer to our website www.bb-networks.com for information about e911 compliance.
12. All recurring payment customers will be charged a \$100.00 re-instatement charge in the event that service is turned off for non-payment unless otherwise specified in this agreement.
13. If the client fails to make any payment as agreed, or ceases doing business as a going concern, or becomes insolvent, or makes an assignment for the benefit of creditors, or a petition is filed by or against client under bankruptcy act, or if any representation, warranty or financial information made or submitted by client shall be untrue or unperformed in any material respect, or if client defaults hereunder in any other respect, the entire amount due under this agreement for the balance of the agreement period shall become immediately due and payable. In the event of such a default the client hereby consents to B&B Networks immediately entering the aforesaid premise or any other premise where the property of said B&B Networks may be located for the purpose of removing the equipment belonging to B&B Networks; upon the expiration of this agreement or any renewal term thereof, or upon the happening of any other contingency set forth herein, B&B Networks may immediate enter said premise and remove the equipment with or without process of law and without liability of damage to person or property arising out of such entry or taking of possession. Removal of the equipment by B&B Networks shall not be considered to constitute a waiver of any of its rights under the terms of this agreement, nor shall B&B Networks be liable for any normal damage caused to the premise by installation or removal of its equipment.
14. Monthly recurring agreements must be paid with ACH or Credit Card.

Park Ridge Public Library
 Executive Summary
 NEC SV9100 Voice Solution

B&B Networks, Inc and NEC Corporation of America are pleased to present for the Park Ridge Public Library's consideration the NEC SV9100 telephony solution. An alternate to migrate the library's existing SV8100 to the SV9100 is also proposed. The SV9100 is a highly flexible and scalable PBX solution. A single server can support a combination of telephone deployment options, with ports for IP, SIP, digital, DECT and traditional analog devices. This means it can plug straight into existing architectures and run existing hardware, while offering plenty of scope to update and upgrade to VoIP in the future.

B&B Networks has been a single source provider of leading communications and network solutions for over eighteen (18) years. As a longtime NEC partner, the B&B Networks team is comprised of over 125 years of collective NEC experience in solution architecting, system implementation and on-going service. We have gained the trust in servicing like voice deployments in the surrounding community. Brookfield Public Library, Indian Trails Public Library, Mount Prospect Public and Harvard Diggins Library to reference a few business partners.

We have proposed both a new NEC SV9100 Univerge system as well as a migration of the SV8100 configured to meet the needs of the Park Ridge Public Library, as defined in the library's Request for Proposal. The configuration is based on information included in the RFP as well as the current SV8100 system back-up taken at the site visit.

The proposed design includes the SV 9100 control chassis equipped with interface blades to support:

- 56 Digital ports
- 1 PRI
- 4 POTs/Copper Connections
- 4 Analog Connections (current system is equipped with 16. RFP did not indicate a specific number of analog ports, so we included four)
- On board embedded InMail Voicemail system
- On board paging interface

The InMail voicemail is an application housed within the NEC base "Productivity Package". The NEC *Productivity* package affords mobile twinning of phone calls and the ability for UC desktop clients. The InMail is the same voicemail system that is currently utilized by the NEC SV8100

The RFP requested a cordless telephone. The EnGenius long range cordless has been provided as a placeholder for this application. It has been our experience users of cordless telephones in libraries often traverse large areas of the building and the EnGenius allows this capability. Certainly, a generic analog cordless telephone can be substituted if distance is not an issue.

The NEC solution is equipped to support:

- (52) Model DT530 Digital Telephones
- (2) POLY Sound Station Conference Room Telephones
- (2) 60 Button DSS Consoles
- (4) Analog Ports
- (4) Trunk Ports
- (1) EnGenius Long Range Cordless Telephone
- (64) Productivity User Licenses (12 additional are included in the Productivity software package)
- (76) Voicemail Boxes (currently configured on existing system)



In summary the B&B Networks solution includes:

- NEC SV9100 with InMail
- Licensing to support 56 digital phone users
- Controller blade support for 4 CO trunks and 4 analog station ports
- Connect to existing Page system as applicable
- InMail Voice Mail
- Project management, programming, and installation
- Telephone Set Placement
- Telephone end user training
- One Year Standard Hardware Warranty and One Year Software Support

We hope you feel our solution provides a cost-effective, feature-rich solution for the Park Ridge Public Library and we look forward to furthering discussions as you evaluate the responses.

Respectfully submitted,

Sylvia Hasty
Account Executive

Paul Clayton
Vice President/General Manager

B2B Technologies.....Making Technology Simple



Financial Summary Park Ridge Public Library

Base Proposal

New NEC SV9100	\$ 25,753.01
----------------	--------------

Alternate Proposal

Migrate SV8100 to SV9100	\$ 22,634.61
--------------------------	--------------

NEC Software Support Options:

To include Three (3) Year SWA with base Proposal or Migration proposal	Add \$ 587.17
--	---------------

To include Five (5) Year SWA with base Proposal or Migration proposal	Add \$ 1,265.31
---	-----------------

B2B Technologies ProCare Maintenance Options:

ProCare Year 2 (M-F; 8am to 5pm)	\$ 2,118.00
ProCare Year 3 (M-F; 8am to 5pm)	\$ 2,182.00
ProCare Year 4 (M-F; 8am to 5pm)	\$ 2,291.00
ProCare Year 5 (M-F; 8am to 5pm)	\$ 2,405.00

UNIVERGE® SV9100 PC Pro/WebPro



At a Glance

- Enables easy management and programming of communications system
- Offers three programming interface options that are simple to use and access
- Records and saves a complete history of all modifications made to database file
- Allows remote configuration of settings and scheduling of firmware updates
- Offers additional tools to monitor, archive and troubleshoot problems

Overview

The UNIVERGE SV9100 PC Pro/WebPro is a communications system management tool that provides you with the ability to easily manage your phones and simplify administration.

