

Cornwall Public Library  
October 9, 2024  
Regular Meeting Agenda

- I. Roll
- II. Oath of Office: Gregory Rocco
- III. Approval of Agenda
- IV. Approval of the Minutes:
  - A. September 11, 2024
- V. Financial Review:
  - A. Approval of Warrant # 3
- VI. Public Remarks
- VII. Communications/Donations
- VIII. Director's Report – *See Google Docs*
- IX. Committee Reports
  - A. Finance Committee: Motion to transfer Unallocated Fund Balance of 257,945.00 to the Capital Fund.  
Discussion on a date for Budget Vote & Trustee election for FY 25/26: April 8, 2025 or April 22, 2025.
  - B. Policy Committee: Motion to approve Library Card Holder Policy. Motion to approve Whistleblower Policy.  
Introduction of Tutoring Policy, First Aid Policy, Library Manners Policy and Computer, Internet and Wireless Usage  
Policy
  - C. Building, Grounds & Sustainability Committee
  - D. Friends
  - E. Personnel Committee: Motion to Approve the hire of Susan Fernandez as a part-time Librarian I to work in Youth Services.
  - F. Strategic Planning Committee
- X. Unfinished Business
- XI. New Business: Introduction of RCLS 2025 operating budget, to be voted on by the Board at the November Board meeting. All the information is posted to the Meeting Drive.  
Introduction of IT quotes from Sharp; Frontline Data Services, and HV IT. Included is RCLS' 2025 menu of IT Services, appendix B for comparison. Good Idea Fund Request for 274.43 (see Drive)
- XII. Public Remarks
- XIII. Adjournment

Next Regular Board Meeting Wednesday, November 13, 2024, 7 PM

**Cornwall Public Library Board of Trustees Meeting Minutes**  
**September 11, 2024 7:00 p.m.**

Meeting was *called to order* by Meghann Chyla at 7:02 p.m.

I. **Roll:** *Trustees Present:* Meghann Chyla (President), Michelle Query (Vice President), Lynn Daniels (Secretary), Amy Stermer, Christopher DeFilippi, Lucinda Poindexter; *Excused:* Julia Dahl

*Also:* Charlotte Dunaief (Director), Cathy Squillini (Minutes), Allison Barry (Treasurer)

*Public:* Gregory Rocco

II. **Approval of Agenda:** *A motion to approve* the agenda was made by Chris DeFilippi, seconded by Lynn Daniels. Discussion: None. The *vote to approve* the Agenda was unanimous.

III. **Approval of the Minutes:**

*A motion to approve* minutes of the August 14, 2024 Meeting was made by Michelle Query, seconded by Lucinda Poindexter. Discussion: Clarification – Valueline is an annual subscription, not monthly. David Noland followed up after the August 14 meeting; the Board President thanked him for his information and told Mr. Noland that the Board would be in touch with him. A *vote to approve* the Minutes of the August 14 meeting, as amended, was unanimously approved.

IV. **Financial Review:** *A motion to approve* Warrant #2 in the amount of \$86,346.11 was made by Christopher DeFilippi, seconded by Lynn Daniels. Discussion: A question about what Overdrive and Playaway are was raised. Overdrive is the cost of licensing for e-books (used on Libby); Playaway is a self-contained audiobook. A *vote to approve* Warrant #2 was unanimous.

V. **Public Remarks:** Mr. Greg Rocco was introduced to the Board as a new member who will be sworn in at the October meeting. He will replace Lynn Daniels. Mr. Rocco was welcomed to the Board and thanked for his willingness to join. At the same time, Ms. Lynn Daniels was thanked for her dedication and work on the Board. The Board members wish Ms. Daniels well in her retirement.

VI. **Communications and Donations:** The Director passed the folder of Communications and Newsclippings for Board review. A check in the amount of \$24 was received from Hannaford Supermarket as part of its “Blooming for Good” bouquet drive.

VII. **Director’s Report:** *See Google Docs for full report.*

- The Director is still searching for a Librarian I for Youth Services. There is a new Civil Service list and a recently interviewed candidate is not on the list. The candidate will be offered a part time position until she sits for the Civil Service Exam and gets on the list.

- On September 9 the grant was amended to include the epoxy floor, moving the towel holders in restrooms, and installing new thermostats. The amendment was approved by DASNY, and the payment request is now being audited.
- The new ILS system, KOHA, went live on August 5. The staff is acclimating well to the change.

### VIII. **Committee Reports:**

**Finance Committee:** None

**Policy:** The anticipated vote on the First Aid Policy and the Library Card Policy will be held over until the October meeting until all Board members have had a chance to review them.

**Buildings, Grounds, and Sustainability:** The Committee is scheduling a meeting to discuss a solar project, particularly how the project might be funded. The Committee will also be contacting the attorney for the Foundation in order to obtain a copy of the bylaws.

**Friends:** None

**Personnel:** The Board will be working on ways to improve wages for CPL staff.

**Strategic Planning Committee:** A *vote to appoint* an Executive Committee member receive staff input responses from the Google survey was made by Chris DeFilippi, seconded by Amy Stermer. Discussion: It was suggested that staff may be reluctant to respond openly since the email return is to the Director. The question was raised, Is the survey completely anonymous? Yes. A *vote to appoint* Michelle Query (Vice President) be the recipient of completed staff survey responses was unanimous.

IX. **Unfinished Business:** None

X. **New Business:** the Board purchased flowers for Ms. Geraldine Satterly on the occasion of her 95<sup>th</sup> birthday.

XI. **Public Remarks:** Board President, Meghann Chyla thanked Lynn Daniels for her dedicated service to the Board of Trustees.

XII **Adjournment:** A *motion to adjourn* was made by Michelle Query, seconded by Chris DeFilippi, and unanimously approved. The Regular Board Meeting was adjourned at 7:23 p.m.

