Coopersville Area District Library

Monthly Board Meeting
Place: 333 Ottawa Street
Coopersville MI 49404

Time: 7:00 pm
Date: November 18, 2026

Agenda

1. **Call to Order**
2. **Approval of Agenda** **(m)** **p. 1-2**
3. **Approval of the Minutes (October 21, 2026 Meeting)** **(m)** **p. 3-4**
4. **Public Comment:**
5. **Financial Reports**
   a. November Operations: Balance Sheets & Budget vs. Actual **(r)** **p. 5-7**
   b. Approve October expenditures, including ACH transactions #21696-21710 totaling $57,746.30 **(m)** **p. 8-9**
   c. Approve November checks to date, including ACH transactions #21711-21714 totaling $7,260.53 **(m)** **p. 10**
   d. Statement of Income **(r)** **p. 11-14**
   e. Visa Reconciliation Detail **(r)** **p. 15**
   f. CADL Building Expansion Budget Performance **(r)** **p. 16**
   g. 2025-2026 Audit Review **(r)** **if available**
6. **Correspondence/Marketing** **(r)** **p. 17-19**
   a. CADL Press Releases
   b. December/January Calendars
   c. Programming Flyers
7. **Director's Report** **(r)** **p. 20-22**
8. **Committee Reports** **(r)**
9. **Unfinished Business**
   a. Fines Free Terms and Dates Update **(m)** **p. 23**
   b. Par Plan Grant Update **(m)** **p. 24-26**
   c. Makerspace discussion **(d)**
10. **New Business**
    a. E-Rate Internet Bids **(m)** **p. 28**

b. Health Insurance Renewal
    i. Staff **(m)** **p. 29**
    ii. Director **(m)** **p. 30**
c. Forte (AV System) Service Contract Renewal **(m)** **p. 31-37**
d. Holiday Closings 2027 **(m)** **p. 38**

11. **Public/board Comments:**
12. **Next Meeting: Board meeting January 20, 2026 at 7PM**

(m) - motion, (r) - receive and file, (i) - information, (d) - discussion

Coopersville Area District Library
333 Ottawa Street
Coopersville, MI 49404

Minutes from October 21, 2026 Board Meeting

Call to Order: President Sue Boomgaard-Rasch called the meeting to order at 7:00 pm.

Members Present: Sue Boomgaard-Rasch, Pat Lindberg, Stephanie Mayrose, Greg Dunn, Amy Deming, Roland DeVries, Kathi Waldecker, Norine Fox

Staff Present: Elyshia Hoekstra/Director

Absent: None

M/S (R. DeVries, A. Deming) to approve October 21, 2026 agenda with the addition of AWM Water Features quote to New Business (Pages 1-2). Motion carried.

M/S (K. Waldecker, A. Deming) to approve September 16, 2026 Board Meeting minutes (Pages 3-4**).** Motion carried.

Public Present/Comments: No public present

Financial Reports:

A. **Informational review to receive and file October Operations: Balance Sheets & Budget vs. Actual (Pages 5-7).**

B. **M/S (S. Mayrose, G. Dunn) to approve** September expenditures, including ACH transactions #21677-21695 totaling $77,425.95 (Pages 8-9). Motion carried.

C. **M/S (A. Deming, P. Lindberg) to approve** October checks to date, including ACH transactions #21650 totaling $431.71 (Page 10). Motion carried.

D. **Informational review to receive and file Statement of Income (Pages 11-14).**

E. **Informational review to receive and file Visa Reconciliation Detail (Page 15).**

F. **Informational review to receive and file CADL Building Expansion Budget Performance (Page 16).**

Correspondence/Marketing: – Pages 17-19 – Informational review to receive and file

A. CADL Press Releases
B. November Calendar
C. Programming Flyers
D. City of Coopersville Notice

Director's Report: – Pages 20-23 -Informational review to receive and file

Highlights

**Audit report paused until November.*
**Elyshia working to finish state aid report before maternity leave.*
**Contractor believes downspout can be rerouted to west side of building.*

**LP Tree Service cut the trees in detention pond.*
**Sidewalk repairs completed on October 8.*
**New copier installed on October 7-phone installation to follow soon.*
**Observer and Coopersville Yearbook database is live.*
**Elyshia is planning to work until the Thanksgiving Holiday. Assistant Director Katie VanHuis will serve as Interim Director.*
**Elyshia has completed her term as Chair for Lakeland's Advisory Committee.*

Committee Reports: None

Unfinished Business:

A. **M/S (A. Deming, S. Mayrose) to approve** the Fines Free Terms and Dates. Motion carried.
B. **M/S (S. Mayrose, A. Deming) to approve** cancellation of December 2026 Board Meeting. Motion carried.
C. **M/S (G. Dunn, P. Lindberg) to approve** start of CADL Fines Free Policies in December 2026 at the discretion of Director Elyshia Hoekstra with staff input. Motion carried.
**Some items in the Library of Things will be subject to late fees: Tonies/$1.00 per day-$150.00 to replace; Hot Spot/$5.00 per day-$25.00 Max.*
**Copies/10 free per day-$.10 each black & white/$.25 each color for additional copies; faxes/five free-$1.00 per additional pages.*

New Business: - Pages 24-46

A. **M/S (A. Deming, P. Lindberg) to approve** Assistant Director Katie VanHuis's Compensation Proposal (Page 24). Motion carried.
B. **Informational review to receive and file the Fourth Quarter (Q4) Strategic Plan Updates (Pages 25-46).**
C. **M/S (R. DeVries, K. Waldecker) to approve** AWM Water Features quote #3469 (10/16/2026) of $1,865.00 for Drain Maintenance and Detention Pond Mowing-Fall 2026 (Page added to New Business). Motion carried.

Public/Board Comments:
Discussion centered on canceling the December board meeting and scheduling the holiday/staff appreciation gathering for the January 2027 board meeting. Greg D. suggested planning an Open House to acquaint public with Staff, Library of Things, Maker Space, new/established programs, etc. Such an event could also promote issuing library cards since the number of new card registrations has been declining. Board was in agreement regarding these ideas.

Adjournment: 8:20 pm.

Next Board Meeting: November 18, 2026 at 7:00 pm.

COOPERSVILLE AREA DISTRICT LIBRARY

Balance Sheet

As of November 5, 2026

	TOTAL	
	AS OF NOV 5, 2026	AS OF NOV 5, 2025 (PY)
ASSETS		
Current Assets		
Bank Accounts		
101-001 Choice One - Checking	78,240.90	84,919.37
101-003 ICS-FDIC Savings	-80,000.00	0.00
101-003-1 General ICS Savings	394,938.72	390,287.03
101-003-2 Dedicated ICS - Capital Projects	40,000.00	40,000.00
Total 101-003 ICS-FDIC Savings	**354,938.72**	**430,287.03**
101-004 Building Debt Fund	151,313.60	71,299.70
101-005a Murray CD	15,073.58	14,868.83
101-007 Business Primary Share (Consumers Credit Union)	25.00	25.00
101-008 Consumers Credit Union	63,392.08	61,603.43
Total Bank Accounts	**$662,983.88**	**$663,003.36**
Accounts Receivable		
101-018 Accounts Receivable	651.99	-10.99
Total Accounts Receivable	**$651.99**	**$ -10.99**
Other Current Assets		
QuickBooks Tax Holding Account	4,281.66	
Total Other Current Assets	**$4,281.66**	**$0.00**
Total Current Assets	**$667,917.53**	**$662,992.37**
TOTAL ASSETS	**$667,917.53**	**$662,992.37**
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
101-202 Accounts Payable	5,028.24	8,114.63
Total Accounts Payable	**$5,028.24**	**$8,114.63**
Credit Cards		
101-211 VISA	310.29	261.57
Total Credit Cards	**$310.29**	**$261.57**
Other Current Liabilities		
101-258 Payroll Liabilities	5,566.49	5,566.49
AFLAC	18.63	0.00
Alerus Retirement	-5,027.20	0.00
Empower	4,515.41	
Federal Taxes (941/943/944)	3,603.47	4,612.07
Health Insurance-20% of premium	-96.95	0.00
IRA-roth	513.91	
MI Income Tax	687.36	902.61
MI Local Tax	14.32	88.52

COOPERSVILLE AREA DISTRICT LIBRARY

Balance Sheet

As of November 5, 2026

	TOTAL	
	AS OF NOV 5, 2026	AS OF NOV 5, 2025 (PY)
Total 101-258 Payroll Liabilities	**9,795.44**	**11,169.69**
Total Other Current Liabilities	**$9,795.44**	**$11,169.69**
Total Current Liabilities	**$15,133.97**	**$19,545.89**
Total Liabilities	**$15,133.97**	**$19,545.89**
Equity		
101-370 Committed Fund Balance	250,000.00	250,000.00
3000 Opening Bal Equity	244,449.10	244,449.10
3900 Retained Earnings	192,589.20	176,773.09
Net Income	-34,254.74	-27,775.71
Total Equity	**$652,783.56**	**$643,446.48**
TOTAL LIABILITIES AND EQUITY	**$667,917.53**	**$662,992.37**

COOPERSVILLE AREA DISTRICT LIBRARY

Budget vs. Actuals: Budget_FY27_P&L - FY27 P&L Classes

July 2026 - June 2027

	1-GENERAL OPERATIONS			TOTAL		
	ACTUAL	BUDGET	OVER BUDGET	ACTUAL	BUDGET	OVER BUDGET
Income						
101-401 Property Taxes	2,021.63	423,000.00	-420,978.37	$2,021.63	$423,000.00	$ -420,978.37
101-501 Federal		0.00	0.00	$0.00	$0.00	$0.00
101-539 State	240.24	19,000.00	-18,759.76	$240.24	$19,000.00	$ -18,759.76
101-580 Local Grants		12,200.00	-12,200.00	$0.00	$12,200.00	$ -12,200.00
101-600 Charges for Services	1,995.22	5,400.00	-3,404.78	$1,995.22	$5,400.00	$ -3,404.78
101-655 Fines & Forteitures	1,827.04	33,200.00	-31,372.96	$1,827.04	$33,200.00	$ -31,372.96
101-664 Investment Earnings	6,598.46	8,500.00	-1,901.54	$6,598.46	$8,500.00	$ -1,901.54
101-672 Other Revenue	1,535.00	4,950.00	-3,415.00	$1,535.00	$4,950.00	$ -3,415.00
101-690 Other Financing Sources		0.00	0.00	$0.00	$0.00	$0.00
Total Income	**$14,217.59**	**$506,250.00**	**$ -492,032.41**	**$14,217.59**	**$506,250.00**	**$ -492,032.41**
GROSS PROFIT	**$14,217.59**	**$506,250.00**	**$ -492,032.41**	**$14,217.59**	**$506,250.00**	**$ -492,032.41**
Expenses						
101-701 Personnel Services	104,055.54	316,400.00	-212,344.46	$104,055.54	$316,400.00	$ -212,344.46
101-726 Supplies	3,823.00	14,706.00	-10,883.00	$3,823.00	$14,706.00	$ -10,883.00
101-800 Other Services & Charges	44,824.78	106,865.00	-62,040.22	$44,824.78	$106,865.00	$ -62,040.22
101-970 Capital Outlay	22,392.84	77,000.00	-54,607.16	$22,392.84	$77,000.00	$ -54,607.16
Total Expenses	**$175,096.16**	**$514,971.00**	**$ -339,874.84**	**$175,096.16**	**$514,971.00**	**$ -339,874.84**
NET OPERATING INCOME	**$ -160,878.57**	**$ -8,721.00**	**$ -152,157.57**	**$ -160,878.57**	**$ -8,721.00**	**$ -152,157.57**
NET INCOME	**$ -160,878.57**	**$ -8,721.00**	**$ -152,157.57**	**$ -160,878.57**	**$ -8,721.00**	**$ -152,157.57**