With PC Pro/WebPro, programming is done via three methods – Standard View, Wizards and System Data. These views are accessible through easy to use menus or one-click icons.

Program Using Standard View, Wizards or System Data View

UNIVERGE SV9100 PC Pro/WebPro provides you with multiple programming interface options including a Standard View, Wizards, and a System Data view.

- Standard View combines related settings on one screen, allowing quick setup of high-level tasks. Settings on these screens work together to provide users a better understanding of screen relationships. They are identified by names which clearly indicate their functions.
- Wizards can be used to simplify programming by automating the completion of common tasks. Wizards chronologically group system data and guide users step by step through the feature setup process.
- System Data screens are intended for advanced users who can use them to directly set advanced configurations categorized by server settings.

View the Modification History

PC Pro keeps a record of all modifications made to a database file in the file's Modification History. Users can easily view this file to quickly see any changes that have been previously implemented.

Configure Settings and Schedule Firmware Updates Remotely

PC Pro/WebPro helps make the management process easier by allowing users to remotely configure phone settings and schedule automatic firmware updates.

Use Additional Features to Monitor, Archive and Troubleshoot

PC Pro also offers additional features. For example, users can:

- Capture low-level messages and problem-solve using Debug Terminal
- Generate reports for monitoring settings
- Archive settings to specified files

System	Minimum Requirements
CPU	CPU is dependent on the Microsoft Operating System environment used.
Memory	Memory is dependent on the Microsoft Operating System environment used.
OS	Vista, Windows 7 (32/64 bit), Windows 8/8.1
Other	Microsoft Internet Explorer 7.0/8.0/9.0/10.0
Communication Port	LAN, Modem or ISDN
Disk Space	1GB for PCPro (minimum)
TCP Port	PC Pro must have TCP port 8000 open between the chassis and the host PC. Communications between PC Pro and the chassis occurs on this port when uploading / downloading via LAN. The PC Pro TCP port is 8000 at default, but this can be changed through the Administration > WebPro Settings section of WebPro using PRG 90-54-02. PRG 90-54-02 is not accessible from telephone programming or PC Pro. The port to be used for debug should be defined in 10-20-06.

WebPro Home Interface

Blade Configuration

Class of Service

Corporate Headquarters (Japan)
NEC Corporation
nec.com

North America (USA & Canada)
NEC Corporation of America
necam.com

NEC Enterprise Solutions
NEC Europe Ltd
nec-enterprise.com

APAC
NEC Asia Pacific Pte Ltd
sg.nec.com

Latin America
NEC Latin America
lasc.necam.com

About NEC Corporation of America: Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers' priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry's strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers' productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today's most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and \$28 billion in revenues. For more information, visit necam.com.

UNIVERGE SV9100

SMART COMMUNICATIONS
FOR SMALL TO MEDIUM
SIZED ENTERPRISES



NEW
ENHANCED
VERSION



TODAY'S COMMUNICATION CHALLENGES

With an increasingly mobile workforce, keeping your team aligned and maintaining high levels of sharp customer service – an aging system simply won't keep your business competitive.



A MODULAR APPROACH

The choice of communication solutions in the marketplace is vast – however, managing separate tools can waste time and drive down productivity. NEC's SV9100 brings all this together with a cost-effective, modular solution that keeps your team – and your customers – connected.

- > Supports **VoIP, traditional TDM** or a combination of both as well as **SIP technology** – future proofing your technology
- > Cost-effective solution from **10 to 896 users** – plenty of capacity for an expanding business
- > **Latest upgradeable** communication technology – protect your investment
- > **Easily configured** – Integrates with existing IT technology as an analog, digital or IP system
- > **Multi-generational workforce?** – The SV9100 combines feature-rich telephony as well as strong mobility, remote/home-based working & BYOD capabilities



**ENHANCE YOUR CUSTOMER EXPERIENCE**

IT'S NOT ABOUT YOU. IT'S ABOUT YOUR CUSTOMERS

The quality of their experience has a direct relationship with your competitive edge and your profitability. The SV9100 caters to demanding customers who want access to your products and services 24/7/365.

**ENHANCE YOUR EMPLOYEE EXPERIENCE**

YOUR EMPLOYEES ARE YOUR MOST VALUABLE ASSET

Give them the right tools and you'll get a more engaged, productive workforce. Achieving this, especially for a multi-generational team, requires choice and flexibility when it comes to how they communicate and on which device.

**DISCOVER YOUR SMART WORKSPACE**

WORK IS A THING YOU DO, NOT A PLACE YOU GO

Enable seamless digital and physical collaboration and use workplace resources more efficiently!

DID YOU KNOW?

58% OF CONSUMER'S EXPECTATIONS
AREN'T MET DUE TO A COMPANY
BEING UNAVAILABLE BY PHONE OR EMAIL



SMART MOBILITY

COMMUNICATE ANYWHERE, ANY TIME



ON THE ROAD

SMARTPHONE LIKE YOUR DESK PHONE

Treat your smartphone like your desk phone with Mobile Extension. Enjoy the SV9100 system features while you're on the move.

