Region 10 ESC
RFP #R10-1118

Submitted by: TLC & Tech Logic

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![TLC - Solutions that Deliver]

Clint Pechacek
Purchasing Consultant
Region 10 ESC
400 E. Spring Valley Rd.
Richardson, TX 75081

Dear Mr. Pechacek:

The Library Corporation (TLC) and Tech Logic Corporation (Tech Logic) are grateful for the opportunity to submit this proposal in response to RFP #R10-1118.

Since TLC obtained ownership of Tech Logic in 2005, we have operated as a cohesive organization with integrated leadership, service infrastructure, and resources. Because of this unique operational position, TLC and Tech Logic can partner with Education Service Center, Region 10 (Region 10 ESC) under the same contract, resulting in a streamlined one-stop shop for Region 10 ESC members.

If selected for this contract, TLC and Tech Logic will provide Region 10 ESC members with the option to access any combination of products or services within a complete spectrum of library management solutions. No other vendor can match the breadth and depth of our product and service portfolio, because no other single vendor can provide the software, hardware, and integration of those products like TLC and Tech Logic can-- working side-by-side to provide all of the library management solutions described in RFP #R10-1118.

Below is only a small collection of highlights that provide a sample of the value that TLC and Tech Logic are proposing for Region 10 ESC:

- TLC is the only ILS vendor in the industry that, with Tech Logic as its subsidiary, owns and operates its own RFID automation provider. Region 10 ESC members won't need to mediate between ILS software providers and RFID providers—TLC and Tech Logic have been a one-stop shop since 2005. TLC and Tech Logic's executive leadership teams overlap and directly collaborate, as parent and subsidiary. The success of both companies, together, is tied directly to the success of Region 10 members.

- TLC and Tech Logic share the same help-desk ticketing system and CRM system, providing a consistent experience and the fastest response for any related issues between the ILS and shelf management and circulation equipment.

- One company/vendor responsible for complete integration and interoperability between the integrated library system software and the RFID equipment and software. TLC is solely responsible as the system integrator and assumes full accountability for the integration and performance of the software and hardware.

- Library•**Solution** *for Schools* (LSS) and Tech Logic's solutions can even be deployed to the same application server, provided that any on-premise customer deployment takes the combined resource requirements of both applications into consideration.

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- For Region 10 ESC members planning an RFID conversion, Tech Logic's rfidTAG TEAM can take care of the library's RFID conversion from start to finish. While tagging, the equipment can also upload any weed lists from the converting library so that, if the equipment detects an item that is listed for weeding, it will alert the operator without programming the RFID tag. This process requires no connection to any ILS—however, as just one example of value-added collaboration, TLC and Tech Logic are currently planning technical strategies to compare a list of tagged items with the Library•**Solution** *for Schools (LSS)* system, highlight any listed items that have an exception status (e.g. "lost"), and automatically change those statuses to "available."

- Tech Logic's multi-award-winning shelf management wand—circTRAK—connects wirelessly via SIP2 in real-time with any ILS—including TLC's Library•**Solution** *for Schools* (LSS). Through this real-time connection, circTRAK immediately notifies the user when it detects items in an exception status or detects items matching other user-specified search parameters. In addition, because of an integration developed exclusively for LSS, circTRAK can even update each detected item's last-seen date within the LSS system.

- We'd also like to call attention to **TLC•Cloud Services**, powered by Oracle. TLC's hosting solution, built to offer unmatched performance and security, was awarded "Service of the Year," by the 2021 Modern Library Awards. **TLC•Cloud Services** being designated as "Service of the Year" is an incredible recognition of years of research, planning, and implementation for what has become the most secure and highest performance Cloud platform in the library industry.

- We're excited to present our collaborative and on-going product roadmap development. TLC and Tech Logic together can deliver unique future functionality as we leverage our combined development resources and aligned K-12 product strategies based on feedback from our mutual enterprise partners.

Per RFP requirements, please find Attachment B as a separate document and our response which includes forms and appendices outlined within RFP #R10-1118 (and amendments). If you have any questions or concerns regarding this submission, please reach out to us. We are eager to partner with you to produce powerful value for Region 10 ESC members and the patrons they serve.