**The next Regular Board Meeting will be held on Wednesday, October 9, 2024 at 7:00 p.m. in the CPL Community Room**

# Cornwall Public Library

## Warrant #3

September 2024

DATE	NAME	AMOUNT
1001 General Fund (7848) - 3 - 2		
09/03/2024	Cornwall Public Library Payroll	-26,601.60
09/04/2024	Nationwide NYS Deffered	-600.00
09/05/2024	Aflac	-93.70
09/10/2024	Benninger Landscaping LTD	-900.00
09/10/2024	Hannaford	-45.20
09/11/2024	Verizon- Wireless	-15.08
09/17/2024	NYS Health Insurance Pending Acct	-10,320.82
09/17/2024	NET 2 PHONE	-192.73
09/17/2024	Verizon	-119.00
09/17/2024	Cornwall Public Library Payroll	-25,565.02
09/18/2024	Lois Kohlman	-524.10
09/18/2024	Marie C Clark	-524.10
09/18/2024	Patricia Rovello	-524.10
09/18/2024	Wini White	-524.10
09/19/2024	Nationwide NYS Deffered	-600.00
09/24/2024	Interstate Waste Services	-166.40
09/24/2024	Village of Cornwall on Hudson	-120.00
09/24/2024	Toshiba	-454.82
09/24/2024	Toshiba	-84.00
09/25/2024	NYS & Local Retirement	-577.84
09/30/2024	Blackstone Publishing	-395.19
09/30/2024	Brodart Co- JUV	-996.13
09/30/2024	Cengage Learning Inc/Gale	-463.05
09/30/2024	Central Hudson Gas & Electric Corp	-1,707.48
09/30/2024	Charlotte Dunaief	-66.51
09/30/2024	Elizabeth Fisher	-79.26
09/30/2024	Greenwald Doherty LLP	-2,927.50
09/30/2024	hoopla	-1,202.75
09/30/2024	Ingram Library Services	-667.43
09/30/2024	Julie Bengyak	-225.00
09/30/2024	Kenneth R Fibble	-1,650.00
09/30/2024	Moffat Library	-16.00
09/30/2024	Newburgh Free Library	-30.00
09/30/2024	Overdrive Inc	-1,645.29
09/30/2024	Pam Stockton	-56.97
09/30/2024	RCLS	-4,546.00
09/30/2024	Safe & Sound	-611.50
09/30/2024	Staples	-465.23
09/30/2024	Elan Financial Services	-2,273.10
<b>Total for 1001 General Fund (7848) - 3 - 2</b>		<b>\$ -88,577.00</b>



# Cornwall Public Library

## Budget vs. Actuals: Budget\_FY25\_P&L - FY25 P&L

July - September, 2024

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Revenue</b>				
4002 Local Public Funds	738,779.56	1,477,558.00	-738,778.44	50.00 %
4082 Income	<b>3,313.15</b>	<b>5,000.00</b>	<b>-1,686.85</b>	<b>66.26 %</b>
4401 Interest Income	724.65	500.00	224.65	144.93 %
4706 Friends of the Cornwall Public Library	3,198.20	13,500.00	-10,301.80	23.69 %
4840 RCLS- LLSA	4,831.00	4,810.00	21.00	100.44 %
9999 Prior Year Grant Back Out		0.00	0.00	
<b>Total Revenue</b>	<b>\$750,846.56</b>	<b>\$1,501,368.00</b>	<b>\$ -750,521.44</b>	<b>50.01 %</b>
<b>GROSS PROFIT</b>	<b>\$750,846.56</b>	<b>\$1,501,368.00</b>	<b>\$ -750,521.44</b>	<b>50.01 %</b>
<b>Expenditures</b>				
6010 Retirement	569.81	76,041.00	-75,471.19	0.75 %
6020 6020 NYS Disability Benenfits		2,500.00	-2,500.00	
6030.8 FICA/Medicare Expense	<b>2,620.50</b>	<b>69,093.00</b>	<b>-66,472.50</b>	<b>3.79 %</b>
6060 Worker's Compensation		9,200.00	-9,200.00	
6090 Health Insurance	<b>20,302.79</b>	<b>127,103.00</b>	<b>-106,800.21</b>	<b>15.97 %</b>
6141 Professional Library	40,223.26	178,822.00	-138,598.74	22.49 %
6142 Clerical Salary	110,041.29	580,456.00	-470,414.71	18.96 %
6143 Treasurer Salary	1,224.05	6,365.00	-5,140.95	19.23 %
6144 Custodial Salary	6,600.45	30,971.00	-24,370.55	21.31 %
7410 Books	<b>12,355.13</b>	<b>56,450.00</b>	<b>-44,094.87</b>	<b>21.89 %</b>
7410.9 McNaughton	1,221.50	7,329.00	-6,107.50	16.67 %
7411 Movie License		700.00	-700.00	
7412 Video/Music/Books on Tape	<b>10,029.89</b>	<b>40,990.00</b>	<b>-30,960.11</b>	<b>24.47 %</b>
7413 Serials/Reference	<b>2,191.81</b>	<b>16,100.00</b>	<b>-13,908.19</b>	<b>13.61 %</b>
7430 Supplies	<b>4,549.84</b>	<b>35,000.00</b>	<b>-30,450.16</b>	<b>13.00 %</b>
7431 Telephone	980.43	4,700.00	-3,719.57	20.86 %
7432 Square Processing Fees	63.74	50.00	13.74	127.48 %
7433 Postage and Shipping	248.91	3,000.00	-2,751.09	8.30 %
7434 Printing		7,500.00	-7,500.00	
7435 7435- Travel/Conference	563.99	4,036.00	-3,472.01	13.97 %
7437 Professional Fees	<b>9,030.23</b>	<b>47,050.00</b>	<b>-38,019.77</b>	<b>19.19 %</b>
7438 Dues	554.99	1,500.00	-945.01	37.00 %
7450 Utilities/Fuel	4,454.42	41,000.00	-36,545.58	10.86 %
7451 Custodial Supplies	906.20	2,000.00	-1,093.80	45.31 %
7452 Repairs to Building	2,553.29	23,000.00	-20,446.71	11.10 %
7454 Building Insurance	3,730.00	13,500.00	-9,770.00	27.63 %
7455 RCLS	<b>15,465.48</b>	<b>77,472.00</b>	<b>-62,006.52</b>	<b>19.96 %</b>
7469 Service Contracts	5,235.66	39,440.00	-34,204.34	13.28 %
<b>Total Expenditures</b>	<b>\$255,717.66</b>	<b>\$1,501,368.00</b>	<b>\$ -1,245,650.34</b>	<b>17.03 %</b>
<b>NET OPERATING REVENUE</b>	<b>\$495,128.90</b>	<b>\$0.00</b>	<b>\$495,128.90</b>	<b>0.00%</b>