General Operations
Oct 9-31, 2026

Date	Num	Name	Amount
10/09/2026	Deposit	Square	$109.83
10/09/2026	Deposit	Cash	$91.90
10/13/2026	Deposit	Square	$26.58
10/13/2026	Deposit	Square	$203.02
10/15/2026	Deposit	Kraft Business Solutions	$1,417.46
10/16/2026	Deposit	Square	$35.43
10/16/2026	Deposit	Cash	$117.41
10/19/2026	Deposit		$458.15
10/23/2026	Deposit	Cash	$136.80
10/26/2026	Deposit	Summer Tax	$1,846.76
10/28/2026	Deposit	Square	$49.40
10/29/2026	Deposit		$600.00
10/30/2026	Deposit	Cash	$81.95
10/30/2026	Deposit	Square	$23.36
10/13/2026	Transfer	Argent Payment	$9,975.00
10/26/2026	Transfer	ICS transfer	$80,000.00
10/13/2026	Transfer	Library Debt Fund Transfer	($78,601.35)
10/14/2026	DD	Payroll	($6,865.75)
10/28/2026	DD	Payroll	($7,005.39)
10/13/2026	ACH	M.E.R.S.	($2,091.00)
10/14/2026	ACH	Tax Payment	($2,107.91)
10/14/2026	ACH	City of Muskegon	($13.61)
10/14/2026	ACH	City of Muskegon	($13.56)
10/14/2026	ACH	City of Muskegon	($20.81)
10/15/2026	ACH	Empower	($398.96)
10/15/2026	ACH	OverDrive	($220.50)
10/16/2026	ACH	Amazon Capital Services	($1,127.99)
10/21/2026	ACH	Consumers Energy	($976.26)
10/21/2026	ACH	Aflac	($290.70)
10/22/2026	ACH	Amazon Capital Services	($1,197.22)
10/22/2026	ACH	Everon	($91.09)
10/27/2026	ACH	OverDrive	($76.00)
10/28/2026	ACH	Tax Payment	($2,173.75)
10/29/2026	ACH	Empower	($405.95)
10/31/2026	ACH	OverDrive	($84.31)
10/31/2026	ACH	OverDrive	($2.49)
10/12/2026	21696	Coopersville Rotary Club.	($100.00)
10/12/2026	21697	Lakeland Library Cooperative	($5,641.47)
10/12/2026	21698	Argent Institutional Trust Company	($9,975.00)
10/12/2026	21699	Everon	($91.09)

	10/12/2026	21700	Visa	($1,214.60)
	10/19/2026	21701	Midwest Tape- Hoopla	($698.18)
	10/19/2026	21702	LP Tree Service	($600.00)
	10/19/2026	21703	Advanced Plumbing Concepts LLC	($350.00)
	10/19/2026	21704	Brodart Co.	($346.02)
	10/19/2026	21705	T-Mobile	($198.03)
	10/19/2026	21706	Cengage Learning	($180.00)
	10/19/2026	21707	New Views LLC	($801.66)
	10/19/2026	21708	Heimler Consulting	($2,087.00)
	10/19/2026	21709	Superior Asphalt	($10,215.00)
	10/28/2026	21710	Doug Einfeld	($50.00)
	10/14/2026	Refund	Square	($35.00)
TOTAL				**($41,174.60)**

Thursday, Nov 05, 2026

General Operations
Oct 1-5, 2026

Date	Num	Name	Amount
11/01/2026	Deposit	Interest	$49.98
11/02/2026	Deposit	Summer Taxes	$757.26
11/02/2026	Deposit	U.S. Bank Equipment Refund	$686.17
11/02/2026	Deposit	Summer Taxes	$88.82
11/02/2026	Deposit	Square	$68.00
11/02/2026	ACH	Priority Health	($2,057.08)
11/02/2026	ACH	M.E.R.S.	($200.00)
11/05/2026	ACH	Michigan Gas Utilities	($82.01)
11/03/2026	ACH	GreatAmerica	($375.05)
11/03/2026	ACH	Quill	($69.99)
11/05/2026	21711	Tech Logic Corporation	($1,715.00)
11/05/2026	21712	T-Mobile	($198.24)
11/05/2026	21713	Cengage Learning	($32.80)
11/05/2026	21714	Visa	($4,260.53)
TOTAL			**($7,340.47)**

Thursday, Nov 05, 2026

Coopersville Area District Library

Statement of Financial Income and Expense

July 1 - November 5, 2026

	1-GENERAL OPERATIONS	2-DEBT SERVICE PAYMENT	4 - STRATEGIC PLAN	NOT SPECIFIED	TOTAL
Income					
101-401 Property Taxes	2,021.63	0.00	0.00	0.00	$2,021.63
101-405 Local, Chester Twp Millage	0.00	383.49	0.00	0.00	$383.49
405-2- Local, Chester Twp Bond Payment	0.00	3,547.96	0.00	0.00	$3,547.96
Total 101-405 Local, Chester Twp Millage	**0.00**	**3,931.45**	**0.00**	**0.00**	**$3,931.45**
101-406 Local,Polkton Twp Millage	0.00	0.00	0.00	0.00	$0.00
406-2 Local, Polkton Twp Bond Payment	0.00	35,573.68	0.00	0.00	$35,573.68
Total 101-406 Local,Polkton Twp Millage	**0.00**	**35,573.68**	**0.00**	**0.00**	**$35,573.68**
101-407 Local, Wright Twp Millage	0.00	2,406.65	0.00	0.00	$2,406.65
407-1 IFT - Wright	0.00	1,957.05	0.00	0.00	$1,957.05
407-2 Local, Wright Twp Bond Payment	0.00	34,637.85	0.00	0.00	$34,637.85
Total 101-407 Local, Wright Twp Millage	**0.00**	**39,001.55**	**0.00**	**0.00**	**$39,001.55**
101-408 Local,Coopersville Millage	0.00	3,527.92	0.00	0.00	$3,527.92
408-2 Local, Coopersville Bond Payment	0.00	51,609.81	0.00	0.00	$51,609.81
408.1 IFT City	0.00	4,043.66	0.00	0.00	$4,043.66
Total 101-408 Local,Coopersville Millage	**0.00**	**59,181.39**	**0.00**	**0.00**	**$59,181.39**
Total 101-401 Property Taxes	**2,021.63**	**137,688.07**	**0.00**	**0.00**	**$139,709.70**
101-539 State	0.00	0.00	0.00	0.00	$0.00
101-540 Grants, State	0.00	0.00	0.00	0.00	$0.00
541-6 Continuing Education	0.00	0.00	0.00	0.00	$0.00
Total 101-540 Grants, State	**0.00**	**0.00**	**0.00**	**0.00**	**$0.00**
101-541 State Aid,CADL	0.00	0.00	0.00	0.00	$0.00
101-542 E-Rate Reimbursement	240.24	0.00	0.00	0.00	$240.24
Total 101-539 State	**240.24**	**0.00**	**0.00**	**0.00**	**$240.24**
101-600 Charges for Services	0.00	0.00	0.00	0.00	$0.00
101-628 Cash Drawer	21.00	0.00	0.00	0.00	$21.00
628-1 Photocopier	996.70	0.00	0.00	0.00	$996.70
628-10 Over/Under	7.27	0.00	0.00	0.00	$7.27
628-2 Fax	208.00	0.00	0.00	0.00	$208.00
628-3 DVDs Rentals	293.00	0.00	0.00	0.00	$293.00
628-5 Game Rentals	152.75	0.00	0.00	0.00	$152.75
628-6 Room Rentals	260.00	0.00	0.00	0.00	$260.00
628-7 Lost Card	44.99	0.00	0.00	0.00	$44.99
628-9 Donations	11.51	0.00	0.00	0.00	$11.51
Total 101-628 Cash Drawer	**1,995.22**	**0.00**	**0.00**	**0.00**	**$1,995.22**
Total 101-600 Charges for Services	**1,995.22**	**0.00**	**0.00**	**0.00**	**$1,995.22**
101-655 Fines & Forteitures	0.00	0.00	0.00	0.00	$0.00
655-2 Cash Drawer - Lost Items	143.92	0.00	0.00	0.00	$143.92
655-3 Cash Drawer - Materials Fines	1,322.59	0.00	0.00	0.00	$1,322.59
655-4 Ottawa Co Penal Fines	0.00	0.00	0.00	0.00	$0.00
655-5 Fines & Forfeitures - Other	360.53	0.00	0.00	0.00	$360.53
Total 101-655 Fines & Forteitures	**1,827.04**	**0.00**	**0.00**	**0.00**	**$1,827.04**