Sincerely,

Annette H. Murphy
Chairman, CEO, President
The Library Corporation, **Tech Logic**
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Inwood, WV 25428

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PROPOSAL FORM 1: ATTACHMENT B - PRICING

Pricing should be entered in the attachment B Excel form provided in this RFP packet. Please reference Section 1, Part B, Instructions to Proposers, Section 17 starting on page 14 for more information on how to complete pricing.

Please refer to our submitted file under "Pricing (Attachment B)" on Bonfire.

PROPOSAL FORM 2: QUESTIONNAIRE

Company profile

1. What is your company's official registered name?

Our company is registered as The Library Corporation DBA CARL Corporation or Tech Logic Corporation. Tech Logic Corporation is a subsidiary company of The Library Corporation (TLC). Our subsidiary, Tech Logic, is officially registered as Tech Logic Corporation.

2. Provide a link to your company's website.

The Library Corporation's website is: tlcdelivers.com; Tech Logic's website is www.tech-logic.com.

3. What is/are your corporate office location(s)?

The Library Corporation is headquartered in Inwood, West Virginia with offices in Denver, Colorado; Oakdale, Minnesota; and Southeast Asia. Our subsidiary Tech Logic is based in our Oakdale, Minnesota office.

4. Please provide a brief history of your company, including the year it was established.

The Library Corporation (TLC) is a Women's Business Enterprise National Council Certified (WBENC), and Woman-Owned Small Business Certified (WOSB) international technology company headquartered at One Research Park, Inwood, West Virginia, with offices in Denver, Colorado; Oakdale, Minnesota; and Southeast Asia. TLC's focus is delivering enterprise hardware and software solutions to school districts and libraries worldwide. The Library Corporation was incorporated in 1975 and has almost five decades of established stability and success in providing enterprise-scale products and services to libraries, schools, universities, and special libraries.

TLC develops and maintains enterprise software products including Library•**Solution,** Library•**Solution** f*or Schools,* CARL•**X**, TLC *Mobile*, ITS•**MARC** bibliographic databases, eBibliofile, RDAExpress, and integrated software solutions for RFID-related technologies--including inventory and shelf management. TLC also provides automated material handling conveyances, self-service kiosks, RFID security infrastructure, RFID self-service library products, servers and workstations, and other library technology peripherals through our **TLC•SmartTECH** division and our subsidiary, Tech Logic.

Since Tech Logic's founding and incorporation in 1997, they have focused exclusively on working with libraries to provide streamlined, cost-effective solutions that radically decrease the tedious, repetitive labor associated with materials handling and circulation. Tech Logic's AMH, self-checkout, staff station, security, and shelf management solutions use intelligent technology and RFID capabilities that empower library staff to focus more on serving patrons and less on monotonous tasks. TLC acquired the majority ownership of Tech Logic in the spring of 2005.

TLC's 46-year history of success in the technology industry is a testament to the highest product standards we require from our suppliers and manufacturers while prioritizing customer care and service. TLC's cumulative products are deployed in more than 1,100 organizations, representing over 5,500 locations in North America, Southeast Asia, and New Zealand.

5. Who is your competition in the marketplace?

TLC: We believe our main competitors are Follett, Alexandria, Insignia, and SirsiDynix.

Tech Logic: We believe our main competitors are Envisionware and Bibliotheca.

6. What was your annual sales volume over last three (3) years?

In the last three years (2017, 2018, 2019), the total annual sales volume for TLC and Tech Logic is $60,308,261. We have not received audited financials for 2020.

7. What are your overall public sector sales, excluding Federal Government, for last three (3) years?

TLC and Tech Logic work almost exclusively in the public sector. Sales in the public sector represent the vast majority of our sales volume. Our combined sales for the last three years (2017, 2018. 2019 -- we have not yet received audited reports for 2020) equate to: $60,308,261.