## September 2024 Director's Report

### Personnel

- 9/10 Interviewed candidate S. F. for Youth Services Position
- Hired S.F. for Youth Services, however, could only do so at P/T, due to a new Civil Service list for Librarian I

### Budget/Financial

- The first half of the Tax receipts check from CCSD was picked up and Deposited on 9/16/24
- Wrote second grant amendment for HVAC grant due to minor items not noted in the first grant application 9/3/24; Approval for amendment received on 9/4/24

### Programming

- 9/15-Opera Club 19 attendees
- 9/17- Diabetes prevention by MSLC, 24 attendees
- 9/19 Mystery Book Discussion Group, 6 attendees
- 9/24 Lisa and Susan took Storytime to Sportsplex and read to 26 3-year-olds, and then 33 4-year-olds.

### Building and Grounds

- Met with Chris Talkowski of Stanley Steemer, his company will clean our carpets, gratis, in October. He stated that his company will also replace our HVAC filters soon, also gratis.
- Windows will be washed, inside & out and sidewalks will be power-washed in early October.

### Monthly Statistics July 2024 (previous month in parentheses):

Registered borrowers: 7,425 (7,354); Direct Access/Circulation: 10,386 (12,148);  
ILL Borrows: 1776 (\*1,829); ILL Loans: 1630 (\*1789); \*RCLS mislabeled last  
month's reports so the figures were incorrect, figures in parens are corrected  
Item Count: 72,770 (73,230); Wi-Fi: 5,027 (5677).

**Libby (Overdrive) Checkouts:** (3,434); Unique Users: (750).

**Number of visits to the Library:** 4,510 (5,013)

### Notary Services:

**Meetings Attended:** 9/6 RCLS Annual Meeting & Breakfast; 9/9 Strategic Planning Committee meeting; 9/10 Meeting with Supervisor Wojehowski about Legislative Grant; 9/11 Director's Assoc. Meeting; 9/11 Board Meeting; 9/17 Staff Meeting

Webinars attended: 9/17 Grant Station on Grant Writing; 9/18 Linked In for Libraries; IT Budgeting  
Of note: The Fall Festival was well attended. Kudos to Jess who spent most of the day covering the Library's Informational Booth. Brenda and I manned it for two hours each, to give Jess a well-deserved break between 11 AM & 1 PM. It's always nice to meet our patrons outside the library and hear how much they Love CPL!

On September 23, 2024, I got an email from Library Development Construction with the subject line State Aid for Library Construction Final Report & Last 10% Payment: Cornwall Public Library 0386-23-0065. The final 10%

payment has been approved. I sent in the three final forms as requested so we should be getting that payment within a month or so.

## Circulation Monthly Stats for September

Calls for Programming	18
Calls regarding Circulation	42
New Library cards	43
Assist on Special Projects	2 tasks
Assist on Computers	26
Assist on Printing	34
Faxing	18
Register for Adult Programming	5
Register for Children's Programming	1
Assist with Reference	39
Assist with Children's	18
Miscellaneous duties *Guest pass, Museum Pass, Book recommendations etc.	0
Notary	0
Organizing Carts	90
Auditing Carts	24
Shelf Reading	4

Ellen Winchell  
 Service Desk Manager  
 10/01/2024

### **Youth Services -End of Month Report – September 2024**

<i>Program name</i>	<i>Date</i>	<i>Children</i>	<i>Teen</i>	<i>Adults</i>	<i>Volunteers</i>	<i>Total</i>
<i>PJ Story Time</i>	<i>9/5, 9/19</i>	<i>3, 4</i>		<i>3, 5</i>		<i>15</i>
<i>Dog Tales</i>	<i>9/9, 9/23</i>	<i>10, 8</i>		<i>1, 3</i>	<i>3, 3</i>	<i>14</i>
<i>3<sup>rd</sup> Grade tour</i>	<i>9/23</i>	<i>25</i>		<i>5</i>		<i>30</i>
<i>3<sup>rd</sup> Grade tour (2)</i>	<i>9/24</i>	<i>25, 26</i>		<i>4, 2</i>		<i>57</i>
<i>3<sup>rd</sup> Grade tour (2)</i>	<i>9/25</i>	<i>29, 25</i>		<i>9, 3</i>		<i>66</i>

<i>Sportflex Outreach</i>	9/26	26, 33			6, 6		61
<i>Chess Time</i>	9/21	5				1	6
<i>Baby &amp; Me</i>	9/27	9, 3			10, 4		26
<i>TUT Meeting</i>	9/27	8			3		11
<b>TOTALS</b>		<b>213</b>			<b>64</b>	<b>7</b>	<b>284</b>

### **Meetings & Outreach**

9/10 Librarian Interview- Lisa & Liz  
 9/17 Staff Meeting- Sharon & Liz  
 9/11 Manager's Meeting- Lisa & Liz  
 9/23 CLOUSC Meeting- Lisa

### **Questions @ the Desk**

Reference 269, Circulation 92, Phone 54, Tech 21, ipads lent 56, Programs 31, Misc. 10.

### **Reflections**

Youth Services is turning the corner from hosting school tours and conducting outreach school visits to book groups and story times. We will still have some tours and visits later this month, but the bulk of that programming is completed. In the visits & tours we highlight the different types of materials that are available, the importance of having a library card and that we work for the cardholders. The great thing that typically happens after these programs is the children return to the library, get their own card, and become tour guides for their families. Their sense of empowerment is palpable.