Coopersville Area District Library

Statement of Financial Income and Expense

July 1 - November 5, 2026

	1-GENERAL OPERATIONS	2-DEBT SERVICE PAYMENT	4 - STRATEGIC PLAN	NOT SPECIFIED	TOTAL
101-664 Investment Earnings	0.00	0.00	0.00	0.00	$0.00
101-665 Interest, MoneyMarket Savings	6,598.46	122.98	0.00	0.00	$6,721.44
Total 101-664 Investment Earnings	**6,598.46**	**122.98**	**0.00**	**0.00**	**$6,721.44**
101-672 Other Revenue	0.00	0.00	0.00	0.00	$0.00
101-674 Private Contributions/Donations	0.00	0.00	0.00	0.00	$0.00
101-677 Donations, Friends	635.00	0.00	0.00	0.00	$635.00
101-680 Donations, Other	450.00	0.00	0.00	0.00	$450.00
684-2 Winter Reading Club	450.00	0.00	0.00	0.00	$450.00
Total 101-674 Private Contributions/Donations	**1,535.00**	**0.00**	**0.00**	**0.00**	**$1,535.00**
Total 101-672 Other Revenue	**1,535.00**	**0.00**	**0.00**	**0.00**	**$1,535.00**
Total Income	**$14,217.59**	**$137,811.05**	**$0.00**	**$0.00**	**$152,028.64**
GROSS PROFIT	**$14,217.59**	**$137,811.05**	**$0.00**	**$0.00**	**$152,028.64**
Expenses					
101-701 Personnel Services	0.00	0.00	0.00	0.00	$0.00
701-a Salary,Wages	75,681.11	0.00	0.00	0.00	$75,681.11
701-b Alerus 457	266.94	0.00	0.00	0.00	$266.94
701-d Payroll Expenses	537.50	0.00	0.00	0.00	$537.50
701-e Payroll taxes	5,709.71	0.00	0.00	0.00	$5,709.71
701-f AFLAC Short Term Disb.	1,074.33	0.00	0.00	0.00	$1,074.33
701-g Health/Dental Insurance	5,555.67	0.00	0.00	0.00	$5,555.67
701-h Insurance, Operations	8,421.00	0.00	0.00	0.00	$8,421.00
701-i MERS - Minimum Payment	6,473.00	0.00	0.00	0.00	$6,473.00
701-l Staff Meetings	136.28	0.00	0.00	0.00	$136.28
Total 101-701 Personnel Services	**103,855.54**	**0.00**	**0.00**	**0.00**	**$103,855.54**
101-726 Supplies	0.00	0.00	0.00	0.00	$0.00
101-727 Operating Supplies	0.00	0.00	0.00	0.00	$0.00
727-a Collection Supplies	502.14	0.00	0.00	0.00	$502.14
727-b Computer/Printing Supplies	80.86	0.00	0.00	0.00	$80.86
727-c Office Supplies (paper included	183.57	0.00	0.00	0.00	$183.57
727-d Postage	82.00	0.00	0.00	0.00	$82.00
727-e Supplies, Building/Janitorial	352.65	0.00	0.00	0.00	$352.65
Total 101-727 Operating Supplies	**1,201.22**	**0.00**	**0.00**	**0.00**	**$1,201.22**
728 Programming Supplies	-21.56	0.00	11.99	0.00	$ -9.57
728-a Adult Programs	680.06	0.00	0.00	0.00	$680.06
728-d Early Literacy Programming	1,009.23	0.00	0.00	0.00	$1,009.23
728-e General Programming	439.42	0.00	0.00	0.00	$439.42
728-f Summer Reading Clubs	-25.57	0.00	0.00	0.00	$ -25.57
728-h Tween Programming	115.75	0.00	0.00	0.00	$115.75
728-j Makers Space	424.45	0.00	0.00	0.00	$424.45
Total 728 Programming Supplies	**2,621.78**	**0.00**	**11.99**	**0.00**	**$2,633.77**
Total 101-726 Supplies	**3,823.00**	**0.00**	**11.99**	**0.00**	**$3,834.99**

Coopersville Area District Library

Statement of Financial Income and Expense

July 1 - November 5, 2026

	1-GENERAL OPERATIONS	2-DEBT SERVICE PAYMENT	4 - STRATEGIC PLAN	NOT SPECIFIED	TOTAL
101-800 Other Services & Charges	0.00	0.00	0.00	0.00	$0.00
805 Professional/Contract Services	12.37	0.00	0.00	0.00	$12.37
805-b Computer Tech Support	725.00	0.00	0.00	0.00	$725.00
805-b1 Erate - Broadband Services Monthly Fees	525.00	0.00	0.00	0.00	$525.00
Total 805-b Computer Tech Support	**1,250.00**	**0.00**	**0.00**	**0.00**	**$1,250.00**
805-c Financial Services	75.00	0.00	0.00	0.00	$75.00
805-d Janitorial Service	0.00	0.00	0.00	0.00	$0.00
805-d1 Carpet Cleaning	2,324.00	0.00	0.00	0.00	$2,324.00
805-d2 Cleaning Service	2,404.98	0.00	0.00	801.66	$3,206.64
Total 805-d Janitorial Service	**4,728.98**	**0.00**	**0.00**	**801.66**	**$5,530.64**
805-d5 Rugs	407.52	0.00	0.00	0.00	$407.52
805-j Legal Fees	53.40	0.00	0.00	0.00	$53.40
Total 805 Professional/Contract Services	**6,527.27**	**0.00**	**0.00**	**801.66**	**$7,328.93**
808 Travel	347.32	0.00	0.00	0.00	$347.32
850 Telephone/Telecommunications	1,780.26	0.00	0.00	0.00	$1,780.26
880 Dues & Fees	0.00	0.00	0.00	0.00	$0.00
880-b Bank Fees, Operations Acct	20.00	0.00	0.00	0.00	$20.00
880-d Credit Card Fees	74.86	0.00	0.00	0.00	$74.86
880-e Credit Card Fees - Friends	-11.40	0.00	0.00	0.00	$ -11.40
880-h Licensing/Subscription Fees	1,537.26	0.00	0.00	0.00	$1,537.26
880-h1 Movie License-Sportmens Club	86.08	0.00	0.00	0.00	$86.08
Total 880-h Licensing/Subscription Fees	**1,623.34**	**0.00**	**0.00**	**0.00**	**$1,623.34**
880-j LLC Fees	9,682.08	0.00	0.00	0.00	$9,682.08
880-k Membership Dues	269.99	0.00	0.00	0.00	$269.99
Total 880 Dues & Fees	**11,658.87**	**0.00**	**0.00**	**0.00**	**$11,658.87**
920 Utilites	0.00	0.00	0.00	0.00	$0.00
920-a Electric - Consumers Energy	4,651.36	0.00	0.00	0.00	$4,651.36
920-b Gas - MI Gas Utilities	350.20	0.00	0.00	0.00	$350.20
920-c Trash - Republic Services	40.60	0.00	0.00	0.00	$40.60
920-d Water & Sewer - City	118.53	0.00	0.00	476.94	$595.47
Total 920 Utilites	**5,160.69**	**0.00**	**0.00**	**476.94**	**$5,637.63**
930 Equipment Service/Repair	0.00	0.00	0.00	0.00	$0.00
930-b Copier	972.67	0.00	0.00	0.00	$972.67
930-d Fire/Security Equip	273.27	0.00	0.00	0.00	$273.27
930-d1 Monthly Fees	837.41	0.00	0.00	0.00	$837.41
Total 930-d Fire/Security Equip	**1,110.68**	**0.00**	**0.00**	**0.00**	**$1,110.68**
930-f Heating & Cooling	295.00	0.00	0.00	0.00	$295.00
930-g Pest Control	450.00	0.00	0.00	0.00	$450.00
930-j Plumbing	350.00	0.00	0.00	0.00	$350.00
Total 930 Equipment Service/Repair	**3,178.35**	**0.00**	**0.00**	**0.00**	**$3,178.35**
931 Grounds Service/Repairs	-59.80	0.00	0.00	0.00	$ -59.80
931-a Grounds, Misc.	12,867.61	0.00	0.00	0.00	$12,867.61
931-c Snow Removal	2,000.00	0.00	0.00	0.00	$2,000.00
931-d Sprinkler Service	0.00	0.00	0.00	0.00	$0.00
931-d2 Sprinkler Parts	58.20	0.00	0.00	0.00	$58.20
Total 931-d Sprinkler Service	**58.20**	**0.00**	**0.00**	**0.00**	**$58.20**
Total 931 Grounds Service/Repairs	**14,866.01**	**0.00**	**0.00**	**0.00**	**$14,866.01**
955 Misc. Expenses	186.58	0.00	0.00	0.00	$186.58
Total 101-800 Other Services & Charges	**43,705.35**	**0.00**	**0.00**	**1,278.60**	**$44,983.95**

Coopersville Area District Library

Statement of Financial Income and Expense

July 1 - November 5, 2026

	1-GENERAL OPERATIONS	2-DEBT SERVICE PAYMENT	4 - STRATEGIC PLAN	NOT SPECIFIED	TOTAL
101-970 Capital Outlay	0.00	0.00	0.00	0.00	$0.00
101-971 Equipment	2,432.00	0.00	0.00	0.00	$2,432.00
101-973 Materials	0.00	0.00	0.00	0.00	$0.00
973-c DVDs	295.53	0.00	0.00	0.00	$295.53
973-d Video Games	234.36	0.00	0.00	0.00	$234.36
973-f Library of Things Collection	773.27	0.00	0.00	0.00	$773.27
973-g Digital Collections	9,044.48	0.00	0.00	0.00	$9,044.48
973-h Printed Materials (Books)	7,389.21	0.00	216.06	0.00	$7,605.27
973-i Lost & Damaged Items	27.99	0.00	0.00	0.00	$27.99
973-k Non-traditional (Hotspots)	2,196.00	0.00	0.00	0.00	$2,196.00
Total 101-973 Materials	**19,960.84**	**0.00**	**216.06**	**0.00**	**$20,176.90**
101-975 Capital Projects	0.00	0.00	0.00	0.00	$0.00
101-995 Strategic Plan	0.00	0.00	0.00	0.00	$0.00
995-2 Building Rehab	0.00	0.00	1,025.00	0.00	$1,025.00
Total 101-995 Strategic Plan	**0.00**	**0.00**	**1,025.00**	**0.00**	**$1,025.00**
Total 101-975 Capital Projects	**0.00**	**0.00**	**1,025.00**	**0.00**	**$1,025.00**
Total 101-970 Capital Outlay	**22,392.84**	**0.00**	**1,241.06**	**0.00**	**$23,633.90**
101-990 Building Expansion	0.00	0.00	0.00	0.00	$0.00
101-994 Bond Interest	0.00	9,975.00	0.00	0.00	$9,975.00
Total 101-990 Building Expansion	**0.00**	**9,975.00**	**0.00**	**0.00**	**$9,975.00**
Total Expenses	**$173,776.73**	**$9,975.00**	**$1,253.05**	**$1,278.60**	**$186,283.38**
NET OPERATING INCOME	**$ -159,559.14**	**$127,836.05**	**$ -1,253.05**	**$ -1,278.60**	**$ -34,254.74**
NET INCOME	**$ -159,559.14**	**$127,836.05**	**$ -1,253.05**	**$ -1,278.60**	**$ -34,254.74**

COOPERSVILLE AREA DISTRICT LIBRARY

101-211 VISA, Period Ending 11/01/2026

RECONCILIATION REPORT

Reconciled on: 11/05/2026

Reconciled by: Susan Sutherland

Any changes made to transactions after this date aren't included in this report.