8. What is your strategy to increase market share in the public sector?

TLC and Tech Logic are forward-thinking technology companies; staying on top of the latest library software and hardware trends is important to us. We intend to increase our market share in the public sector by consistently providing products to libraries that they can depend on, backed by service that exceeds our client's expectations. To showcase the value of our products, we intend to provide personalized consultation and knowledge through our sales, customer care, and marketing teams. We believe our industry will benefit most from intentional knowledge sharing and personal consultation.

9. What differentiates your company from competitors in the public sector?

As a family-owned company working in the library industry since 1974, we are committed to understanding your goals across the school library workflow and providing solutions that directly and specifically address those goals. One example of this commitment is TLC's ownership of Tech Logic Corporation (Tech Logic), a Minnesota-based company providing RFID technologies like self-checkout, shelf management/ inventory, tagging, circulation, and reporting solutions. Since TLC obtained ownership of Tech Logic in 2005, we have operated with integrated leadership, service infrastructure, and resources. Because of this unique operational position, TLC and Tech Logic can partner with Education Service Center, Region 10 (Region 10 ESC) under the same contract, resulting in a streamlined one-stop shop for Region 10 ESC members. No other vendor integrates two companies working side-by-side to provide the library management solutions described in RFP #R10-1118.

With Library•**Solution** *for Schools* Region 10 ESC will have a partnership with a forward-thinking company and product that is well developed and fully featured--meeting your broadest needs. We offer a library management system that is developed for school libraries like yours, has depth and flexibility in establishing borrowing policies, advanced reporting capabilities, advanced holds processing options and many advanced features for students including mobile responsive access to the public catalog, RSS feeds, and text messaging--all of which have been developed in partnership with school libraries like yours.

Today, the ILS market is mature, and many vendors can offer similar functionality and architecture. However, TLC sees a different model for delivering ILS services. TLC is keeping pace with all the functionality a modern library will need, but more importantly, we are spending much of our time designing the interface to work where libraries will need them to work in the future.

TLC continues to plan and develop features that are required to support both today's and future students' needs. At library requests, recent releases have included: "copy borrower record" to improve the workflow of adding multiple users from the same family into the system, search and display of Accelerated Reader and Lexile reading levels, providing a Single Sign-On option across the ILS interfaces, additional circulation functionality to our LS2 Staff interface, a new Administration interface which will replace our current Preferences interface, and other improvements to workflow. Recently, our user enhancements included adding a new web-based cataloging interface to the ILS which replaced the client-based cataloging software, paving the way for better workflows, more accurate cataloging, and utilizing RDA and Linked Data--unlike most other ILS vendors.

Our Library•**Solution** *for Schools* system represents the tip of the spear in innovation within the K-12 market segment and is unrivaled in terms of service and functionality for both staff and students. TLC has over 20 years of experience serving large school district libraries, we are the only vendor who can offer complementary technologies through our **TLC**•**SmartTECH** division and our subsidiary, Tech Logic.

Additionally, TLC offers a **TLC**•**SmartTECH** product line which includes STEM/STEAM devices and projects, Maker Space systems, tablets, drones and other hi-tech products, to libraries throughout the country. We are excited to tell you about our HygenX Vray Portable UV Sterilizer--which kills up to 99.9% of bacteria, sterilizing everyday items like those found in classrooms—and the NovelBranch Mini-Library—which offers 24/7 contactless library checkout and check-ins. We hope you'll visit our **TLC**•**SmartTECH** site for more information on our product line: https://tlcsmarttech.shop/

Whether it is excellent customer care reviews, or case studies showing that many of our libraries enjoy 90% patron self-checkout engagement, or the fact that all of our design specifications are based on years of input from library partners—realities like these make TLC and Tech Logic users a valuable statement of qualification. We are fully committed to customizing each library's solutions to fit their specific needs and goals, and we see the results of this in our product development—from a completely customizable self-checkout interface, to an award-winning shelf management wand that (unlike competitor's inventory wands) brings *true* ROI, to an AMH solution that has always prioritized staff and patrons through multi-item induction, and much more. TLC and Tech Logic are committed to being the personable, approachable team of experts that libraries depend on for unrivaled circulation solutions and support.

Library•**Solution** *for Schools* and Tech Logic's solutions are compatible and can be deployed to the same application server, provided that any on premise customer deployment takes the combined resource requirements of both applications into consideration.