- > Remain contactable through **one extension number** wherever you are
- > Access system features on the move - including **call transfer & caller ID**
- > **Call recording capabilities** on your mobile - your peace of mind is no longer restricted to just landline calls



ON YOUR PREMISES

ALWAYS STAY CONNECTED

For the ultimate devices for voice, text messaging and in-house mobility - the SV9100's IP DECT wide ranging portfolio includes:

- > Excellent voice communication with **crystal clear** speech
- > Loudspeaker & **hands-free support**
- > Seamless **handover and roaming**
- > **High security** with DECT authentication
- > **Seamless integration** with NEC communication servers



SINGLE NUMBER REACH

IDENTIFIED AS THE MOST IMPORTANT UC CAPABILITY FOR SMBS

**NEC UNIVERGE ST500**

MAKE YOUR SMARTPHONE SMARTER

Voice & video mobile extension for your smartphone. Using your Apple iPhone, iPad and Android smart devices, the **UNIVERGE ST500** enables your native contact lists to make and receive voice and video calls. Simply connect to Wi-Fi or use your mobile data (3G/4G) to handle your calls.

- > Integrates into your **smartphone contacts**
- > Complete **call history**
- > Video calling capabilities
- > **BYOD** flexibility

**LARGER SITES & CAMPUSES**

ALWAYS STAY CONNECTED

Ideal for campuses and other large premises environments, NEC's mobile client options have advanced features for organizations on the go.

- > **Seamless roaming** within multiple business locations
- > **Cost reduction** through simpler IT management



FREE WIFI COMMUNICATIONS



VOICE & VIDEO EXTENSION FOR YOUR SMARTPHONE



INTEGRATES WITH YOUR SMARTPHONE CONTACTS



COLLABORATE WITH YOUR COLLEAGUES



WORKS WITH IPHONE, IPAD & ANDROID



COMPLETE CALL HISTORY

NEC UNIVERGE ST500



THE RISE OF THE REMOTE WORKER

Productivity, cost savings and greater flexibility for your work force - just some of the reasons remote working has increased by 20% in the last 10 years.



SMART COLLABORATION
WITHOUT THE COST



The SV9100's InUC utilizes WebRTC (Real-Time Communications) providing highly cost-effective video and collaboration working seamlessly within your IT environment. SV9100 users are able to quickly set up audio and video conferences between two or more PCs or Android devices from anywhere with an internet and VPN or LAN for secure connectivity.

- > **Video conferencing, document & screen sharing** for up to 32 (4x8) SV9100 users
- > **4 Free video conferencing channels** included
- > **Presence** - see the status of your colleagues
- > **Deskphone control** - for more advanced call control, speed dials & more
- > **Browser phone** - use your PC's audio rather than a telephone

DID YOU KNOW?

IT TAKES AN ESTIMATED 60 EMAILS TO MAKE
A SINGLE BUSINESS DECISION AT WORK





THE FLEXIBLE ALTERNATIVE

CALLING FROM YOUR LAPTOP

The **SP310 Softphone** is a versatile, cost-effective IP phone installed on your PC or laptop and is used with a headset. It can be used as a primary desktop telephone, a supplemental desktop telephone or a remote/telecommuting device.

- > Flexible, portable and low-cost solution
- > Ideal for users working between office / home & remotely
- > Call control from your laptop



LIKE BEING IN THE OFFICE

CALL CONTROL FROM HOME

NEC's range of IP desktop telephones deliver a user-friendly VoIP calling experience with complete phone system functionality – ideal for remote or home-based workers.

- > Access to company directory
- > 3-Way conferencing
- > Headset support
incl. Ear Hook Switch



WORKING FROM HOME/REMOTE INCREASES PRODUCTIVITY
LOWERS COSTS AND CAN REDUCE
ABSENTEEISM BY OVER 60%

SAFETY & SECURITY

KEEPING STAFF, NETWORK AND PREMISES SAFE



INGUARD TOLL FRAUD DEFENSE



NEC's InGuard application helps defend a business against toll fraud attacks and provides peace of mind for the user:

- > **Effective 24/7 defense** from Toll Fraud
- > **Low Cost Solution** – an on-board application with no extra PC/server required
- > **Healthcheck Feature** – identify and resolve any weaknesses in your configuration during installation



VOIP CALL RECORDING GAIN INSIGHTS INTO CUSTOMER INTERACTIONS



A comprehensive recording and quality management solution is imperative to ensure compliance, improve productivity and enhance the customer experience.

- > **Disputes** – can be resolved quickly; dynamic searchable playlists allow for quick access to all recordings
- > **Security** – ability to encrypt recordings or pause for specific portions of a conversation which satisfy PCI and HIPAA compliance requirements
- > **eCoaching** – supervisors can share recordings that represent best practices to ensure customer interaction quality control



DESKTOP TELEPHONES ONE-TOUCH PANIC KEYS

SV9100 desktop telephones can be programmed with a one-button emergency key.

- > **Alerts all other phones** of an emergency including location/room it's coming from
- > Enables a **speedy response** from supporting staff



DECT G266 SOS BUTTON

Ensure personal safety with SOS alarming key.