Summary

	USD
Statement beginning balance	1,214.60
Charges and cash advances cleared (26)	4,260.53
Payments and credits cleared (1)	-1,214.60
Statement ending balance	4,260.53
Uncleared transactions as of 11/01/2026	75.60
Register balance as of 11/01/2026	4,336.13
Cleared transactions after 11/01/2026	0.00
Uncleared transactions after 11/01/2026	258.01
Register balance as of 11/05/2026	4,594.14

Details

Charges and cash advances cleared (26)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/01/2026	Expense	13588159	AcenTek ascending Technology	0.00
10/01/2026	Expense		Google LLC	75.60
10/02/2026	Expense		Demco	209.40
10/05/2026	Expense	11684	327 Pizza	52.05
10/05/2026	Expense		WalMart	10.97
10/08/2026	Expense		Gordon Food Service	34.49
10/08/2026	Expense		WalMart	10.48
10/08/2026	Expense		WalMart	20.66
10/08/2026	Expense		WalMart	38.05
10/08/2026	CC Bill Payment		Cintas Corp	50.75
10/08/2026	CC Bill Payment		Cintas Corp	50.75
10/08/2026	CC Bill Payment		Cintas Corp	50.75
10/09/2026	Expense		WuFoo	22.00
10/09/2026	Expense	A-036288-20261009-121	Mobile Beacon	1,920.00
10/12/2026	Expense		WalMart	5.92
10/18/2026	Expense		Vonage	136.41
10/21/2026	Expense		WalMart	34.81
10/21/2026	Expense	10001539719452	Intuit	127.00
10/21/2026	Expense	11311158	Grand Rapids Children's Museum	250.00
10/22/2026	CC Bill Payment		AWM Water Features	932.50
10/24/2026	Expense		Netflix	8.99
10/26/2026	Expense		Disney	4.99
10/26/2026	Expense		HBO/MAX	2.99
10/26/2026	Expense		WalMart	20.40
10/27/2026	Expense		Prime Video	3.99
10/30/2026	Expense		ADT Security Services (VISA)	186.58
Total				4,260.53

Payments and credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/05/2026	Bill		Visa	-1,214.60
Total				-1,214.60

Additional Information

Uncleared charges and cash advances as of 11/01/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/31/2026	Expense	5726545433	Google LLC	75.60
Total				75.60

Uncleared charges and cash advances after 11/01/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
11/03/2026	Expense			35.99
11/04/2026	Expense		WalMart	12.12
11/15/2026	Expense	13618276	AcenTek ascending Technology	209.90
Total				258.01

COOPERSVILLE AREA DISTRICT LIBRARY

Budget vs. Actuals: Budget_FY27_P&L - FY27 P&L Classes

July 2026 - June 2027

	2-DEBT SERVICE PAYMENT			TOTAL		
	ACTUAL	BUDGET	OVER BUDGET	ACTUAL	BUDGET	OVER BUDGET
Income						
101-401 Property Taxes				$0.00	$0.00	$0.00
101-405 Local, Chester Twp Millage	383.49		383.49	$383.49	$0.00	$383.49
405-2- Local, Chester Twp Bond Payment	3,547.96	22,900.00	-19,352.04	$3,547.96	$22,900.00	$ -19,352.04
Total 101-405 Local, Chester Twp Millage	**3,931.45**	**22,900.00**	**-18,968.55**	**$3,931.45**	**$22,900.00**	**$ -18,968.55**
101-406 Local,Polkton Twp Millage				$0.00	$0.00	$0.00
406-2 Local, Polkton Twp Bond Payment	35,573.68	37,300.00	-1,726.32	$35,573.68	$37,300.00	$ -1,726.32
Total 101-406 Local,Polkton Twp Millage	**35,573.68**	**37,300.00**	**-1,726.32**	**$35,573.68**	**$37,300.00**	**$ -1,726.32**
101-407 Local, Wright Twp Millage	2,406.65		2,406.65	$2,406.65	$0.00	$2,406.65
407-1 IFT - Wright	1,957.05		1,957.05	$1,957.05	$0.00	$1,957.05
407-2 Local, Wright Twp Bond Payment	34,637.85	37,700.00	-3,062.15	$34,637.85	$37,700.00	$ -3,062.15
Total 101-407 Local, Wright Twp Millage	**39,001.55**	**37,700.00**	**1,301.55**	**$39,001.55**	**$37,700.00**	**$1,301.55**
101-408 Local,Coopersville Millage	3,527.92		3,527.92	$3,527.92	$0.00	$3,527.92
408-2 Local, Coopersville Bond Payment	51,609.81	40,300.00	11,309.81	$51,609.81	$40,300.00	$11,309.81
408.1 IFT City	4,043.66		4,043.66	$4,043.66	$0.00	$4,043.66
Total 101-408 Local,Coopersville Millage	**59,181.39**	**40,300.00**	**18,881.39**	**$59,181.39**	**$40,300.00**	**$18,881.39**
Total 101-401 Property Taxes	**137,688.07**	**138,200.00**	**-511.93**	**$137,688.07**	**$138,200.00**	**$ -511.93**
101-539 State				$0.00	$0.00	$0.00
101-573 LCSA / PPT Act		2,200.00	-2,200.00	$0.00	$2,200.00	$ -2,200.00
Total 101-539 State		**2,200.00**	**-2,200.00**	**$0.00**	**$2,200.00**	**$ -2,200.00**
101-664 Investment Earnings				$0.00	$0.00	$0.00
101-665 Interest, MoneyMarket Savings	122.98	500.00	-377.02	$122.98	$500.00	$ -377.02
Total 101-664 Investment Earnings	**122.98**	**500.00**	**-377.02**	**$122.98**	**$500.00**	**$ -377.02**
Total Income	**$137,811.05**	**$140,900.00**	**$ -3,088.95**	**$137,811.05**	**$140,900.00**	**$ -3,088.95**
GROSS PROFIT	**$137,811.05**	**$140,900.00**	**$ -3,088.95**	**$137,811.05**	**$140,900.00**	**$ -3,088.95**
Expenses						
101-800 Other Services & Charges				$0.00	$0.00	$0.00
805 Professional/Contract Services				$0.00	$0.00	$0.00
805-c Financial Services		1,000.00	-1,000.00	$0.00	$1,000.00	$ -1,000.00
Total 805 Professional/Contract Services		**1,000.00**	**-1,000.00**	**$0.00**	**$1,000.00**	**$ -1,000.00**
880 Dues & Fees				$0.00	$0.00	$0.00
880-a Bank Charges		10.00	-10.00	$0.00	$10.00	$ -10.00
880-b Bank Fees, Operations Acct		500.00	-500.00	$0.00	$500.00	$ -500.00
Total 880 Dues & Fees		**510.00**	**-510.00**	**$0.00**	**$510.00**	**$ -510.00**
Total 101-800 Other Services & Charges		**1,510.00**	**-1,510.00**	**$0.00**	**$1,510.00**	**$ -1,510.00**
101-990 Building Expansion				$0.00	$0.00	$0.00
101-991 Bond/Principal		125,000.00	-125,000.00	$0.00	$125,000.00	$ -125,000.00
101-994 Bond Interest	9,975.00	19,950.00	-9,975.00	$9,975.00	$19,950.00	$ -9,975.00
Total 101-990 Building Expansion	**9,975.00**	**144,950.00**	**-134,975.00**	**$9,975.00**	**$144,950.00**	**$ -134,975.00**
Total Expenses	**$9,975.00**	**$146,460.00**	**$ -136,485.00**	**$9,975.00**	**$146,460.00**	**$ -136,485.00**
NET OPERATING INCOME	**$127,836.05**	**$ -5,560.00**	**$133,396.05**	**$127,836.05**	**$ -5,560.00**	**$133,396.05**
NET INCOME	**$127,836.05**	**$ -5,560.00**	**$133,396.05**	**$127,836.05**	**$ -5,560.00**	**$133,396.05**

Local Author Hosted by Coopersville Library

The Coopersville Area District Library is hosting local author, Doug Einfeld, at 6:00 p.m. on Monday, November 2, 2026. He will present his recently published book, *In the Shadow of the Most High*. Doug's own genealogy serves as the springboard for a wider discussion of identity, memory, and history in this 45-minute presentation.

Doug Einfeld (Master of Divinity and Master of Theology, Calvin Theological Seminary) is an ordained minister who pastored churches for 15 years in suburban Chicago and Columbia, MO. He then served as a hospice chaplain in Missouri and Michigan for more than 20 years. Post-retirement, he has pursued research and writing centered around his enduring interests in biblical, Jewish, and Christian history.

While researching his family's genealogy, Doug made the surprising discovery that he is a tenth-generation descendent of a seventeenth-century marriage between a man of Jewish descent and a non-Jewish Lutheran woman. Desiring to uncover the story of his Jewish ancestors, he embarked on a journey of extensive historical research.

Starting in ancient biblical times, he sought to draw back the curtain for a fresh behind-the-scenes view of his ancestors' migratory journey through history. Convinced that this was a story worth telling and hearing, he felt compelled to begin writing his first book. In the process he has acquired a renewed appreciation for Judeo-Christian historical moorings and has re-discovered them to be a critical guide for pointing the way through the murky uncharted waters of post-Christendom.

For more information on the author, visit his website: https://dougeinfeld.com/.

For more information on the November 2 event, visit the library's website: coopersvillelibrary.org.

Coopersville Area District Library

DECEMBER 2026

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 Storytime 10:00 AM TAB 3:30 PM	2 Move & Groove 10:00 AM & 10:45 AM	3 Pokémon Club 4:00-5:30 PM Cookbook Club: Cookie Swap 6:00 PM	4	5
6	7 Maker Monday 4:00 PM	8 Storytime 10:00 AM	9 Move & Groove 10:00 AM & 10:45 AM Adult Book Club: *A Christmas Carol* 7:00 PM	10 Friends of CADL Bake Sale 12:00 PM	11 Movie Matinee: *Scrooged* 1:00 PM	12
13	14 **Free hot chocolate for National Hot Choclate Day!** Maker Monday 4:00 PM	15 Storytime 10:00 AM TAB 3:30 PM	16 Help Me Grow Ottawa PlayGroup 10:00 AM No Library Board Meeting	17 Game Day 1:00 PM Pokémon Club 4:00-5:30 PM Adult Craft Night 6:00 PM	18 Community Makerspace: Gift Tags and Trimmings 2:30-4:30 PM	19
20	21	22 Premiere Movie NIght: *Coyote vs Acme* 6:00 PM	23 Holiday Break Matinee: *Moana* (live action) 1:00 PM	24 **CLOSED DECEMBER 24 & 25 FOR THE HOLIDAY**	25	26
27	28	29 Open Play 10:00 AM	30 Open Play 10:00 AM	31 **CLOSED DECEMBER 31 & JANUARY 1**		

Hours:
Monday and Thursdays: 12-8 pm
Tuesdays, Wednesdays, and Fridays: 10 am -5:30pm
Saturdays: 10 am - 2 pm
www.coopersvillelibrary.org