Tech Logic's multi-award-winning shelf management wand—circTRAK—connects wirelessly in real-time with any ILS—including TLC's Library•**Solution** *for Schools*—to immediately notify the user when it detects items in an exception status or detects items matching other user-specified search parameters. In addition, because of an integration developed exclusively for Library•**Solution** *for Schools*, circTRAK can even update each detected item's last-seen date within the Library•**Solution** *for Schools* system.

For Region 10 members planning an RFID conversion, Tech Logic's rfidTAG TEAM can take care of the library's RFID conversion from start to finish. While tagging, the team can also upload any weed lists from the converting library so that, if the equipment detects an item that is listed for weeding, it will alert the operator without programming the RFID tag. Also, as just one example of value-added collaboration, TLC and Tech Logic are currently planning technical strategies to compare a list of tagged items with the Library•**Solution** *for Schools* system, highlight any listed items that have an exception status (e.g., "lost"), and change those statuses to "available."

Most recently, TLC partnered with Oracle Cloud Infrastructure (OCI) to release **TLC•Cloud Services**, a hosting solution built to offer unmatched performance and security. **TLC•Cloud Services** was awarded "Service of the Year," by the 2021 Modern Library Awards. **TLC•Cloud Services** being designated as "Service of the Year" is an incredible recognition of years of research, planning, and implementation for what has become the very best hosting platform in the library industry. Powered by OCI, **TLC•Cloud Services** offers:

High Performance — Combining the elasticity and utility of a commercial cloud with the granular control, security, and predictability of on-premise infrastructure, TLC customers utilizing **TLC•Cloud Services** expect high-performance and low latency.

Security — **TLC•Cloud Services** incorporates integrated security services to protect data and control access using security-first design principles, including isolated network virtualization and pristine physical host deployment. This provides superior customer isolation compared to earlier public cloud designs plus reduced risk from advanced persistent threats.

Reliability — **TLC•Cloud Services** boasts a target service uptime of 99.95%, benefiting from the high availability and redundancy capabilities of the Oracle Cloud Platform, Oracle Database Backup Service, and Oracle Cloud Infrastructure Object Storage Classic to provide the utmost reliability in the industry.

Scalability — **TLC•Cloud Services** is built upon a deep and broad platform of cloud services which enables TLC to design and build applications in a scalable, secure, highly available, fault-tolerant, and high-performance environment.

For these reasons, TLC and Tech Logic are confident that we are leading the industry with new technologies, new ways of fostering growth among our communities, and new avenues for creating relationships between school and public libraries.

10. Diversity program - Do you currently have a diversity program or any diversity partners that you do business with?

☒ Yes
☐ No

The Library Corporation (TLC) and Tech Logic are Women's Business Enterprise National Council Certified (WBENC) and Woman-Owned Small Business Certified (WOSB) international technology companies.

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    a.   **If the answer is yes, do you plan to offer your program or partnership through Equalis Group?**

       ☒ Yes
       ☐ No

TLC and Tech Logic are diversity partners. We plan to offer our services through Equalis Group.

11. Provide your safety record, safety rating, EMR and worker's compensation rate where available.

TLC and Tech Logic carry full Workers Compensation Insurance. Each accident $1,000,000, Disease-EA Employee $1,000,000, and $1,000,000 Disease

Pricing/Products/Services Offered

12. Please outline your products and services being offered, including the features and benefits and how they address the scope being requested herein. Please be specific; your answer to this question, along with products/services provided in your pricing file will be used to evaluate your offering.

Library•Solution *for Schools* First-year Licensing/Annual Support
The Library•**Solution**® *for Schools I*ntegrated Software Package includes:

- LS2 Staff (Circulation)
- LS2 PAC (PAC)
- LS2 Kids (PAC designed for emerging readers)
- Oracle Database Licensing
- LS2 Reports (IBM Cognos Analytics)
- LS2 Cataloging

(For more information, please see Library•Solution for Schools in Appendix 1)

School OSA - Acquisitions Base District License/Per Additional School
Online Selection & Acquisitions (OSA) is a comprehensive solution that supports all aspects of collection development, acquisitions, fund management, and order management. *(For more information, please see Online Selection & Acquisitions (OSA) in Appendix 1)*

Schools SIP Software Base District License/Per Additional School
SIP Version 2 with extensions is a protocol that enables Library•**Solution** *for Schools* to communicate with 3rd party applications. Price is valid only for TLC-certified vendors.