- > Other features including **Man Down & Location Detection** capabilities

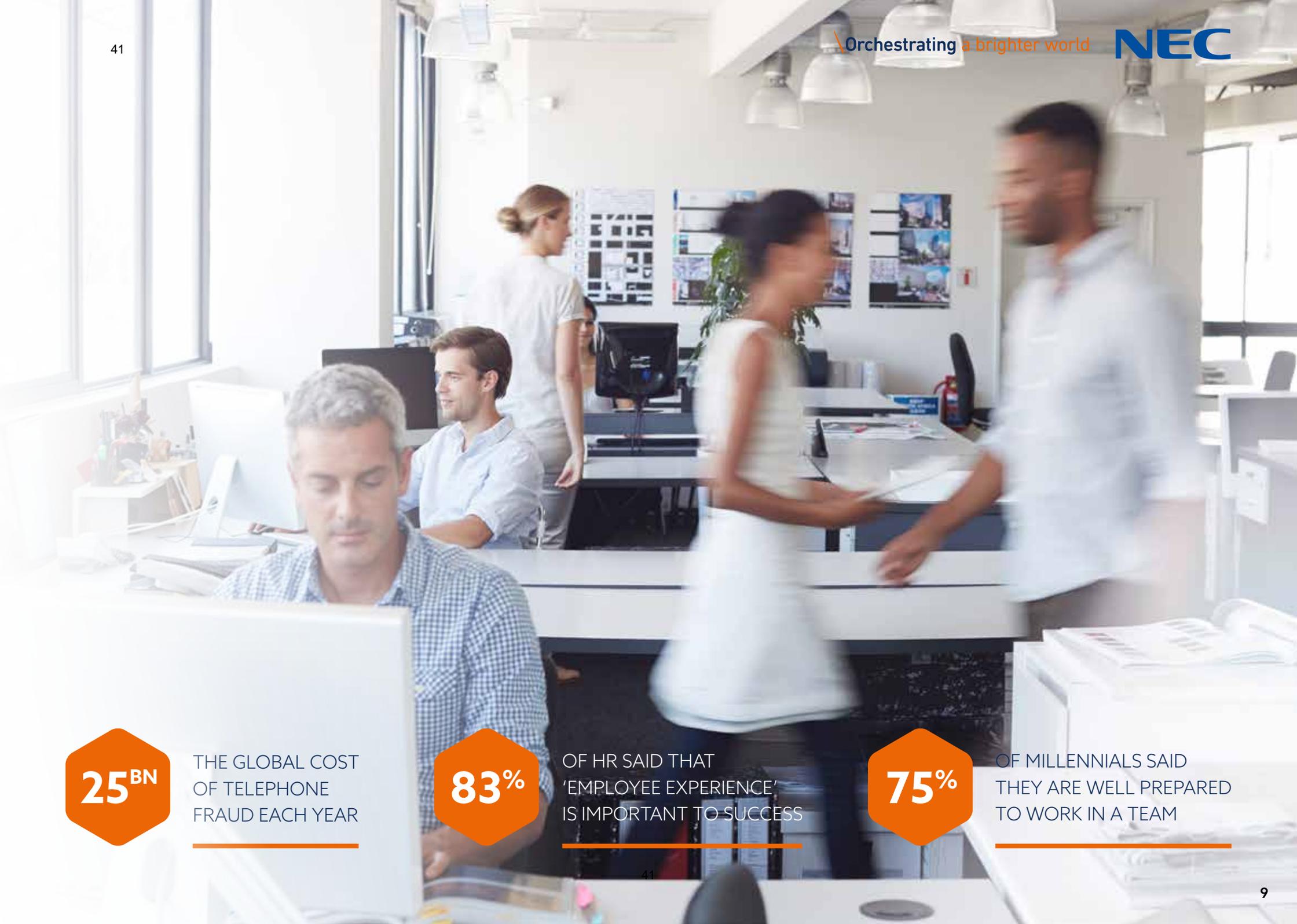


ELECTRONIC DOOR SWITCH PROTECT YOUR PREMISES

NEC door phones and electronic door locks can be operated from any number of phones on your premises.

- > **Video Door Phones** enable staff to visually screen visitors at the entrance





25^{BN}

THE GLOBAL COST OF TELEPHONE FRAUD EACH YEAR

83%

OF HR SAID THAT 'EMPLOYEE EXPERIENCE' IS IMPORTANT TO SUCCESS

75%

OF MILLENNIALS SAID THEY ARE WELL PREPARED TO WORK IN A TEAM



SIMPLIFIED MANAGEMENT CONNECT. COLLABORATE. COMMUNICATE.

Unifying your communications allows employees to get more done in less time by enabling them to decide how, when and where to be reached.



STREAMLINE COMMUNICATIONS

SIMPLIFIED MANAGEMENT THROUGH UNIFICATION

The SV9100's integrated unified communications (UC) solution enhances your employee's ability to collaborate which results in increased efficiency, productivity and improved customer satisfaction.

- > Presence, desktop client, softphone, quick messaging, instant messaging, white-boarding and application sharing enable workers to provide customers the attention they deserve
- > Intuitive interface, complete call control and accessible from any device or browser
- > View colleague's real-time status and availability - virtually eliminating phone-tag
- > Integration with popular contact and CRM applications including Microsoft® Office Outlook®, Goldmine® and ACT!®
- > Ability to set up "Buddy Lists" for quick access to the people contacted most often
- > Integration with the UNIVERGE SV9100 Contact Center application for call center functionality





COST-EFFECTIVE CALL MANAGEMENT

SERVICE CUSTOMERS MORE EFFICIENTLY

First impressions count, so it is crucial that attendants/operators have access to the most advanced communications tools. The Attendant/Operator solutions available on the SV9100 can provide organizations with the latest technology in call processing capabilities and productivity enhancing applications.