Currently weeding some of the collection so that existing collections have some breathing room.

And I am very happy to announce that Susan Fernandez has joined Youth Services.

Respectfully submitted, 10/2/24 ekf

### **Adult Programming & Outreach Projects: September 2024**

Date	Title	Attendance
09/04/24	Medicare: Parts A,B,C,D & Updates	12
09/17/24	MSLC: Diabetes Prevention	24
09/17/24	The Real Ladies of a League of Their Own	13
09/18/24	Cornwall Canasta Card Crusaders	21
09/18/24	Great Decisions: Invisible Indonesia	6
09/25/24	Cornwall Canasta Card Crusaders	21

Total: 97

Creative Writers Workshop: 9/9-5, 9/16-8, 9/23-9, 9/30-6 Total: 28

Book Club: NEW! Progressive Parenting (CR).. 9/8/24 The Good Inside by Dr. Becky Kennedy Total: 6

Out & About..9/25/24 Weyward by Emilia Hart Total: 7

### **Community Room (CR) & Study Room (SR) Usage:**

Cornwall Clean-Up Crew (CR) Total:15



Cornwall Garden Club: Making connections between body, soul& gardening 9/12/24 (CR) Total:38  
Cornwall NY Author's Coalition (SR) Total: 5  
National Voter Registration Day 9/17/24 Total: 20

**Donations to Friends of Cornwall Library:**9/12/24 Cornwall Garden Club Program.....\$  
6.00; 9/17/24 MSLC:DiabetesPrevention.....\$18.70  
Total: September \$24.70 Total YTD: \$1205.30

We certainly 'fell into fall' this September! New offerings based on community recommendations were the Canasta Card Crusaders which is in full swing with lots of happy community attendees. The MSLC: Diabetes Prevention program has spawned off into a 16- session program to lower A1C'c and keep Cornwall healthy. The 'zero meeting' will be on Zoom 10/01/24.

A new book club has been added to our programming dealing with parenting concerns. The first meeting had happy mom's delighted to share ideas and they plan to meet quarterly. The last of our newest additions was the Cornwall NY Authors Coalition which will certainly catch up based on the enthusiasm of the group. They welcome and extended an offer to the Board and you, Charlotte, to attend a future meeting.

To bolster movie night attendance, Andrew and I teamed up and advertised one of his movies jointly with one of the adult programs (9/17 program on The Real Ladies of a League of Their Own & 9/24 movie A League of Their Own) which brought in a sweet attendance by offering the 'doubleheader. October & November will continue this theme, and we'll go from there.

Continuing to round out the month was our participation as a National Voter Registration Day partner. We stepped up to provide Voter Registration information to our community and this outreach has been a staple for us since 2017. In addition to making our community aware of the timeframes thru displays, we take it a step further and coordinate with the Orange County Board of Elections by having specific forms available. This year Silvana assisted in the display which brought 20 interested individuals to obtain information.

The last week of the month had me knee deep in the grant writing offered by Assemblyman Chris Eachus. Thank you for your suggestions, approvals and confidence in the final product. Fingers crossed!

October brings more treats to our library community programming!

Brenda

## **Adult Services Report September 2024**

(Submitted by Dawn S. Thornton)

**REFERENCE:** Reference Questions: 177 (180) Quick Tech Assists: 54 (58)  
1-on-1 Tech Help: 25(23) Circulation: 85 (92) Directional: 9 (10)  
Reader's Advisory: 4 (6) ILL/SEAL: 3 (9) Pull List: 1278 (1379)  
Printing: 74(78) Faxing: 3 (2) Phone: 40 (38) Virtual Ref: 4 (4)  
Notary Service: 48 (50) Reservations: (1); Items Lent: 9.(11);

Guest Pass: 47(54)

**Database Stats:** Associated Press Video:1; Funk & Wagnalls New World Encyclopedia:1; Library Information Science & Technology Abstracts: 1; Middle Search Plus:1; Middle Search Reference eBook Collection:1; OpenDissertations:1; Primary and Middle School Video Collection:1; Washington Post Video Collection:1; eBook Collection (EBSCOhost):1; NoveList Plus Searches:2 (0) NoveList PlusK-8: (0) EBSCO Master FILE Premier: 1(0) EBSCOHOST: 1(0) Gale Virtual Ref. Library:0 (0) Ancestry:208(69)

**Hoopla:** Total Circulations: 521 (508); Users: 200 (180); New Users: 20; Usage Breakdown: Digital Audiobook: 279 (294); Digital BingePass: 3(1); Digital Comics: 19 (15); Digital Ebook: 151 (134); Digital Movie: 53 (46); Digital Music: 7 (5) Digital Television: 9 (13).

### **NYTimes Digital Subscription Stats:**

In-House Library usage sessions: 69 (\_\_\_); page views:132 (\_\_\_);  
articles read: 95(\_\_\_); Offsite Code redemptions: 152 (\_\_\_);  
usage sessions:742(\_\_\_); page views: 3473(\_\_\_); articles read: 817 (\_\_\_)

### **PC Usage:**

Adults': 401 (400); Children's: 5 (5) Laptops: 1(1)

### **HOME DELIVERIES**

Items Delivered: 9 (8); Retrieved Items: 8

### **PROGRAMS**

**Book Chat and Chocolate: 15; Members' Choice Book Group: 3; Mystery Book Group: 6; Out and About: 7; Creative Writers: 22; Midday Matinee: 15; Monday Night Movie: 14; Opera Program: 19; League of Their Own: 13; Diabetes Prevention: 24; Great Decisions: 6; Teen Tech Tutors: 11; Cornwall Garden Club: 38; Cornwall Clean-up Crew: 15**

The Large Print Collection weeding is completed. The Biography section is nearly complete.

I am aiming to meet with the Pages sometime in November to review training and help them feel even more welcome on staff.

## **Strategic Planning Report**

The Strategic Planning Committee met Monday, October 7, 2024.

We updated the Staff Input Form for the purpose of strategic planning due to several problems with its functionality.

A copy has been sent to a staff person to test prior to sharing with all staff.