Schools NCIP Software Base District License/Per Additional School
NCIP is a protocol that enables Library•**Solution** *for Schools* to communicate currently with ILL systems including SirsiDynix URSA, Auto-Graphics, OCLC, and others. Price is valid only for TLC-certified vendors.
(For more information, please see NISO circulation Interchange Protocol (NCIP) in Appendix 1)

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eCommerce Base District License

This functionality will allow the library to collect funds for fees or fines using credit cards from the LS2 PAC interface using the Authorize.net authorization service. Credit cards will not be stored on the library site. *(For more information, please see E•Commerce for LS2 PAC in Appendix 1)*

Debt Collection Base District License/Per Additional School

Debt collection interface with Unique Management Services, Inc. Includes reports and first-year support. *(For more information, please see Debt Collection Module in Appendix 1)*

Reports Authoring - District License/Annual License

This license enables staff to create fully formatted reports, graphs, and notices. The program uses a specially prepared data framework that presents Library•**Solution** *for Schools data* in clearly labeled fields. Requires Training.

Reports Authoring - required training one-time charge

Covers an introduction to Report Manager, report management through Cognos Connection, and basic and intermediate report building techniques and ways of enhancing, customizing, and managing professional reports in Report Studio.

Active Directory Integration

TLC utilizes Active Directory to allow for login to staff modules without the user having to remember yet another set of credentials to access Library•Solution. Authorization is automatically communicated to the Library•**Solution** *for Schools* application by the network ID. Active Directory also allows for a single database of user or group privileges which define staff access and privileges.

Active Directory for Schools Single Sign-On

Library•**Solution** *for Schools* utilizes Microsoft's Active Directory™ (AD), Microsoft's Active Directory Federation Services 2012 R2 (AD FS 3.0), and Security Assertion Markup Language (SAML) 2.0 to provide users a Single Sign-On (SSO) solution.

OPAC School Enrichment Subscription Proquest Syndetics Unbound for Schools

OPAC Enrichment by Proquest Syndetics Unbound provides elements, such as:
• Book information like cover images, summaries, book profiles, reading levels, and the ability to "look inside"
• Details about the author, for example biographies and "next in series"
• Discovery, such as "you may also like" and "also available as"
• Multimedia content like details on DVDs, Blue-ray, CDs, streaming media, and video games
(For more information, please see Syndetics Unbound in Appendix 1)

TLC•Cloud Services

TLC utilizes Oracle Cloud Infrastructure (OCI) to provide our customers with unmatched control, security, and predictability to deliver high-performance Cloud-based infrastructure services.
(For more information, please see TLC•Cloud Services in Appendix 1)

TLC Mobile

TLC offers the ability to integrate a world-class mobile app solution to compliment the Library•**Solution** *for Schools* integrated library system.
(For more information, please see TLC Mobile in Appendix 1)

ITS•MARC Base District License - Includes first 10 Schools/Per Additional School

ITS•**MARC**® is one of the largest, most current copy cataloging resource pools available. With two access methods: the World Wide Web and Z39.50, ITS•MARC provides access to over 20 million MARC records.

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(For more information, please see ITS•MARC in Appendix 1)

AV Access Base District License - Includes first 10 Schools/Per Additional School
TLC's A/V Access MARC database offers you a rich store of full-level A/V cataloging. A/V Access contains over 1.4 million popular titles, providing complete audio and video subject coverage, full video summaries, comprehensive audio contents notes, and uniform titles.
(For more information, please see A/V Access in Appendix 1)

NICEM A/V MARC
A repository of over 645,000 curriculum-based educational audio-visual materials from the National Information Center for Educational Media.