It promotes optimal call management for businesses of all types by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering and transferring phone calls are instantly streamlined.

- > Optimal call management through a customizable, intuitive user interfaces
- > Access to presence-enabled directory with click to call, web chat and email
- > On screen call control with flexible routing
- > Anyone can have attendant console functionality enabled on their PC and login to ensure phones are covered at all times
- > Personalized messages can be sent to a user's PC or directly to a multiline display phone alerting them that a call is waiting
- > VIP caller priority routing reduces wait time and improves service levels
- > Callers receive queue announcements, including call back options - keeping them informed
- > On demand call recording when needed
- > Multilingual capabilities where the user can select their preferred language



MAKE IT SIMPLE

IF FEATURES AREN'T INSTANT AND INTUITIVE THEY SIMPLY DON'T GET USED

Abandoned Calls					
File					
Date	Arrival Time	Group	Caller ID	Wait Time	Callback Status
1/13/2015	11:22 AM	Sales	2142392938	00:01:20	Attempted
1/13/2015	11:23 AM	Sales	2628942037	00:00:45	Complete
1/13/2015	11:24 AM	Sales	2625551111	00:01:10	Attempted
1/13/2015	11:25 AM	Sales	2625552222	00:01:06	In Progress

CREATE A FIRST-RATE EXPERIENCE FOR YOUR CUSTOMERS

Today's customer expects to communicate with your business in their own time in whatever way they choose. SV9100's contact center solutions make each interaction with your customers quick, easy and effective.

Between improved response times, reduced call abandon rates, lower operating costs, and increased revenues, both you and your customers will see a return on your investment through superior customer service. The SV9100 offers different solution options to choose from to fit your unique contact center needs.



THE SMART CONTACT CENTER

4 WAYS TO CREATE A FRICTIONLESS CUSTOMER EXPERIENCE

1. **Ensure Multimedia Customer Engagement** – A single contact point for efficient multi-channel personalized interaction via phone, Webchat, WhatsApp or email including multimedia queuing.
2. **Improve your customer service** – Skills-based routing means callers experience quicker, more efficient service. With callback, customers don't have to wait in queue, reducing call abandonment.
3. **Measure and manage your team** – Real-time dashboard and customized reporting provide important optimization metrics to manage staffing and service levels.
4. **Motivate your team** – Dynamic wallboards encourage healthy competition between agents. Customer interaction history ensures smooth conversations and a more personal connection.



DESKTOP AND MOBILITIES



GT890 Video Phone

DT930 Touch Panel

DT930 24 button

DT920 self-labeling

DT920 12 button



DT530 24 button

DT430 self-labeling

DT410 6 button

AT-55

GT210

- > **Wide range** – Choose from IP or digital, 2-line keys to 32+ or self-labelling, grayscale, color or touch-screen display, custom keypads, plus more
- > **Hotdesking** – Allows handsets and desk space to be shared by a number of employees, helping keep costs down
- > **User-friendly interface** – Little or no staff training required
- > **Customizable** – Function keys can be adapted to the exact individual requirements of your business
- > **Wireless headset adapter** – Allows easy connection to wireless headsets
- > **Directories** – Personal, system and corporate directories available

*Handsets may have regional availability - check with your NEC reseller for further details