Coopersville Area District Library

JANUARY 2027

WINTER

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Hours: **Monday and Thursdays: 12-8 pm** **Tuesdays, Wednesdays, and Fridays: 10 am-5:30pm** **Saturdays: 10 am-2 pm**					1 happy new year **CLOSED FOR THE HOLIDAY**	2 OPEN
3	4 Maker Monday 4:00 PM	5 Storytime 10:00 AM	6 Move & Groove 10:00 AM & 10:45 AM	7 Pokémon Club 4:00-5:30 PM	8 Movie Matinee 1:00 PM	9
10	11 Maker Monday 4:00 PM	12 Storytime 10:00 AM	13 Move & Groove 10:00 AM & 10:45 AM Adult Book Club 7:00 PM	14	15 Community Makerspace 2:30-4:30 PM	16
17	18 *January Series:* Wil Haygood 12:30 PM Maker Monday 4:00 PM	19 Storytime 10:00 AM *January Series:* Dr. Kate Reynes-Goldie 12:30 PM	20 Help Me Grow Play Group 10:00 AM *January Series:* Andrea Joyce 12:30 PM Board Meeting 7:00 PM	21 Game Day 1:00 PM *January Series:* Brendan Slocumb 12:30 PM Pokémon Club 4:00-5:30 PM Adult Craft Night 6:00 PM	22 *January Series:* Jason Benetti 12:30 PM	23
24	25 *January Series:* Daniel Nayeri 12:30 PM Maker Monday 4:00 PM	26 Storytime 10:00 AM *January Series:* Melissa & Chris Bruntlett 12:30 PM Premiere Movie Night: *Pressure* (PG-13) 6:00 PM	27 Move & Groove 10:00 AM & 10:45 AM *January Series:* Dr. Daisy Fancourt 12:30 PM	28 *January Series:* Mia Sundstrom 12:30 PM	29 *January Series:* Sissy Goff & David Thomas 12:30 PM	30
31		**ADULT WINTER READING PROGRAM RUNS JANUARY 1-FEBRUARY 28**				



MAKERSPACE OPEN HOUSE

Coopersville Area District Library

THIRD FRIDAY OF THE MONTH

FRIDAY, DECEMBER 18TH
2:30–4:30 PM

Gift Tags and Trimmings

FOLLOW THE FEATURED ACTIVITY, OR EXPLORE THE COLLECTION OF TOOLS AND MATERIALS.



ALL AGES WELCOME, NO REGISTRATION REQUIRED!

MOVIE NIGHT

Coopersville Area District Library

FOURTH TUESDAY OF THE MONTH

TUESDAY, NOVEMBER 24TH
6:30PM

DOORS OPEN 6:00PM
FILM STARTS 6:30PM

POPCORN PROVIDED



THE DEVIL WEARS PRADA 2

"ANDY SACHS REUNITES WITH MIRANDA PRIESTLY AS THEY NAVIGATE THEIR CAREERS AMID THE DECLINE OF TRADITIONAL MAGAZINE PUBLISHING." (IMDB)

THANKS TO THE COOPERSVILLE SPORTSMAN'S CLUB FOR SPONSORING!

Adult Craft Night

THIRD THURSDAY OF THE MONTH

THURSDAY, DECEMBER 17TH
6:00PM

Adults 18+
Register at the front desk, or online.

Foam Gnome

Make a bearded gnome friend!



Coopersville Area District Library

Adult Game Day



DECEMBER'S FEATURED GAME IS ***TENZI***, A DICE GAME THAT HAS PLAYERS RACING AS THEY ROLL THEIR TEN DICE!

Coopersville Area District Library

3RD THURSDAY OF THE MONTH
1:00-3:00PM

Upcoming Events at Your Library

Activities for Seniors - The library has partnered with the city's Senior Recreation department to offer more entertainment and enrichment events for local seniors. While these events have a senior focus, all adults 18+ are welcome to attend any and every program. Pre-registration is not required.

* Movie Matinee at 1:00 p.m. on the second Friday of the month (November 13)
* Game Day at 1:00 p.m. on the third Thursday of the month (November 19)

Adult Book Club - Adult Book Club usually meets on the 2nd Wednesday of each month at 7:00 p.m. There is a date change for the November meeting, however. The discussion will take place on Thursday, November 12, at 7:00 p.m. due to a library closure on Wednesday, November 11. The title up for discussion is the novel *Isola,* by Allegra Goodman.

Community Makerspace - The next Community Makerspace will take place from 2:30-4:30 p.m. on Friday, November 20. This month's featured project is mini-3-D paper pumpkins! This event is open to everyone from kids to adults. Registration is not required to attend.

Craft Night - Adult Craft Night meets at 6:00 p.m. on the 3rd Thursday of each month. On Thursday, November 19, come make a custom pen out of polymer clay! Space is limited, so registration is required. Call the library or go to coopersvillelibrary.org to reserve your spot.

Maker Mondays - Join Mr. Zach from 4:00-5:00 p.m. on select Monday afternoons for a variety of STEM activities, games, and experiments for kids and tweens! Registration is not required.

Move & Groove - Move & Groove is geared towards kids 12 months and older. There are two sessions: 10:00 a.m. and 10:45 a.m. on Wednesday mornings.

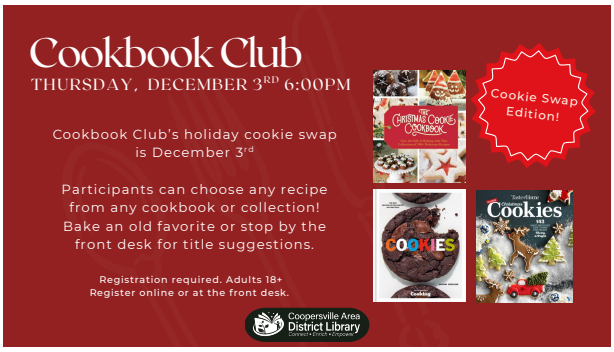
OAISD Play 'N' Learn - The Ottawa Area Intermediate School District (OAISD) will be hosting another Play 'N' Learn at the library. **Please note: the day has changed from Friday morning to Wednesday morning. The next event is on Wednesday, November 18, at 10:00 a.m. This program is designed for families with children ages birth to 5 years old. Pre-registration is not required.

Pokémon Club - Do you love all things Pokémon? Join Mr. Zach for the next Pokémon Club meetings from 4:00-5:30 p.m. on Thursdays, November 5 and 19. Learn about collecting, trading, and playing Pokémon cards! Anyone ages 5-17 can participate. Pre-registration is not required.

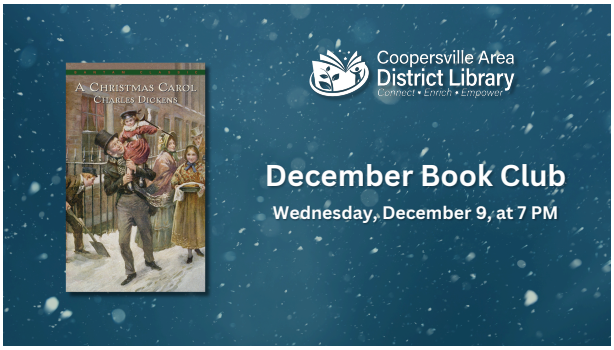
Premiere Movie Night - Premiere Movie Nights showcase a newly released film on the 4th Tuesday of each month. Doors open at 6:00 p.m. and the show starts at 6:30 p.m. The next movie is November 24. Please call the library or visit its website to find out the title. Thanks to the Coopersville Sportsman's Club for making these movie nights possible!

Preschool Story Time - Preschool Story Time, geared towards kids 3-6 years old, meets at 10:00 a.m. on Tuesday mornings.

For more information on library operations and services, please visit the library's Facebook page or its website, www.coopersvillelibrary.org.







September 2026 Director's Report

Financial

State Aid Report

The State Aid report is nearing its finish. I have most of the stats done. I'm just waiting for the audit to fill in some final budget/expense related data.

Building

Construction Updates

Originally Logan, our project manager, had thought the cost to divert it would be less than $2,500 so I gave him the go ahead to do the project whenever we could fit it into the schedule. His guys were out to take a look at it again this week and decided that taking out the downspout might eliminate the problem entirely and we might not have to do anything to reroute it. So they are going to start with that. They will also extend the heat tape to prevent it from icing over onto the ramp. We are looking for that to happen in the next week or so.

Phones

Our phones are now ported over. We are happy at this point with how they work, but we've had some issues with the fax portion that we are less happy about. We have contacted support, and we hope that the issue is now resolved. We just have to wait for some people to need to fax to test it out.

Staff

In-service Day

November 11 was our first ever in-service day. I chose a longer training (CPR) which took up our entire afternoon, so we didn't have the opportunity to do as wide of a variety of items as I was originally hoping for. We started off with

what would normally be our staff meeting for the month to make sure everyone was on the same page for my maternity leave. Then we all watched and discussed a webinar about Communication Strategies and Team Building. After we broke for lunch which we catered in from Olive Garden courtesy of a special donation from the Friends of the Library. We continued after dinner with talking about our roles and how we can support each other in the different projects we have going. We finished the day with CPR training which took about 4 hours to complete. Thank you to the Coopersville Fire Department for doing the training and giving it to us at a discounted cost.

Maternity Leave

I should be leaving at the end of the month if everything goes as planned. The staff have all the emergency contact lists for as many contingencies that we have thought of. I've also given them projects for while I'm gone to keep them busy but not too overwhelmed. We still have quite a bit of stuff planned so I think we'll have a fun few months despite my absence.

Lakeland, State, Other News

Lakeland News

The Lakeland meetings contained some updates about the timeline for the new cooperative director search. Lakeland will put out an RFP for a firm to conduct the search in late January. They will hire a firm in March-ish and begin the cooperative director search in April or May. The hope is to have a little overlap so that the new one will start in late August just before Carol leaves in early September.

Lakeland staff also gave an update on the timeline for implementing the new ILS. Some training will begin to take place in January, and as we get closer to the go live date in September, there are less changes we will be able to do with the system. I think we will just barely fit into one of the deadline for system updates for going fines free, which is good news. We also found out that there will be some downtime related to MeLCat services prior to going live. We will receive an update on that early next year.

Statistics

October 2026

	10/1/2026	10/1/2025			Current YR	Last Yr	
Circulation	Current Yr	Last Yr	% Change		2026-2027 YTD	2025 -2026 YTD	% Change
Items checked out at CADL	3144	3462	-9%		14,390	15,502	-7%
OverDrive E-Book circulation	1079	1229	-12%		5,174	3,913	32%
E-Magazines	182	242	-25%		671	1,450	-54%
Hoopla	364	392	-7%		1,561	1,518	3%
Items Loaned to other libraries	559	589	-5%		2,192	2,156	2%
Renewals	1,780	1,790	-1%		8,654	9,387	-8%
Total Circulation	7,108	7,704	-8%		32,642	33,926	-4%
Library Patrons							
Patrons getting 1st library card	29	28	4%		118	137	-14%
Registered CADL Patrons	3,874	3,880	0%		3,874	3,880	0%
Library Collection							
*Items Added:	165	214	-23%		798	880	-9%
Items Withdrawn	165	338	-51%		1,050	476	121%
Total Items owned	40,309	42,520	-5%		40,309	42,520	-5%
Interlibrary Loans							
Items Loaned to other libraries	559	589	-5%		2,192	2,156	2%
Borrowed- LLC + Mel	442	461	-4%		1,704	1,869	-9%
Traffic Count							
Library Visits	3,013	3,459	-13%		12,466	12,536	-1%
Programming & Services							
Open Hours	190	185	3%		735	730	1%
Children's Program Attendance	482	434	11%		2,205	1,123	96%
Program Attendance Total	595	583	2%		2,536	1,484	71%
Number of Monthly Programs	31	31	0%		122	93	31%
Internet Computer Sessions	593	384	54%		1,554	1,317	18%
Wireless Sessions	719	1,250	-42%		2,971	4,188	-29%

Fines Free Terms and Timeline

Between November 19-23

I will contact Ann with the Lakeland Library Cooperative to go ahead and begin the process of making us fines free. I'll let her do this on her timeline, but I will ask that she try to get it done by December 14. This might mean that the fine portion of it might go through before then, but we are suggesting the soft launch be December 14. That is when we will do the soft launch of the fee portion for sure.