British MARC Base
A repository of over 10 million difficult-to-find records cataloged by the British Library.

eBiblioFile Provision of e-book MARC record
The eBiblioFile cataloging service for OverDrive® and cloudLibrary by bibliotheca® is the fastest, most efficient way to obtain RDA-enabled MARC records for your library's eBooks and other downloadable titles.
(For more information, please see eBibliofile in Appendix 1)

RDAExpress RDA Enrichment (after site migration)
RDAExpress converts your existing MARC records to the new RDA cataloging standard.
(For more information, please see RDAExpress in Appendix 1)

Library•Solution *for Schools* Data Migration Conversion
Convert your patron, bibliographic and limited transaction data. *(For more information, please see Data Services Infographic in Appendix 1)*

SocialFlow
SocialFlow Cadence Optimized Publisher™ offers automated and scheduled delivery of pre-packaged content, measurements of effectiveness, and real-time analytics on campaign efficacy through the libraries and/or School's Facebook, Twitter, Google+, and LinkedIn accounts.
(For more information, please see SocialFlow in Appendix 1)

VRay UV Sterilizer
Easily, quickly and safely sterilize and decontaminate all objects and surfaces with HygenX Vray, with UV-C light that kills 99.9% of bacteria and sterilizes everyday items used and shared in today's classroom and libraries. Please see all of our hygienic and cleaning products listed in Attachment B.
(For more information, please see HygenX Vray Portable UV Sterilizer in Appendix 1)

Mustang Digital Kiosks
Our LCD All-In-One Kiosk are crafted with a sleek, stylish yet rugged design. With simple installation and maintenance, kiosks offer a perfect all-in-one solution for libraries and classrooms. Choose from models with or without touchscreen capability, available in multiple sizes and a choice of operating system. Please see all options in Attachment B.
(For more information, please see All-In-One Kiosk in Appendix 1)

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Universal Monitor Mounts

We offer a versatile range of monitor mounts to turn almost any monitor or display into a mountable and/or moveable solution. Our universal mounting solutions range covers 10" to 100" displays. Our solutions have adjustable universal hole patterns (VESA) to fit a wide selection of displays. VESA Patters from 75 x 75 to 1000 x 900 and weight allowances from 40lb to 500lb are available - Depending on the mount. Please see options in Attachment B. Additional options may also be available at the time of purchase.
(For more information, please see All-In-One Kiosk in Appendix 1)

TAPit Interactive Monitor

The TAPit platform is the first interactive learning station designed to provide accessibility to all students. This technology recognizes the difference between an arm resting upon the screen and a finger or assistive device intentionally "tapping" or selecting an image.
(For more information, please see Revolutionize Learning with TAPit in Appendix 1)

NovelBranch Mini Library

The NovelBranch is an economical and fun way to provide library services to a large variety of indoor locations across your community. With an RFID equipped cabinet and a network connection, you can allow borrowers to check-out and return their items all in one simple and easy process and 24/7! The NovelBranch features a sturdy transparent door which allows the patrons to view the material with their own eyes while they make a selection. Customization is available.
(For more information, please see NovelBranch Intelligent Mini-Library in Appendix 1)

NovelBranch Mini Library Annual Maintenance Fee

Annual maintenance fee following the first year.

Legends of Learning

Legends of Learning helps educators make their libraries and classrooms fun, engaging, and productive learning environments through research-driven, curriculum-based math and science games. Custom pricing is available.
(For more information, please see Legends of Learning in Appendix 1)

PrintLab 3D Printing Curriculum

A PrintLab Educator license will save huge amounts of time and stress by providing you with 12 months of access to our ever-growing lesson library and teacher/librarian certification course. 7-Day free trial is available!
(For more information, please see PrintLab Classroom in Appendix 1)

Merge AR/VR EDU Platform

Award-winning augmented and virtual reality products that enable experiential learning and content creation at home, in the classroom, and at the library. Our products transform learning. 30-Day free trial is available! *(For more information, please see Merge EDU – AR/VR Learning in Appendix 1)*