ST500 Mobile Client



DECT handsets*

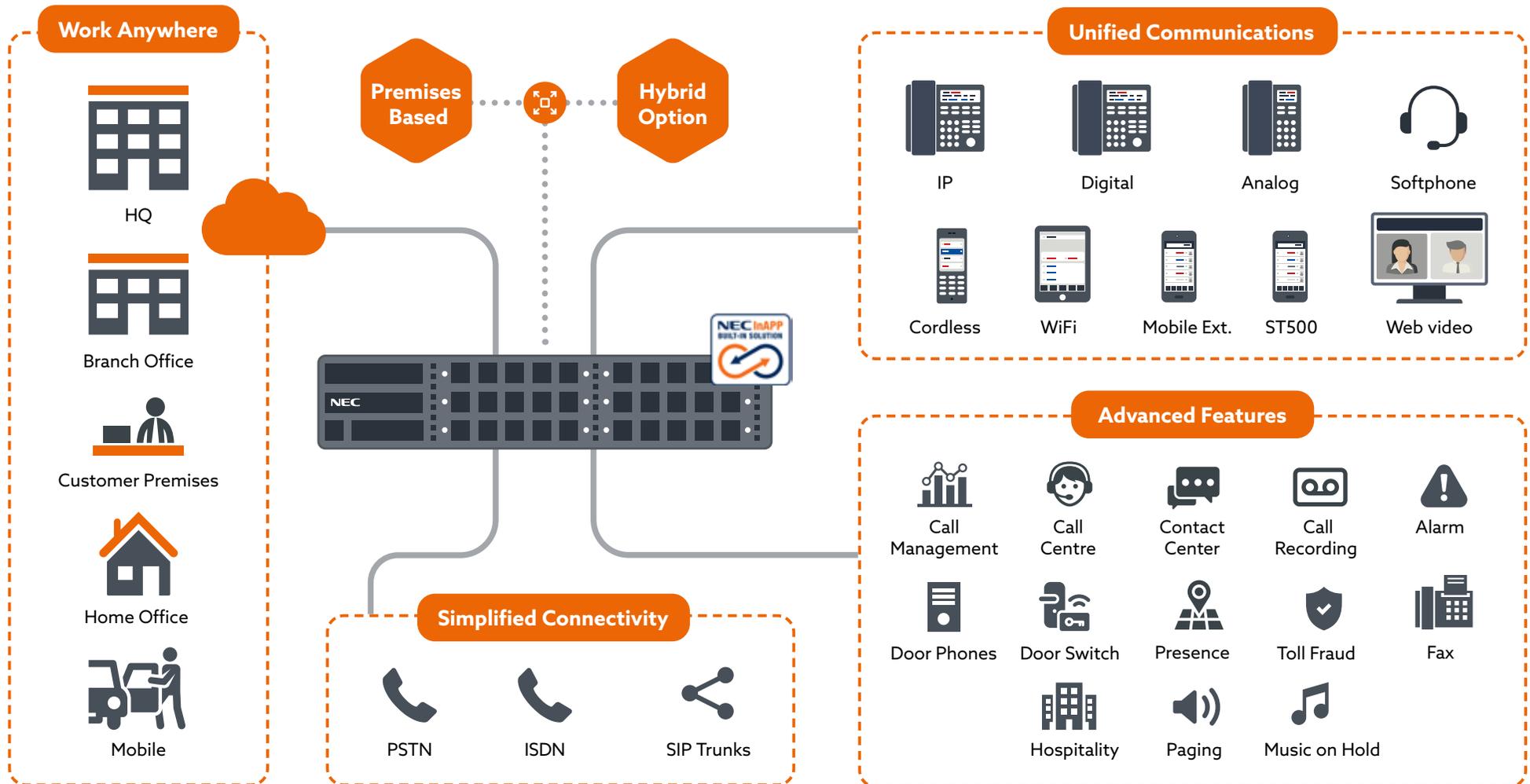
WHY YOU NEED TO UPGRADE YOUR BUSINESS COMMUNICATIONS

Top 10 reasons for making a move to NEC's award winning UNIVERGE SV9100 communications solution.



- 1 Investment protection:** NEC's "no customer left behind" philosophy provides customers with a cost-effective, nondisruptive, easy path to modernize your communications.
- 2 Keep your customer experience sparkling:** Ensure a sharper, more responsive approach to your customer communications and keep your business competitive.
- 3 Avoid the risk of business downtime:** Technical support on your existing system may now be limited or even 'end of life'.
- 4 Improve your employee experience:** Keep your team happy so they can communicate with flexibility – the SV9100 offers more mobility, BYOD and home-based work options.
- 5 More features built-in:** That means less licenses, less hardware and less extras to pay for.
- 6 Toll fraud defense:** Protect your business against potentially huge company costs with NEC's InGuard.
- 7 Avoiding potential litigation** Call Recording proves who said what with encryption security.
- 8 Save money:** No more business mobile charges with ST500 mobile client or Mobile Extension; Save on travel, fuel costs and even hotel costs using built-in audio conferencing.
- 9 Start building your own Smart Workspace:** Each of your mobile employees don't require a desktop telephone – the Hotdesking feature enables shared hardware and even reductions in premises costs.
- 10 NEC is no.1 globally** in the PXB-IP & PBX Market sub 100 extensions – Q3 2019 according to industry analysts MZA.

ALL-IN-ONE FUNCTIONALITY, SCALABLE AND RELIABLE UNIVERGE SV9100 SYSTEM OVERVIEW



 OVER
\$28 BILLION
REVENUE

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

LEADER IN
BIOMETRICS




TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)



75 MILLION
GLOBAL USERS

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



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



4,000+
CHANNEL
PARTNERS



125+
COUNTRIES



107,000
TEAM MEMBERS
WORLDWIDE



Corporate Headquarters (Japan)

NEC Corporation
www.nec.com/univerge

About NEC Corporation - NEC Corporation is a leader in the integration of IT and network technologies that benefit businesses and people around the world. By providing a combination of products and solutions that cross utilize the company's experience and global resources, NEC's advanced technologies meet the complex and ever-changing needs of its customers. NEC brings more than 120 years of expertise in technological innovation to empower people, businesses and society. For more information, visit NEC at <http://www.nec.com/univerge>

NEC is a registered trademark of NEC Corporation. All Rights Reserved. Other product or service marks mentioned herein are the trademarks of their respective owners. Models may vary for each country, and due to continuous improvements this specification is subject to change without notice.

For further information please contact NEC or:





• IT Support & Services • VoIP
• Voice & Network Cabling • Cloud Solutions

Maintenance Program

B&B Networks Maintenance Program provides the following services:

- **Four hour response time on all major system failure emergency service calls and 24 hour response time on non-emergency service calls**

With remote access to your system, response times are *faster*

- **Service availability, 7 days a week, 24 hours a day**

Technicians receive notification after hours and during weekends in the event your system requires attention during non-standard business hours

- **Factory trained/certified technicians**

Technicians are recertified annually for all systems we service so they are knowledgeable in the latest hardware and software releases

- **Priority response time over non-contract users**

- **Continued support and consultation on voice equipment and services**

We are happy to discuss system hardware and software upgrades, expansion and any new product features as they become available or as your business needs evolve. Send us your current phone bill to see if we can save you money!

We pride ourselves on our customer service and support!