We expect that the updated form will be ready for staff within the next week.

## Holiday Schedule 2025

### **Closed Holidays:**

Wednesday, January 1	New Year's Day (CLOSED)
Friday, April 18	Good Friday (CLOSE at 1:00) ½
Sunday, April 20	Easter Sunday (CLOSED)
Monday, May 26	Memorial Day (CLOSED)
Thursday, June 19	Juneteenth (CLOSED)
Friday, July 4	Independence Day (CLOSED)
Monday, September 1	Labor Day (CLOSED)
Thursday, November 27	Thanksgiving Day (CLOSED)
Friday, November 28	Day after Thanksgiving (CLOSED)
Wednesday, December 24	Christmas Eve (CLOSED)
Thursday, December 25	Christmas Day (CLOSED)
Wednesday, December 31	New Year's Eve (CLOSE at 1:00) ½

### **Open for the following Federal Holidays:**

- ✓ Monday, January 20 Martin Luther King, Jr.'s Birthday
- ✓ Monday, February 17 Washington's Birthday (Presidents Day)
- ✓ Monday, October 13 Columbus Day Observance/Indigenous Peoples Day
- ✓ Tuesday, November 11 Veterans Day

2 Floating Holidays as per employee handbook

- ✓ 4 Comp holidays

Revised: October 2, 2024

Approved by Board of Trustees:

## Holiday Schedule 2025-2026

### **Closed Holidays:**

Friday, July 4, 2025	Independence Day (CLOSED)
Monday, September 1, 2025	Labor Day (CLOSED)
Thursday, November 27, 2025	Thanksgiving Day (CLOSED)
Friday, November 28, 2025	Day after Thanksgiving (CLOSED)
Wednesday, December 24, 2025	Christmas Eve (CLOSED)
Thursday, December 25, 2025	Christmas Day (CLOSED)
Wednesday, December 31, 2025	New Year's Eve (CLOSE at 1:00) ½
Thursday, January 1, 2026	New Year's Day (CLOSED)
Friday, April 3, 2026	Good Friday (CLOSE at 1:00) ½
Sunday, April 5, 2026	Easter Sunday (CLOSED)
Monday, May 25, 2026	Memorial Day (CLOSED)
Friday, June 19, 2026	Juneteenth (CLOSED)

### **Open for the following Federal Holidays:**

✓ Monday, October 13, 2025	Columbus Day Observance/Indigenous Peoples Day
✓ Tuesday, November 11, 2025	Veterans Day
✓ Monday, January 19, 2026	Martin Luther King, Jr.'s Birthday
✓ Monday, February 16, 2026	Washington's Birthday (Presidents Day)

2 Floating Holidays as per employee handbook

- ✓ 4 Comp holidays

Revised October 2, 2024

Approved by Board of Trustees:

# SHARP®

## IT Infrastructure Upgrades for Hybrid

Proposal

*Prepared for*

**Cornwall Public Library**

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

*Prepared By*

**Brian Bohlin  
Greg Kapusta**

Sharp Business Systems of NJ  
Phone: (201) 529-8644  
Email: [brian.bohlin@sharpusa.com](mailto:brian.bohlin@sharpusa.com)  
Date: 10/01/2024



## IT Infrastructure Upgrades for Hybrid

Prepared by:

**Sharp Business Systems**

Brian Bohlin  
 2016442827  
 brian.bohlin@sharpusa.com  
 Greg Kapusta  
 8455482642  
 gregory.kapusta@sharpusa.com

Prepared for:

**Cornwall Public Library**

395 Hudson Street  
 Cornwall, NY 12518  
 Charlotte Dunaief  
 (845) 534-8282  
 cdunaief@rcls.org

Quote Information:

**Quote #: 001169**

Version: 1  
 Proposal Date: 10/01/2024  
 Proposal Expiration Date: 10/25/2024  
 Contract Effective Date: 12/31/2024  
 Contract Length: thirty-six (36) Months

## Monthly Services

Product ID	Description	Recurring Amount	Qty	Recurring Total
MITS_CWRMM_S M	REMOTE MONITORING & MANAGEMENT - SERVER	\$190.00	1	\$190.00
MITS_CWEDR_SV R	EDR LICENSE AND SOC SERVICE - SERVER	\$13.00	1	\$13.00
MITS_DATFILEBK UP_S	SERVER FILES TO CLOUD BACKUP LICENSE	\$109.00	1	\$109.00
MITS_AUNETMON	NETWORK MONITORING LICENSE	\$59.00	1	\$59.00
MITS_CWEDR_WK S	EDR LICENSE AND SOC SERVICE - DESKTOP	\$11.00	14	\$154.00
MITS_CWRMM_W KS	REMOTE MONITORING & MANAGEMENT - DESKTOP	\$14.00	14	\$196.00
MITS_MN1Y046	M365 Apps-Ent NPP 1YAnnual License billed monthly	\$4.00	14	\$56.00

Monthly Subtotal: **\$777.00**

## Statement of Work

### REMOTE MONITORING & MANAGEMENT - SERVER

#### Server Management

##### 1. Microsoft Patch Management

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

##### 2. 3rd Party Patching

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

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

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

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

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





disabled protection.

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

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

#### 5. Executive Reports

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

#### 6. Asset & Inventory Reports

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

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

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

Remote Access can be given to specified users.

#### 8. Desktop Performance Monitoring

Monitoring of the hard drive, CPU, and RAM

#### 9. Service Requests for Advanced Troubleshooting

When a server is experiencing a performance related problem, an alert will be created and addressed by to technical team.