Generic Barcode Labels -- Single, Double, Pairs

TLC offers barcodes labels for patron cards and items. The recommended barcode type is Code 3 of 9 (Code 39) with a check digit algorithm of Mod 10 Left to Right. TLC's standard numbering scheme is based on a 14-digit barcode number. Item numbers usually begin with the number three (3) and patron numbers with the number two (2). The next four digits are used to identify your library. Unless you specify otherwise, we will use the last four digits of your library identification number assigned by TLC. The next eight (8) digits identify a specific item or patron. The last digit is the check digit.

circTRAK

Tech Logic's circTRAK shelf manager—2018 Modern Library Platinum Award winner and 2020 Modern Library Gold Award winner—will save library staff hundreds of hours per year that would have been spent locating and compiling specific item IDs or items with specific ILS statuses. Instead of just streamlining traditional inventory, circTRAK is unique in that it communicates wirelessly in real-time with the library's ILS via SIP2 in order to quickly detect and report shelved items in an exception status, based on the staff member's search parameters. *(For more information, please see circTRAK Shelf Manager in Appendix 1)*

circIT SUITE

Tech Logic's circIT SUITE software package provides all of our circIT solutions, equipping the library with the software they need in order to enjoy powerful RFID and barcode self-checkout workflows (including centralized web-based management, customizable interface, URL-based patron engagement display, and more) and staff-station workflows. *(For more information, please see circIT Suite in Appendix 1)*

selfCIRC PRO

One of our most popular self-checkout deployments, the selfCIRC PRO is a component-based self-checkout solution that serves as a flexible, economical, and strategic option for the library. The selfCIRC PRO setup features an all-in-one PC/touchscreen, hands-free RFID and/or barcode checkout system, and receipt printer. Alternatively, the library is welcome to integrate any of their own existing hardware (e.g. receipt printers, PCs) into the system, as long as the hardware meets the minimum specifications. All of our selfCIRC solutions are powered by circIT, our signature self-checkout software interface. With circIT software, the library can adjust the self-checkout experience for any or all selfCIRC units within their system in order to match the library's desired aesthetic and workflow—everything from the overhaul of UX, instructions, and buttons to the deployment of URL-based marketing signage, web pages and applications, social media, and more. *(For more information, please see selfCirc PRO in Appendix 1)*

selfCIRC COMBO

Our selfCIRC COMBO systems are patented solutions located at a staffed area that will allow library staff to focus on other duties while patrons accomplish self-checkout independently—unless and until a patron needs help with their session. If a patron needs assistance, staff are already in close proximity and can use the selfCIRC COMBO's dual monitor to quickly access the patron's session and/or the ILS client interface in order to address the patron's needs without the patron ever having the leave their self-checkout session. All of our selfCIRC solutions are powered by circIT, our signature self-checkout software interface. With circIT software, the library can adjust the self-checkout experience for any or all selfCIRC units within their system in order to match the library's desired aesthetic and workflow—everything from the overhaul of UX, instructions, and buttons to the deployment of URL-based marketing signage, web pages and applications, social media, and more. *(For more information, please see selfCirC COMBO in Appendix 1)*

selfCIRC KIDS

The selfCIRC KIDS kiosk is a self-checkout form factor that is especially geared toward the user experience of the library's younger patrons. Libraries who deploy selfCIRC KIDS kiosks in their children's section often take advantage of our standard or customized graphic wraps to make the kiosks especially eye-catching. All of our selfCIRC units are powered by circIT, our signature self-checkout software interface. With circIT software, the library can adjust the self-checkout experience for any or all selfCIRC units within their system in order to match the library's desired aesthetic and workflow—everything from the overhaul of UX, instructions, and buttons to the deployment of URL-based marketing signage, web pages and applications, social media, and more. *(For more information, please see selfCIRC KIDS in Appendix 1)*

selfCIRC PRIME

selfCIRC PRIME is barcode- and RFID-ready, features a 22" touchscreen, and can serve as a desktop unit or, with an optional pedestal, can serve as a standalone kiosk. Our selfCIRC PRIME units are customizable with custom colors and graphic wraps (quoted upon request) and are powered by circIT, our signature self-checkout software interface. With circIT software, the library can adjust the self-checkout experience for any or all selfCIRC units within their system in order to match the library's desired aesthetic and workflow—everything from the overhaul of UX, instructions, and buttons to the deployment of URL-based marketing signage, web pages and applications, social media, and more. *(For more information, please see selfCIRC PRIME in Appendix 1)*