Accredited Since: 7/1/2008
Years In Business: 18



Memorandum

Memo Date: August 1, 2022
From: Joanna Bertucci, Library Director
Meeting Type: Planning and Operations Committee of the Whole
Meeting Date: August 9, 2022
Subject: File server upgrade

Background and recommendation:

The Library is running its computer workload on a server that was installed in 2016, and a virtual server that was installed in 2018. The 2016 server is the primary file server, providing for most of the data file storage, print management and network domain controller/active directory functions. The virtual server (2018) hosts 8 separate functions as virtual guests, allowing for an efficient way to provide application isolation, resizing of hardware resources as individual application needs change, and contributes to the green power initiative by utilizing substantially less power than the 8 individual servers would require.

The domain/file server (2016) is approaching maximum installed capacity on the hard disk storage. Extending the hardware support warranty is costing \$1,600 per year, and is expected to increase annually until HPE’s End-of-Support in 2025, at which time support will no longer be available from the manufacturer.

As software applications deliver more sophisticated functionality, frequently integrated with imagery that provides a graphical user interface, the demands on system memory, computer power and data storage are expanding dramatically. Additionally, parts for expansion of the current file server are becoming scarcer, limiting availability to refurbished rather than new equipment.

Therefore, CVI is proposing a full replacement of this server, per the expanded capabilities shown in the below chart.

Item	Present File Server (2016)	Proposed File Server (2022) ¹
CPU	8 core E5-2667 V4	16 core Xeon silver 4314
Memory	32 GB	64 GB
Hard drive storage	1.2 TB	3.6 TB

Included in this proposal is twelve months of cloud backup for the file server at \$2,520 a year for three years, billed on an annual basis. The system recommended by CVI is an all-in one physical backup appliance, which automates manual back-up tasks. For example, the backups will operate per the configured job schedule, without a need for manual intervention. This feature will allow us to expand protection to backups performed every day. This device will also allow the backups to be stored in the cloud for additional protection and long-term retention.

Recommended Motion:

Approve CVI Quote #202480 for the file server replacement in the amount of \$23,570 to be paid from the Computer Equipment budget line.

¹ Computer View is a long-term business partner of HPE and distributor TD/Synnex, and has obtained their special pricing for the quote prepared for this project.



Computer View, Inc.
 2777 Finley Road
 Suite 13
 Downers Grove, Illinois 60515
 United States
<http://www.cview.net>
 (P) 847-290-9286
 (F) 847-290-9602

Quotation (Open)

Date	Jul 29, 2022 01:17 PM CDT
Modified Date	Jul 29, 2022 02:01 PM CDT
Quote #	202480 - rev 1 of 1
Description	File Server
SalesRep	Poluchowicz, Roxy (P) 847-290-9286 ext. 114 (F) 847-290-9602
Customer Contact	Bertucci, Joanna (P) (847) 720-3203 jbartucci@parkridgelibrary.org

Customer

Park Ridge Public
 Library (PR0003)
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) 847-825-3123
 (F) 847-825-0001

Bill To

Park Ridge Public Library
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) (847) 720-3203
jbartucci@parkridgelibrary.org

Ship To

Park Ridge Public Library
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) (847) 720-3203
jbartucci@parkridgelibrary.org

Customer PO:	Terms: Undefined	Ship Via: UPS Ground
Special Instructions:		Carrier Account #:

#	Description	Part #	Qty	Unit Price	Total
File Server					
1	HPE ProLiant DL380 Gen10 Plus Network Choice Server - rack-mountable - 2U - 2-way - 1 x Xeon Silver 4314 / 2.4 GHz - RAM 32 GB - SATA/SAS/NVMe - hot-swap 2.5" B21 bay(s) - no HDD - 10 GigE - no OS - monitor: none	P55247-	1	\$4,590.00	\$4,590.00
2	HPE SmartMemory DDR4 - module - 32 GB - DIMM 288-pin - 3200 MHz / PC4-25600 - CL22 - registered - ECC	P06033-B21	1	\$580.00	\$580.00
3	HPE Mission Critical Hard drive - 900 GB - hot-swap - 2.5" SFF - SAS 12Gb/s - 15000 rpm - with HPE Basic Carrier	P40432-B21	6	\$461.00	\$2,766.00
4	HPE I350-T4 Network adapter - PCIe 2.0 x4 - Gigabit Ethernet x 4 - for ProLiant DL20 Gen10, DL325 Gen10, DL360 Gen10, DL380 Gen10, ML30 Gen10, XL220n Gen10	P21106-B21	1	\$710.00	\$710.00
5	HPE Flex Slot Platinum Power supply - hot-plug (plug-in module) - Flex Slot - 80 PLUS Platinum - AC 230 V - 800 Watt	P38995-B21	1	\$205.00	\$205.00
6	HPE Power cable - IEC 60320 C13 straight to NEMA 5-15 (P) - AC 110 V - 10 A - 6 ft - black - Canada, United States - for HPE MSL2024, MSL4048; Apollo 4510 Gen9; ProLiant DL180 Gen10, DL380 G6, XL290n Gen10	AF556A	2	\$7.00	\$14.00
7	HPE Integrated Lights-Out Advanced License + 3 Years 24x7 Support - 1 server - electronic - for ProLiant DL160 Gen10, DL180 Gen10, DL20 Gen10, DX360 Gen10, ML30 Gen10, XL290n Gen10	E6U64ABE	1	\$260.00	\$260.00
8	HPE Pointnext Tech Care Essential Service Extended service agreement - parts and labor - 5 years - on-site - 24x7 - response time: 4 h - for P/N: P55244-B21, P55245-B21, P55246-B21, P55247-B21, P55248-B21, P55280-421, P55281-421	HY5B9E	1	\$5,025.00	\$5,025.00
9	Installation / Configuration	INST	1	\$6,900.00	\$6,900.00
10	D2D KUB-4 Backup Appliance 12 Month Prepayment - 36 Month Subscription	KUB-4	1	\$2,520.00	\$2,520.00

Thank you for choosing Computer View Inc. Please sign, date and FAX or email this form to order. The quote is good for 20 days.