#### 10. System Performance Analysis & Troubleshooting

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

## EDR LICENSE AND SOC SERVICE - SERVER

EDR / MDR / XDR plus SOC – Server

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

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

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

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

## SERVER FILES TO CLOUD BACKUP LICENSE

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

- \* Work anytime, anywhere
- \* Securely upload and store files
- \* Fast employee adoption and client satisfaction with easy-to-use app
- \* Simple, secure team collaboration and control redistribution



- \* Built for business with advanced administration access control and user-level permissions
- \* Advanced threat detection to defeat a security issue if one occurs

#### Additional information:

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

## NETWORK MONITORING LICENSE

### Network Monitoring

#### NETWORK TOPOLOGY NETWORK MONITORING

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

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

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

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

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

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

#### REMOTE MANAGEMENT TROUBLESHOOTING

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

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

#### USER & CREDENTIAL MANAGEMENT

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

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

#### NETWORK MONITORING

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

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

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

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

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

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

#### TROUBLESHOOTING

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

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

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

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

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

## EDR LICENSE AND SOC SERVICE - DESKTOP

### EDR / MDR / XDR plus SOC – Workstation

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

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

## REMOTE MONITORING & MANAGEMENT - DESKTOP

Desktop Management - No Help Desk support included

### 1. Microsoft Patch Management

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

### 2. 3rd Party Patching

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

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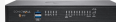


### 8. Desktop Performance Monitoring

Monitoring of the hard drive, CPU, and RAM

## M365 Apps-Ent NPP 1YAnnual License billed monthly

CFQ7TTC0LGZT-001B - MST-CFQ7TTC0LGZT-001B-YEAR-NONPRO-12 - 9471436 - NCE Microsoft 365 Apps for enterprise (Non-Profit Pricing)- Annual Commit - (LICENSE ONLY)

## Hardware

Product ID	Product Details	Qty	Extended Price
325-BEHD	<b>PowerEdge T350 Small and Medium Business Promo</b> Trusted Platform Module 2.0 V3 3.5" Chassis with up to 8 Hot Plug Hard Drives and AIC PERC, hot-plug PSU Intel® Xeon® E-2378 2.6GHz, 16M Cache, 8C/16T, Turbo (65W), 3200 MT/s 32 GB RAM (2) 16GB UDIMM, 3200MT/s, ECC PERC H755 Adapter FH (3) 960GB SSD SATA Mix Use 6Gbps Hot-plug Dual, Hot-Plug, Redundant Power Supply (1+1), 600W (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet Broadcom 5720 Dual Port 1Gb On-Board LOM iDRAC9, Enterprise 15G ([385-BBQV] ) On-Board Broadcom 5720 Dual Port 1Gb LOM 32GB microSDHC/SDXC Card IDSDM Card Reader Basic Next Business Day 12 Months, 12 Month(s) Basic Next Business Day, 36 Month(s)	1	\$5,295.00
02-SSC-2837	<b>SonicWall TZ670 Network Security/Firewall Appliance - 8 Port - 10/100/1000Base-T, 10GBase-X - 10 Gigabit Ethernet - DES, 3DES, MD5, SHA-1, AES (128-bit), AES (192-bit), AES (256-bit) - 8 x RJ-45 - 2 Total Expansion Slots -</b> 	1	\$1,869.00
02-SSC-3112	<b>SonicWall Rack Mount for Firewall</b> 	1	\$199.00
02-SSC-5867	<b>SonicWall Service/Support - 3 Year - Service - 8 x 5</b>	1	\$695.00
GS728TP-200NAS	<b>Netgear ProSafe GS728TP Ethernet Switch - 24 Ports - Manageable - 2 Layer Supported - 4 SFP Slots - 264 W Power - Twisted Pair, Optical - Rack-mount - Lifetime WTY</b> 	1	\$479.00
MITS_MISCACC	<b>Deep Freeze Standard Per PC w/ 3 year support.</b>	14	\$1,246.00
ES-ENT Bldg Bndl	<b>EnvisionWare 1st Building includes LPTOne and PC Res</b>	1	\$2,695.00
ES-ENT Clnt Bndl	<b>PC Res Client Bundle</b>	14	\$1,386.00
LPT-MPS	<b>Mobile and Remote Print release</b>	1	\$795.00



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

PS-FR-U	<b>EnvisionWare Professional Services Remote Install with Sharp Local Support</b>	1	\$4,500.00
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Subtotal: **\$19,159.00**



## MASTER CLIENT SERVICES AGREEMENT

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

### 1) SCOPE OF SERVICES.

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

### 2) PAYMENT.

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

### 3) AUTHORIZED CONTACT PERSON.

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

### 4) ACCESS TO PREMISES.

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

## 5) WARRANTIES; LIMITATIONS OF LIABILITY.

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

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

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

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

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

## 6) INDEMNIFICATION.

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

## 7) COPYRIGHTS AND OTHER INTELLECTUAL PROPERTY.

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

## 8) PRIVACY.

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

## 9) TERM AND TERMINATION.

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



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

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

#### 10) UPTIME AND REMEDIES.

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

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

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

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

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

#### 11) CONFIDENTIAL INFORMATION.

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

## 12) MISCELLANEOUS.

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

**AGREED AND ACCEPTED**

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

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

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

Client: Cornwall Public Library

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

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

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

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

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

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



## Project Services

Product ID	Product Details	Qty	Extended Price
MITS_ONBOARDING	<p><b>MANAGED IT SERVICES ONBOARDING PROJECT</b></p> <p>Onboard devices for 14 public machines with RMM agent. Setup Elite Server Care agent. Deploy Sentinel One agent on all 14 devices including server. Deploy datto cloud backup for server. Setup VPNs for remote access. Install Auvik and setup listener on server. Approximately 16 Hours.</p> <p>Setup new firewall and server (8 hours). Redeploy Printer On, Envisionware and PC reservation on new server (8 hr), setup new OS and create new AD environment, add users to new domain. Configure new firewall and any additional appliances and support for HVAC, camera systems, and/or phone system liaising. Approximately 16 hours.</p>	32	\$4,960.00

Subtotal: **\$4,960.00**



## IT Infrastructure Upgrades for Hybrid

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

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

Quote Information:  
**Quote #: 001169**  
 Version: 1  
 Proposal Date: 10/01/2024  
 Proposal Expiration Date: 10/25/2024  
 Contract Effective Date: 12/31/2024  
 Contract Length: thirty-six (36) Months

### Quote Summary

Description	Amount
Hardware	\$19,159.00
Project Services	\$4,960.00
<b>Total: \$24,119.00</b>	

### Monthly Recurring Summary

Description	Amount
Monthly Services	\$777.00
<b>Monthly Total: \$777.00</b>	

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

### Sharp Business Systems

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

### Cornwall Public Library

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

Charlotte,

As a reminder, we have **NO CONTRACTS**, our only agreement is a signed payment agreement. Below is an explanation of the estimates provided...