Early December

The first two weeks of December we are dedicating to switching over all the library labeling related to fees for items that will no longer have them. This primarily includes our entire DVD and video game collection. We have volunteers who will probably help us do the bulk of this work during those first two weeks. Library records will be updated to remove any messages associated with fees (like our game rentals) by library staff as we are able to.

December 14

We will stop charging overdue fines and fees for all the items we discussed at the last meeting. This will be a soft launch so we will not advertise it, but all or most of our materials should no longer reference them. This should be just in time for people to check material out for the holidays.

January/February

We have a couple of dates that might work for a celebration for this based on when the community room is free for a bit of an open house. If a Monday, we could do January 11, 25 or even Feb 1. If a Thursday, we could do January 7 or 14.

Column 1	Actual	Over budget by	Budget
Income			
Gross Profit			
Expenses			
101-970 Capital Outlay			
101-975 Capital Projects			
970-2f Staff and Patron Computers (15)	0.00	-3,000.00	3,000.00
970-2 IT Updates to Computer Systems			
970-2g Kids Computer Replacement (15)	0.00	-4,000.00	4,000.00
Total for 970-2 IT Updates to Computer Systems	**0.00**	**-4,000.00**	**4,000.00**
Total for 101-975 Capital Projects	**0.00**	**-7,000.00**	**7,000.00**
Total for 101-970 Capital Outlay	**0.00**	**-7,000.00**	**7,000.00**
Total for Expenses	**0.00**	**-7,000.00**	**7,000.00**
Net Operating Income	**0.00**	**7,000.00**	**-7,000.00**
Other Income			
Other Expenses			
Net Other Income			
Net Income	**0.00**	**7,000.00**	**-7,000.00**

Accrual Basis Monday, April 06, 2026 06:36 PM GMTZ

October 29, 2026

Coopersville Area District Library
333 Ottawa Street
Coopersville, MI 49404-1243

Re: MTPP Cycle 31 Grant Application

Dear Elyshia Hoekstra,

We are excited to inform you that the Michigan Township Participating Plan Board of Directors has approved your grant request in the amount of **$1,215.00.** Please complete and return the attached Risk Reduction Grant Program Agreement to officially accept your grant award. If your signed grant acceptance agreement is not returned by **December 1, 2026,** your award will be considered forfeit. Please email the completed agreement to mtpprrgp@tmhcc.com.

Upon completion of your project, copies of all invoices, photos and evidence of payment for the specific grant purpose must be submitted to the Par Plan to receive reimbursement.

All grant documents may be submitted via email *(preferred)* at mtpprrgp@tmhcc.com or by mail to:

Michigan Township Participating Plan
1441 W. Long Lake Rd., Suite 150
Troy, MI 48098

The grant project, as specified in the agreement, must be completed within six (6) months from the date of the grant agreement. If the grant project is not completed within the six-month time frame as stated above, the grant will be considered forfeited.

Please do not hesitate to contact us should you have any questions regarding the grant process.

Sincerely,

Jennifer Venema
MTPP Administrator

Encl: RRGP Grant Agreement

Risk Reduction Grant Program Agreement

Date of Agreement: **November 1, 2026**

Upon application by **Coopersville Area District Library** (hereinafter "Grantee") to the Michigan Township Participating Plan Risk Reduction Grant Program (hereinafter "Grantor"), Grantor agrees to fund the following Grant, and Grantee agrees to accept such Grant, in accordance with the terms below and subject to the additional conditions set forth in the grant application attached.

1. GRANT AMOUNT: **$1,215.00**

   Please note: Your award amount may differ from your requested amount. Due to the overwhelming success of the Risk Reduction Grant Program, you may have been awarded funding in an amount less than requested so that we may assist as many members as possible in mitigating risk.

2. GRANT TERMS: To be paid upon receipt of bills, invoices, photos and evidence of payment for verification and the specific grant purpose listed below. The reimbursement will be for actual expenses paid up to the amount awarded.

3. SPECIFIC PURPOSE(S) OF THE GRANT: The Grant shall be used solely for the purposes as outlined below.

Smart Thermostats

4. PROJECT COMPLETION DEADLINE: The grant project must be completed and the written request for reimbursement must be filed within six (6) months from the date of the grant agreement. That date is **May 1, 2027.** If the grant project is not completed within the six-month time frame stated above; grants will be considered forfeited.

5. PHOTO/MEDIA PERMISSION: The grantee authorizes grantor to use photographs or videos either taken by grantor or provided by grantee of the project or program and its participants for promotion and/or advertising related to grantor activities.

Executed by or on behalf of Grantor and Grantee as follows:

GRANTOR:

Michigan Township Participating Plan
1441 W. Long Lake Rd., Suite 150
Troy, MI 48098

Jennifer Venema

Jennifer Venema, MTPP Administrator

Date: **November 1, 2026**

GRANTEE:

Coopersville Area District Library
333 Ottawa Street
Coopersville, MI 49404-1243

Signature: _____

Print Name/Title: _____

Date: _____

Office 616 · 896 · 8414
Fax 616 · 896 · 8565
Web www.dheplumbing.com

Date:8-12-2026

Service/Replacement Proposal

Attn: Elyshia Hoekstra Email: director@coopersvillelibrary.com

BILLING LOCATION:	EQUIPMENT LOCATION
Coopersville Area District Library 333 Ottawa St. Coopersville, MI 49404	**Coopersville Area District Library** 333 Ottawa St. Coopersville, MI 49404

Pursuant to your request***, DHE Plumbing & Mechanical*** offers the following proposal for your approval.

We Propose to:
* Replace (5) thermostats with Pelican TC1 Wi-Fi thermostats.
* Includes removal of existing thermostat and installation of new.
* Set up thermostat to configure with equipment its connected to.
* Install pelican gateway, test for connection.

Labor: $850
Material/Equipment: $1,800
Misc: $140
Note: account setup and programing not included. To be done by customer

All labor, materials, taxes, and permits to do the above work is included for a total price of: $ 2,700.00

Customer Approval & Signature:_____

Thank you for the opportunity to provide you with this proposal. Please contact me with any questions.

Best Regards,
Jerryd Eaton **Email**: jerryd@dheplumbing.com **Cell**: (269) 8386937

E-Rate Bid Assessment

Internet

Company	Speed (MB)	Price per month	Price per MB	Extra
cytranet	100MB	$709	$ 7.55	$550 install
OrbitLink	400MB	$200	$2.02	$2,259 equipment cost plus $5,000 optional install
Acentek	300MB	$99.95	$.33	$5 Static IP
Acentek	500MB	$165.95	$.36	$5 Static IP
Spectrum	500MB	$150	$.30	24 month contract, coax
Spectrum	500MB	$1330	$2.66	Fiber
Fiberfed	500MB	$1107.14	$3.16	Fiber, 36 month contract, $500 one time, $429.57 taxes/month
All Covered	500MB	$935	$1.91	36 month contract

Coopersville Area District Library

BENEFITS RENEWAL 01/01/2027

	CURRENT		RENEWAL		Option 1		Option 2		Option 3		Option 4		Option 5		Option 6	
Insurance Company	Priority Health		Priority Health		Priority Health		Priority Health		BCN		BCN		HAP		HAP	
Plan Type	HMO 1000		HMO 1000		HMO 1500		HMO West MI Part		HMO 1000		HMO 1500		HMO 1000		HMO 1500	
	Gold G10		Gold G10		Gold G15		Gold G10		Gold Opt 1		Gold Opt 2		Gold B1		Gold B15	
							Tier 1	Tier 2								
Office Visit Copay In Network (PCP/Specialist)	$20/$60		$20/$60		$20/$60		$20/$60	$60/$180	$30/$50		$20/$40		$35/$60		$35/$60	
Deductible	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*	*Single/Family*	*Single/Family*	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*
In Network	$1,000	$2,000	$1,000	$2,000	$1,500	$3,000	$1,000/$2,000	$4,000/$8,000	$1,000	$2,000	$1,500	$3,000	$1,000	$2,000	$1,500	$3,000
Out of Network	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Coinsurance							Tier 1	Tier 2								
In Network	80%/20%		80%/20%		80%/20%		80%/20%	60%/40%	80%/20%		80%/20%		80%/20%		80%/20%	
Out of Network	N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A	
Coinsurance Max (In-Network)	$4,500	$9,000	$4,500	$9,000	$4,500	$9,000	$4,500/$9,000	N/A	$5,000	$10,000	$3,500	$7,000	N/A	N/A	$4,500	$9,000
Maximum OOP	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*	*Single/Family*	*Single/Family*	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*	*Single*	*Family*
In Network	$8,700	$17,400	$9,000	$18,000	$9,400	$18,800	$9,000/$18,000	$9,000/$18,000	$9,100	$18,200	$9,450	$18,900	$9,100	$18,200	$9,100	$18,200
Out of Network	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Prescription Drug Copay							Tier 1	Tier 2								
Generic	$5/$35		$5/$35		$5/$35		$5/$35		$15/$40		$15/$40		$5/$25		$5/$25	
Brand Name	$75/$90/20%/20%		$75/$90/20%/20%		$75/$85/20%/20%		$75/$90/20%/20%		$80/$100/20%/20%		$80/$100/20%/20%		$40/$80/20%/50%		$40/$80/20%/50%	
Emergency Room Copay	$350 after Ded.		$400 after Ded.		$400 after Ded.		$400 after Ded.		$350 after Ded.		$250 after Ded.		$300		$300	
Urgent Care Copay	$85		$85		$85		$85	$170	$50		$50		$65		$65	
Routine Office Visits	$20		$20		$20		$20	$60	$30		$20		$35		$35	
Rates																
Single (3)	Member Level Rated		Member Level Rated		Member Level Rated		Member Level Rated		Member Level Rated		Member Level Rated		Member Level Rated		Member Level Rated	
Double (0)																
Family (0)																
MONTHLY TOTAL w/taxes & fees	$1,556.42		$1,759.65		$1,715.23		$1,596.79		$1,839.38		$1,824.12		$1,611.76		$1,573.49	
ANNUAL TOTAL	$18,677.04		$21,115.80		$20,582.76		$19,161.48		$22,072.56		$21,889.44		$19,341.12		$18,881.88	
			13.06%		10.20%		2.59%		18.18%		17.20%		3.56%		1.10%	

*EPO plans are not available in these plan options

*Pediatric Dental is NOT included in the above plans/rates. No members currently eligible.
*Census as of 10/16/2026

The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan would share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately.