These prices DO NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material unless specifically listed above. All prices are subject to change without notice. Supply subject to availability.

Subtotal:	\$23,570.00
Shipping:	\$0.00
Total:	\$23,570.00

Memorandum

Memo Date: August 1, 2022
From: Joanna Bertucci, Library Director
Meeting Type: Planning and Operations Committee of the Whole
Meeting Date: August 9, 2022
Subject: Email Migration – On premise to Online

Background:

The library currently uses Microsoft Exchange for our email. Microsoft Exchange is hosted on an on premise Library server which also stores all of our data (mailboxes and emails). When the server is unreachable, such as when the library loses internet or power, staff are not able to send or receive email.

Recommendation:

The inability to access email during times when systems are down adds an additional layer of complication when trying to communicate plans and adjustments to our staff, patrons, and external partners. Migrating to the Cloud environment will provide a new environment, with the following advantages:

- Access email from anywhere
- Enforced Multi Factor Authentication (MFA) required by cyber security insurance policy
- Software versions always up-to-date, including security patches
- Scalability – quickly add or delete accounts
- Easy administration – through Cloud portal

Additionally, the proposed license includes the newest versions of the Office suite of products, which can be loaded on up to 5 devices per licensed user.

As part of this migration, I propose that Library trustees be issued parkridgelibrary.org email addresses. Approximately three months ago, members of Library management, myself included, received a spoof email from a sender posing as President Rapisand. Upon reporting this to our onsite IT systems engineer, he proceeded with scans of the affected hard drives, as per our protocols. The scans did not detect any threats.

In discussing this situation with CVI, it is their recommendation that trustees be provided with official Library email accounts. For example, lrapisand@parkridgelibrary.org. Hosting trustee emails with our domain name would add an additional layer of security to our email communications. I concur with this recommendation and am therefore including this item as part of our email migration discussion.

In addition to the increased security for these accounts, it is a common practice for elected and appointed officials to have email accounts provided by the organizations they represent.

Moving to web based email would allow trustees to communicate with me and get updates when power or Internet is down at the Library. Additionally, Tim, our onsite IT systems engineer, will provide instructions for how to access the login site and provide in-person training to any trustee who would like assistance.

The attached quotation includes CVI staff time to facilitate the migration, as well as annual costs for the Microsoft license and cloud storage for one year. The annual costs would be approximately \$10,000 to be paid from our Computer Materials budget line. We have taken this amount into account as we have been preparing the FY23 draft budget.

Recommended Motion:

Approve CVI Quote #202481 for the email migration, exchange on premise to online, in the amount of \$19,415 to be paid from the Computer Materials budget line.



Computer View, Inc.
 2777 Finley Road
 Suite 13
 Downers Grove, Illinois 60515
 United States
<http://www.cview.net>
 (P) 847-290-9286
 (F) 847-290-9602

Quotation (Open)

Date	Jul 29, 2022 03:27 PM CDT
Modified Date	Jul 29, 2022 03:29 PM CDT
Quote #	202481 - rev 1 of 1
Description	Email Migration - Exchange On-prem to Online
SalesRep	Poluchowicz, Roxy (P) 847-290-9286 ext. 114 (F) 847-290-9602
Customer Contact	Bertucci, Joanna (P) (847) 720-3203 jbertucci@parkridgelibrary.org

Customer

Park Ridge Public Library (PR0003)
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) 847-825-3123
 (F) 847-825-0001

Bill To

Park Ridge Public Library
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) (847) 720-3203
 jbertucci@parkridgelibrary.org

Ship To

Park Ridge Public Library
 Bertucci, Joanna
 20 South Prospect Avenue
 Park Ridge, IL 60068-4188
 United States
 (P) (847) 720-3203
 jbertucci@parkridgelibrary.org

Customer PO:	Terms: Undefined	Ship Via: UPS Ground
Special Instructions:		Carrier Account #:

#	Description	Part #	Qty	Unit Price	Total
Email Migration - Exchange On-prem to Online					
1	On premise Exchange mailboxes migration 115 mailboxes migrated; 54 Groups/distribution lists configured	MIGR	1	\$8,540.00	\$8,540.00
Cloud Software Subscriptions - Annual Recurring Cost					
2	Microsoft O365 A3 - Faculty license Subscription license (1 year) - 1 user - hosted - Microsoft Qualified - Open License - Single Language	O365-A3	125	\$39.00	\$4,875.00
3	Backup Software & Cloud Storage Backs up entire O365 environment for each user	SPNG	125	\$48.00	\$6,000.00

Thank you for choosing Computer View Inc. Please sign, date and FAX or email this form to order. The quote is good for 20 days.

These prices DO NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material unless specifically listed above. All prices are subject to change without notice. Supply subject to availability.

Subtotal: \$19,415.00
Shipping: \$0.00
Total: \$19,415.00