- **Estimate #10109 - One Time Charge \$7,049.91** - Hardware and setup for Network and Internet connectivity, reset all computers
  - This stage is to replace all network equipment (Firewall/router, Switches and WIFI Access points)
  - Setup of all public and staff workstations
  - Note: most of the network expenses are reimbursable with E-Rate
- **Estimate #10108 - Recurring Monthly \$469.99** (quarterly or annually options also available)

**Time line for setup:**

While on site, the primary objective is to immediately get staff to be able to get to the internet, check in/check out process working and printing. For public computers, internet access and office applications operational. After hours we do additional configurations and validation and work with the staff the next day to address any issues or changes. Our on-site work will be completed same day.

- **Signed payment agreement for purchase of equipment and planning for deployment**
- **Order Hardware**
  - Approximately 14 days to be delivered
- **Hardware Delivery Confirmed, Schedule on site visit**
  - Schedule on site visit
  - Schedule RCLS on site visit so they can reset the BIOS password on all devices
- **On Site Visit**
  - **Step 1 - Replace network equipment which will have some interruptions for internet connectivity**
    - We will need to take a public and a staff machine offline so it is reset and ready to go after the network switch over as these devices will be the only ones available for use until step 2 is complete.
  - **Step 2 - Wipe and Reset computers (staff and public)**
    - We will reset all remaining computers which will take approximately 4 hours
  - **Step 3 - Short Term Validation**
    - At this stage we will verify public computers have Office installed and access to the internet
    - Staff computers will be verified to be able to get to the internet, print and perform book check-out/check-in
  - **Step 4 - After hours configurations and validation**



- After hours we will remotely make final changes and perform additional validation
- o **Step 5 - Wrap up**
  - The following day, any additional issues or requests will be handled here

We do require RCLS to remove the BIOS password on all devices and/or provide the password (which they usually do not do). We also require you to have any software licenses available in case needed (example: Windows OS, Office etc).

Please note we may have to make adjustments if equipment availability or requirements change.

If you need any references, I am managing the IT for multiple Libraries (Kingston, Wallkill, Highland, Beekman). We can also work on finding an E-Rate specialist to work with you on applying for funding on services we offer (E-Rate should reimburse a percentage of the network equipment which is usually around 60-70%).

Please let me know any questions.

Thank you,  
Mike  
HV Tech Services LLC  
(845) 475-8370  
<https://www.hvtechservices.com>



# ESTIMATE

Monthly Recurring Services

**HV Tech Services LLC**

118 Sterling Place  
Highland, New York 12528  
United States

(845) 475-8370

www.HVTechServices.com

**BILL TO**

**Cornwall Public Library**  
Charlotte Dunaief  
395 Hudson St  
Cornwall, New York 12518  
United States

(845) 534-8282  
CDunaief@rcls.org

**Estimate Number:** 10108

**Estimate Date:** March 10, 2023

**Expires On:** March 25, 2023

**Grand Total (USD): \$469.69**

Items	Quantity	Price	Amount
<b>Contract - Standard</b> Antivirus, Patch Management, Web Filtering and Monitoring Services for Workstations  NOTE: Monthly Recurring Services	30	\$12.99	\$389.70
<b>Contract - NOC Basic</b> Antivirus, Patch Management, Web Filtering and Monitoring Services for Physical Servers  NOTE: Monthly Recurring Services	1	\$79.99	\$79.99
<b>Total:</b>			\$469.69
<b>Grand Total (USD):</b>			<b>\$469.69</b>

**Notes / Terms**

Due to product availability and daily price changes, this quote is guaranteed for 14 days. Hardware cancellations and returns are subject to a 15% restocking fee. Software is non-refundable.

Thank you for choosing HV TECH SERVICES LLC. Contact sales@hvtechservices.com with any questions.



# ESTIMATE

Initial Site Setup

**HV Tech Services LLC**  
118 Sterling Place  
Highland, New York 12528  
United States

(845) 475-8370  
www.HVTechServices.com

**BILL TO**  
**Cornwall Public Library**  
Charlotte Dunaief  
395 Hudson St  
Cornwall, New York 12518  
United States

(845) 534-8282  
CDunaief@rcls.org

**Estimate Number:** 10109

**Estimate Date:** March 10, 2023

**Expires On:** March 25, 2023

**Grand Total (USD):** \$7,049.91

Items	Quantity	Price	Amount
<b>Site Setup Fee</b> On site review and setup to managed services. Includes software agent installation on all workstations, review of infrastructure and provide documentation. (ONE TIME FEE)	1	\$299.99	\$299.99
<b>Hardware</b> Ubiquiti Dream Machine Pro Firewall/Router	1	\$399.99	\$399.99
<b>Hardware</b> Ubiquiti Network Switch 48 PoE	1	\$1,299.99	\$1,299.99
<b>Hardware</b> Ubiquiti Access Point WiFi 7	4	\$229.99	\$919.96
<b>Hourly Rate - Tax Exempt</b> Configuration and Installation of Network Firewall, Switch and Wireless Access Points.  Setup of Server (Active Directory, Policies, User Accounts)	1	\$1,400.00	\$1,400.00
<b>Hardware</b> Battery Backup 1500 UPS	1	\$499.99	\$499.99
<b>Server</b> Active Directory lite server	1	\$429.99	\$429.99
<b>Hourly Rate - Tax Exempt</b> Initial set up of staff and public computers - Wipe all workstation computers and reset them, install agent and configure security settings.	1	\$1,800.00	\$1,800.00



# ESTIMATE

Initial Site Setup

**HV Tech Services LLC**  
118 Sterling Place  
Highland, New York 12528  
United States

(845) 475-8370  
[www.HVTechServices.com](http://www.HVTechServices.com)

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**Total:** \$7,049.91

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**Grand Total (USD):** **\$7,049.91**

## Notes / Terms

Due to product availability and daily price changes, this quote is guaranteed for 14 days. Hardware cancellations and returns are subject to a 15% restocking fee. Software is non-refundable.