This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, visit www.bcbsm.com or call (800)-662-6667 . For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other underlined terms see the Glossary. You can view the Glossary at (https://www.healthcare.gov/sbc-glossary) or call (800)-662-6667 to request a copy.

Important Questions	Answers: Member / Family	Why This Matters:
What is the overall deductible?	$3,000/$6,000	Generally, you must pay all of the costs from providers up to the deductible amount before this plan begins to pay. If you have other family members on the plan, each family member must meet their own individual deductible until the total amount of deductible expenses paid by all family members meets the overall family deductible.
Are there services covered before you meet your deductible?	Yes Lab, preventive care, DME/P&O, diabetic supplies, PCP office visits, specialist office visits, urgent care, allergy injections, prescription drugs, outpatient mental health and substance use services	This plan covers some items and services even if you haven't yet met the deductible amount. But a copayment or coinsurance may apply. For example, this plan covers certain preventive services without cost-sharing and before you meet your deductible. See a list of covered preventive services at https://www.healthcare.gov/coverage/preventive-care-benefits/
Are there other deductibles for specific services?	No.	You don't have to meet deductibles for specific services.
What is the out–of–pocket limit for this plan?	$8,150/$16,300 Coinsurance Maximum - $3,000/$6,000	The out-of-pocket limit is the most you could pay in a year for covered services. If you have other family members in this plan, they have to meet their own out-of-pocket limits until the overall family out-of-pocket limit has been met.
What is not included in the out–of–pocket limit?	Premiums, balance billed charges and health care this plan doesn't cover	Even though you pay these expenses, they don't count toward the out-of-pocket limit
Will you pay less if you use a network provider?	Yes. See (www.BCBSM.com) or call customer service for a list of network providers and out-of-state coverage. (800)-662-6667	This plan uses a provider network. You will pay less if you use a provider in the plan's network. You will pay the most if you use an out-of-network provider, and you might receive a bill from a provider for the difference between the provider's charge and what your plan pays (balance billing). Be aware, your network provider might use an out-of-network provider for some services (such as lab work). Check with your provider before you get services.
Do you need a referral to see a specialist?	Yes.	This plan will pay some or all of the costs to see a specialist for covered services but only if you have a referral before you see the specialist.

Retail Sales Agreement

Reference Number: 1478820
Date: September 29, 2026

2026/2027 Support Renewal

Prepared By: Jeff Rautio
Phone: (616)631-6977
Email: jeff.rautio@ourforte.com

FORTÉ
48679 Alpha Drive, Suite 140, Wixom, MI 48393
Phone: (469)359-4081
Fax: (248)957-6151

COMPANY	PROJECT SITE	INVOICE TO
Coopersville Area District Library 333 Ottawa St Coopersville, MI 49404	Coopersville Area District Library 333 Ottawa St Coopersville, MI 49404	Coopersville Area District Library 333 Ottawa St Coopersville, MI 49404
Contact: Elyshia Hoekstra Phone: (616)837-6809 Email: director@coopersvillelibrary.org Account Number: CAD005	Contact: Elyshia Hoekstra Phone: (616)837-6809 Email: director@coopersvillelibrary.org Account Number: CAD005	Contact: Elyshia Hoekstra Phone: (616)837-6809 Email: director@coopersvillelibrary.org Account Number: CAD005

COMMENTS

System Support Agreement - 2 SHC/yr (12/1/26-11/30/27)

Areas Covered:

A-Community Room
C- Teen Room
D-Background Music and Paging
B- Meeting Room

PRODUCTS AND SERVICES SUMMARY

Equipment	$0.00
Integration	$0.00
PRO Support	$3,285.00
Shipping & Handling	
Tax	$0.00
Grand Total	$3,285.00

Unless otherwise specified. The prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the time stated for payment on each invoice. Discount only applies to new items included on the invoice, and only applies if the balance on the invoice is paid in full.

All returned equipment is subject to a restocking charge. The prices are valid for 15 days and may be locked in by signing this Retail Sales Agreement.

FORTÉ's prices/rates provided in this quote and/or agreement do not reflect any applicable tariffs imposed by foreign or domestic governmental authorities. FORTÉ's prices are subject to change should applicable tariffs result in any price increase to the equipment purchased under this agreement.

Overdue balances are subject to a finance charge of 1.5% per month, or interest at the highest rate permitted by applicable law. In the event FORTÉ must pursue collection of unpaid invoices, Customer agrees to pay all of FORTÉ's costs of collection, including its attorneys' fees.

INVOICING AND PAYMENT TERMS

Customer and FORTÉ have agreed on the payment method of CHECK. Payment must be remitted by stated method. To the extent Customer seeks the use of any payment methods other than stated, and that payment method results in an increased transaction cost to FORTÉ, the new payment must be approved in writing. The Customer shall be responsible for paying the increased transaction cost to FORTÉ associated with the change in payment method. Payments shall be made 30 days from invoice date. So long as the invoice has been sent and the Customer's payment is made within the terms work will continue.

FORTÉ uses progress billing, and invoices for equipment and services allocated to the contract on a monthly basis. Unless otherwise specified, all items quoted (goods and services) as well as applicable out of pocket expenses (permits, licenses, shipping, etc.) are invoiced in summary (including applicable sales taxes due for each category of invoiced items).

Customer is to make payments to the following "Remit to" address:

FORTÉ
PO Box 842607
Kansas City, MO 64184-2607

If Payment Method is ACH: Customer must make all payments in the form of bank wire transfers or electronic funds transfers through an automated clearinghouse with electronic remittance detail, in accordance with the payment instructions FORTÉ provides on its invoice to Customer.

A monthly summary of detailed equipment received is available upon request. Equipment received may be different than equipment billed based on agreed billing method.

TAXES AND DELIVERY

Unless stated otherwise in the Products and Services Summary above, FORTÉ will add and include all applicable taxes, permit fees, license fees, and delivery charges to the amount of each invoice. Taxes will be calculated according to the state law(s) in which the product(s) and/or service(s) are provided. Unless Customer provides a valid tax exemption certificate for any tax exemption(s) claimed, FORTÉ shall invoice for and collect all applicable taxes in accordance with state law(s), and Customer will be responsible for seeking a tax credit/refund from the applicable taxing authority.

AGREEMENT TO QUOTE AND DOCUMENTS CONSTITUTING YOUR CONTRACT WITH FORTÉ

Customer hereby accepts the above quote for goods and/or services from FORTÉ. When duly executed and returned to FORTÉ, FORTÉ's Credit Department will check Customer's credit and approve the terms. After approval by FORTÉ's Credit Department and signature by FORTÉ, this Retail Sales Agreement will, together with the FORTÉ General Terms & Conditions (which can be found at https://www.ourforte.com/terms-and-conditions) form a binding agreement between Customer and FORTÉ. This Retail Sales Agreement and the FORTÉ General Terms & Conditions of Sale (the T&Cs) are referred to collectively as the Agreement. If not defined in this Agreement, all capitalized terms shall have the meaning given to them in the T&Cs. Should FORTÉ's Credit Department determine at any point prior to FORTÉ commencing work that Customer's credit is not adequate, or should it otherwise disapprove of the commercial terms, FORTÉ reserves the right to terminate the Agreement without cause and without penalty to FORTÉ.

AGREED AND ACCEPTED BY

Coopersville Area District Library	**FORTÉ**
Company	Company
Signature	Signature
	Jeffrey Rautio
Printed Name	Printed Name
	September 29, 2026
Date	Date

CONFIDENTIAL INFORMATION

The company listed in the "Prepared For" line has requested this confidential price quotation, and shall be deemed "Confidential Information" as that term is defined in the T&Cs. This information and document is confidential and is intended solely for the private use of the customer identified above. Customer agrees it will not disseminate copies of this quote to any third party without the prior written consent of FORTÉ. Sharing a copy of this quote, or any portion of the Agreement with any competitor of FORTÉ is a violation of this confidentiality provision. If you are not the intended recipient of this quote (i.e., the customer), you are not properly in possession of this document and you should immediately destroy all copies of it.

PRODUCTS AND SERVICES DETAIL

PRO SUPPORT:

Model #	Mfg	Description	Qty	Price	Extended
SSACUSTOM	FORTE	System Support Agreement - 2 SHC/yr (12/1/26-11/30/27)	1	$3,285.00	$3,285.00

Refer to Page 1 for the Grand Total that includes Taxes, and Shipping & Handling.

SERVICES TO BE PROVIDED

System Support

System Support is FORTÉ's fully entitled service and support package that focuses on keeping your Unified Collaboration (UC), Digital Media (DM) and Audiovisual (AV) systems working at their peak performance. Because FORTÉ focuses on the human impact of these systems, we not only support the equipment, but also the end users of your systems.
Customer Care is the most comprehensive and flexible of all our managed service packages. We can apply our expertise and our proven support processes to support your UC, DM, and AV ecosystems. FORTÉ will deliver our offered entitlements in a tiered workflow model that provides support cases at an entry level for initiated incidents. From there, FORTÉ will follow an ITIL based model for remote remediation and on-site dispatch, as necessary. Specific resolver groups and subject matter experts (SMEs) will be alerted for any issue that cannot be easily remedied with Tier 1 or Tier 2 support staff.

SYSTEM SUPPORT AGREEMENT COVERAGE

FORTÉ will perform the services below for covered systems:

Entitlement Coverage

Entitlement	Definition	Included
Incident Management	FORTÉ provides support to troubleshoot, remediate, and escalate all Incidents through to resolution.	Yes
Remote Support	FORTÉ provides remote Priority Support for supported systems to diagnose and address and attempt to resolve incidents.	Yes
Onsite Support	FORTÉ provides Priority Support for technician dispatch to the customer location to diagnose and address and attempt to resolve an Incident within 8 Business hours or as available and/or scheduled.	Yes
Advanced Parts Replacement	FORTÉ provides advanced replacement of failed hardware components under warranty as available.	Yes
Software Update Assistance	FORTÉ provides labor to implement updates of existing software to correct software errors and/or resolve incidents as scheduled.	Yes

System Training	FORTÉ conducts user training to cover general operation of the system and how to contact FORTÉ for support as scheduled.	Yes
System Health Checks	FORTÉ personnel perform a complete health check and diagnostic on the installed system. Includes cleaning, adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	Biannually

FORTÉ has a standard three level severity protocol and a single level for requests. Our severity levels are Critical (P1), Standard (P3), and Request (P4). Service Levels and response targets are based on Priority. Any needed information, feature enhancements, administrative inquiries are all classified as a request. The following is a severity summary and standard target percentages are listed in the table below.