Thank you for choosing HV TECH SERVICES LLC. Contact [sales@hvtechservices.com](mailto:sales@hvtechservices.com) with any questions.

# **IT Support / MSP Proposal**

## **Prepared for Cornwall Public Library**

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

09 / 25 / 2024

Charlotte Dunaief  
395 Hudson St  
Cornwall, NY 12518

Dear Charlotte,

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

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

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

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

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

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



Nicko Feinberg  
Frontline Data Services

## Benefits to Your Library

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

# Scope & Services

## Managed IT Service Plan Includes:

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

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

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

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

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

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

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

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

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

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



# Scope & Services

## **SERVICE RESPONSE LEVEL AGREEMENT**

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

## **IT Support Helpdesk**

All Support and service requests shall be made to:

Helpdesk Telephone: (845) 664-7381

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

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

## **Onsite Support Services:**

All onsite support services are included where necessary.

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

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

# Pricing

## Monthly Recurring Fees - Independent

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

## One Time Fees

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

## Wifi Access Points Upgrade

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

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

## Fiber Communications Line

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

### Additional Considerations

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

**Ramapo Catskill Library System  
2025 Menu of IT Services  
Appendix B  
Year 3 of 5**

RCLS requests confirmation of the level of IT Services to be provided by the System to the Supported Library. The Library's selection of the level of IT Services will enable predetermination of costs and careful planning for any necessary preparation, procurement or training needed for 01/01/25 - 12/31/25. The 2025 Menu of IT Services is due to RCLS by **June 30, 2024**.

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

**Cornwall Public Library - NO CHANGE FROM 2024**

Hardware Support Services	Qty	Support	Repl. Cost	Total
Minimum Support	23	\$ 4,130		\$ 4,130
# of Supported PCs	22	672	187	18,898
# of Supported Laptops	6	672	210	5,292
# of Supported PCs Replaced in 2025	5		194	970
# of Supported Laptops Replaced in 2025	5		75	375
Barcode Readers	10	15		150
Server	1	950		950
Receipt Printer	11	15		165
Networked Printer	2	25		50
Wi-Fi Access Points	4	50		200
<b>Total Hardware Support</b>				<b>\$ 31,180</b>

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

<b>Telecommunications Costs</b>	<b>\$ 1,200</b>
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<b>Contribution to the IT Capital Fund</b>	<b>\$ 2,050</b>
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<b>TOTAL 2025 MENU OF IT SERVICES SUPPORT</b>	<b>\$ 34,856</b>
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## Ramapo Catskill Library System 2025 Menu of IT Services

Notification of the selected services shall be sent to the System by **June 30, 2024** via **a)** email or letter from a board officer or library manager/director empowered to sign contracts for the Supported Library, OR **b)** a marked and signed copy of the Menu of IT Services indicating selections sent via RCLS Delivery or USPS.

**Library Name:** Cornwall Public Library

**Signature:** Stephanie Wolf

**Print Name & Title:** Stephanie Wolf, CPL Board President

**Date:** 6/12/2024

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

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

As a reminder, per the IT Contract, a lack of the signed confirmation and marked Menu of IT Services by **June 30, 2024** shall constitute confirmation of the past year's service selections for the upcoming year's pricing.

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

*RCLS Use*

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

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

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

**NO CHANGE FROM 2024** - Includes all the IT Equipment & Services that RCLS currently supports per the inventory list provided. This worksheet cannot be edited. If there are **no** changes, print this worksheet, complete the signature lines, and forward it to RCLS by **June 30, 2024**.



# The Good Idea Fund

## Grant Request Form

Proposals need to be submitted to the Director by the end of each quarter in order to be considered.

Deadline dates are: March 23, June 22, September 21 and December 21, 2018. Requests will be considered at the following board meeting. Grants will be issued for a minimum of \$500 and should be for one-time expenses that fall outside the parameters of the annual operating budget. Projects will be funded that enhance the programming or services of the library.

1. Your Name: Elizabeth Fisher

2. Your Financial Request:

\$ 274.43

3. Project this grant will fund:

A sit/stand Mobile Desk (see enclosed)

4. Is this grant for technology, products, furniture, equipment, or services?

Furniture for | Youth Services Area

5. Is any portion of this request funded by another source? If so, please identify.

No

6. Who is the intended audience for this request?

Staff and when not in use public

7. Please describe your project. What is the anticipated outcome of this project?

How will you measure this?

An adjustable workstation for staff/public. Flexibility of additional help in the area plus the health of the individual using it.

2023-2025

8. What goal or objective does this pertain to in the 20-1-7-2022 Strategic Plan?

To help Provide excellent, personal Customer service, and have a study desk available for use in Youth Services area

9. Please complete attached Budget Form. See attached



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27557704			UPS GROUND	09/26/24		09/26/24	VISA
QUANTITY	UOM	ITEM NUMBER	DESCRIPTION			UNIT PRICE	EXT. PRICE
		1+9014	SIT/STAND MOBILE DESK - 30 X 22 <sup>1</sup>			245.00	
			SUB-TOTAL	SALES TAX	SHIPPING/HANDLING	TOTAL	
			245.00	.00	29.43	274.43	

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## Sit/Stand Mobile Desk - 30 x 22"



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- Easy pneumatic lift adjusts height from 27-42".
- Sturdy aluminum frame with 4 swivel casters, 2 locking.

MODEL NO.	SHAPE	DIMENSIONS L x W	CAPACITY (LBS.)	WT. (LBS.)	PRICE EACH		IN STOCK SHIPS TODAY	
					1	2+		
H-9014	Rectangle	30 x 22"	65	28	\$245	\$235	<input type="text" value="1"/>	<input type="button" value="ADD"/>

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