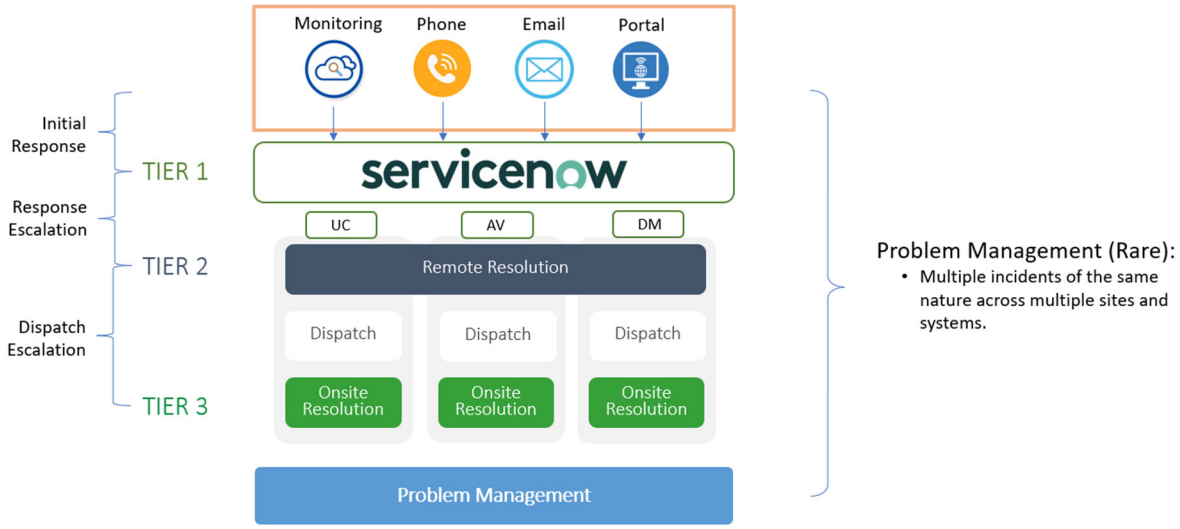
Target Percentage for Standard Level Agreements (SLO)

Priority	Details	Incident Management Response	Remote Support Response	Onsite Dispatch (if included)	Target (%)
Critical (P1)	Multiple devices are down, unable to serve data, in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this severity, both FORTÉ and client must commit the appropriate personnel to restore the system to a functional state or until a mutually agreeable workaround is provided. **NOTE: Email support initiation does not apply – Urgent incidents should be coordinated and requested via phone. Email initiation is logged as Standard (P3).**	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: N/A	4 business hours	8 business hours	90
Standard (P3)	Device is experiencing and issue, anomaly, or cosmetic defect that inflicts little or no business impact. FORTÉ will provide a viable and mutually agreeable workaround until a more permanent hardware/software upgrade exists to mitigate the incident.	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: 4 business hours	8 business hours	8 business hours	90
Request (P4)	Normal requests for information regarding the installation, configuration, use and maintenance of systems under management. This includes administrative inquiries. There is no impact to your production systems or business operations.	Calls: 60 Seconds for calls answered Voicemail: 4 business hours Email: 4 business hours	16 business hours	Best Effort / Scheduled	90

SYSTEM SUPPORT WORKFLOW

FORTÉ follows an Information Technology Infrastructure Library (ITIL) framework with our approach to technology services. Generally, our tiered workflow approach will follow this structure:

1. Incident is reported via monitoring (when purchased), phone, email, or portal (when available)
2. Incident is logged in ServiceNow and triaged (Tier 1)
3. UC / AV / DM Troubleshooting and Remote Resolution (Tier 2)
    a. Tier 2 remediation (and SLA) begins after Tier 1 triage has been completed.
4. Dispatch Escalation and Resolution (Tier 3)
    a. Tier 3 Escalation (and SLA) begins after Tier 2 remediation has been attempted.



SERVICE COVERAGE TIME & TIER LEVELS DESCRIPTION

Coverage hours for the ProSupport department are defined as:

8 x 5	FORTÉ will provide 8 x 5 coverage across the time zone locations of the systems under coverage (North America only)

FORTÉ ProSupport department is the initial contact point for any incoming incident. Upon identification of an issue, the ProSupport team will attempt to restore the technology service back to normal operations. Remediation activities will take place at different tiers of service, but all following a specific workflow. A general description of what happens at each tier level is as follows:

TIER 1 SERVICES:

Tier 1 services are the initial point of contact for any issue and are primarily made up of Incident Management responsibilities. Typical responsibilities for Tier 1 include:

- Taking ownership of incidents in our ServiceNow ITSM system for all issues reported or alerted on. Each incident request will have a unique reference number which is used to allow the support staff to quickly locate, add to or communicate the status of the user's issue or request.
- Assign a severity or update the severity of each incident (Critical, Standard, or Request)
- Provide electronic receipt notification for each incident.
- Provide rapid response and initial triage and technical support.
- Perform remote trouble isolation, resolution, or escalation to a Tier 2 Technician if needed.
- Ongoing status updates and case management through incident resolution.

TIER 2 SERVICES:

Tier 2 services are made up of various remote resolver groups. Escalations will take place at this level. FORTÉ will engage with a remote resolver that specializes in the incident in question. Typical responsibilities for Tier 2 include:

- Specific fault isolation down to the component level.
- Perform specific hardware configuration changes.
- Perform overall system configuration changes.
- In-depth analysis, log analysis, fault tracking and tracing.
- In-depth understanding of the core technologies utilized for corrective action.
- Promote the incident to Tier 3 escalation as needed.

TIER 3 SERVICES (available as SSA master number - if included):
Tier 3 services are made up of onsite resources that are available for dispatch. The ProSupport team will take the learnings from Tier 1 and Tier 2 teams and dispatch a site technician with the correct repair or replacement technology to fully resolve the incident. Typical responsibilities for Tier 3 include:

- Room repair and configuration changes.
- Control and audio system programming.
- Hardware swaps of on-hand critical components.
- Coordination of replacement parts.
- RMA or equipment returns to the manufacturer.
- Advanced diagnostic troubleshooting of cable paths and component level devices.
- Software and firmware updates, as well as identification of incompatible revisions.
- Acceptance testing of the resolved system.
- System health checks (preventative maintenance).
- System reimaging to correct OS/BIOS failures or to generally reconstruct a system back to functionality.

PROBLEM MANAGEMENT:
FORTÉ has a proven problem management process aimed to resolve the root causes of any Tier 3 incidents that are unresolved. Unfortunately, there are occasions where multiple issues happen across multiple platforms. These issues are escalated into an ITIL “Problem”. A "problem" in this context is the unknown underlying cause of one or more incidents, and a 'known error' is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.
A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around. Problem management differs from incident management in that Problem Management aims primarily to find and resolve the root cause of a problem and thus prevent further incidents while the purpose of Incident Management is to return the service to normal level as soon as possible, with the shortest possible business impact.

CONTACTS

FORTÉ Service team can be reached by:

- National Support Phone: 800-488-4954
- Email: support@ourforte.com
- Portal: Contact your local FORTÉ representative for instructions.

SYSTEM SUPPORT DEFINITIONS

System – Defined as the items listed in the Products and Services Detail section of this Agreement or listed on an attached Equipment List with the exception of Consumables, Owner Furnished Equipment, and Obsolete Equipment.
Remote Support – Means a service whereby remote calls made to communications and terminal equipment via Customer provided IP connection to determine failures and remedies. Only available where equipment is capable and configured by FORTÉ to provide same.

Onsite Support - Service level response assumes customer location is within 60 miles of an FORTÉ Service Center. Additional travel costs may apply if the customer location is beyond 60 miles of an FORTÉ Service Center.

Consumables – Means parts such as recording media, batteries, projection lamps and bulbs, etc. Consumables are parts that are not included under this Agreement.

Obsolete Equipment – Defined as items (though possibly still in use) that are outdated with no manufacturer support or parts availability, or products with formal end of life as defined by their manufacturer. Obsolete Equipment are parts that are not included under this Agreement.

Software Update Assistance – Defined as revisions of existing software which provide maintenance to correct software errors. Assumes software is provided at no charge by the manufacturer or covered under a valid manufacturer maintenance contract. Cascading software dependencies may impact ability to issue updates. Software and features which require additional licensing are not included under this Agreement. Changes to custom templates or scripts after initial deployment are available separate from this agreement.

SYSTEM SUPPORT TERMS

Coverage Dates – Unless otherwise stated, the service coverage date will be effective as of substantial completion or System Support Agreement invoice date; whichever is applicable. Coverage will extend for the duration specified by the corresponding line item description found in the Product and Services Detail section of this Agreement. FORTÉ reserves the right to withhold services until the invoice is paid in full.

Exclusions – For situations where FORTÉ is providing service or support under this Agreement, no cost service, maintenance or repair shall not apply to the Equipment if any person other than an FORTÉ technician or other person authorized by FORTÉ, without FORTÉ prior written consent, improperly wires, integrates, repairs, modifies or adjusts the Equipment or performs any maintenance service on it during the term of this Agreement. Furthermore, any Equipment service, maintenance or repair shall not apply if FORTÉ determines, in its sole discretion, that the problems with the Equipment were caused by (a) Customer's negligence; or (b) theft, abuse, fire, flood, wind, lighting, unreasonable power line surges or brownouts, or acts of God or public enemy; or (c) use of any equipment for other than the ordinary use for which such equipment was designed or the purpose for which such equipment was intended, or (d) operation of equipment within an unsuitable operating environment, or (e) failure to provide a suitable operating environment as prescribed by equipment manufacturer specifications, including, without limitation, with respect to electrical power, air conditioning and humidity control.

Systems Support Terms are in addition to FORTÉ' General Terms and Conditions of Sale.

Holiday Closings 2027

Federal recognized holidays are listed below. The days in red are the days the library is also traditionally closed, once again including Veterans Day as a staff in-service day.

1. **New Year's Day** – Friday, January 1
2. **Martin Luther King Jr. Day** – Monday, January 18
3. **Presidents' Day** – Monday, February 15
4. **Memorial Day** – Monday, May 31
5. **Juneteenth** – Saturday, June 19
6. **Independence Day** – Monday, July 5 (Observed, as July 4 is a Sunday)
7. **Labor Day** – Monday, September 6
8. **Indigenous People's Day/Columbus Day** – Monday, October 11
9. **Veterans Day** – Thursday, November 11 (in-service)
10. **Thanksgiving Day** – Thursday, November 25
11. **Black Friday** – Friday, November 26
12. **Christmas Eve** – Friday, December 24
13. **Christmas Day** – Saturday, December 25
14. **New Year's Eve** – Friday, December 31