selfCIRC UNLOCK

The selfCIRC UNLOCK integrates with the proposed self-checkout software, only activating at the appropriate time during a patron's self-checkout session and (if RFID is enabled) verifying with the ILS to only unlock items that have been checked out. *(For more information, please see selfCIRC UNLOCK in Appendix 1)*

selfCIRC PAYMENT

Tech Logic partners with Comprise and Verifone to offer a selection of PA-DSS certified chip-and-PIN payment systems that integrate seamlessly with our self-checkout software. These systems communicate directly with our selfCIRC solution to help patrons address fines, including any fines that may exceed a library-configured fine threshold resulting in blocked checkout. With these payment systems, patrons can address their fines and check out their items in the same session—any corresponding blocks will be removed, in real time, as soon as the fine is resolved within the ILS. With secure infrastructure and encryption of patron information, these payment systems make the library's self-checkout operation eligible to assess compliance with the PCI Standard using SAQ B-IP.

circIT STAFF

Tech Logic's circIT STAFF software package provides our staff-station solutions, equipping the library with the software they need in order to enjoy powerful RFID and barcode staff-station workflows. *(For more information, please see circIT STAFF in Appendix 1)*

staffCIRC PRO

Tech Logic's staffCIRC PRO solution provides all the equipment and software that library staff need to conduct efficient circulation workflow using RFID technology. Tech Logic can provide RFID equipment and all other hardware—or, if desired, the library is welcome to integrate any of their own existing hardware (e.g. receipt printers, PCs, monitors) into the staffCIRC PRO system, as long as the hardware meets the minimum specifications. Our staffCIRC solution is powered by circIT—our signature circulation software interface—which empowers library staff to enjoy the efficiency of RFID technology within their existing ILS circulation client workflow. *(For more information, please see staffCIRC PRO in Appendix 1)*

rfidGATE EXCELLENCE and rfidGATE WAVE

Tech Logic's rfidGATE EXCELLENCE and rfidGATE WAVE solutions are smartly designed with a subtle aesthetic that compliments both contemporary and traditional architecture while delivering effective item security performance. Both gates feature clear pedestals with low-profile metal-encased housing at the base of each pedestal. Upon activation, in addition to the gates' configurable audio alert, LED lighting illuminates each pedestal as a clear and tasteful indicator of gate activation.

The proposed rfidGATE WAVE system accommodates up to 43" between pedestals. The proposed rfidGATE EXCELLENCE accommodates up to 63" between pedestals (59" recommended).

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The rfidGATE system interfaces with our complimentary web-based management system, baseCAMP, which staff can use from any PC with library network access. Working in conjunction with this web-based system, the security gates detect active AFI security bits and also interface with the library's ILS via SIP2. If any items that have not been checked out pass through the security gates' RFID field, the gates will alarm and the web-based dashboard will provide a visual and (optional) auditory notification. Also, the web-based application will query the ILS via SIP2 to ascertain and display on the dashboard, in real time, the title and barcode of each tag that caused the gates to alarm. Staff are also able to view, filter, and export item data and custom reports from the central dashboard, in order to provide the library with insight for theft prevention and item replacement. *(For more information, please see rfidGATE EXCELLENCE and rfidGATE WAVE in Appendix 1)*

rfidTAG (BOOKLITE; RACETRACK; HUB; X-RANGE)

The first step to converting your library collection to RFID is choosing tags that deliver fast, reliable performance. Tech Logic has worked with hundreds of libraries to complete RFID conversions, and so we are confident that our RFID tags set the benchmark for quality and performance in the library industry. Our RFID tags are guaranteed for the entire life of the item to which each tag is originally affixed. RFID tags are available in formats for all types of library materials including books, CDs/DVDs, and more. *(For more information, please see rfidTAG in Appendix 1)*

rfidTAG CASE

Customers typically rent Tech Logic's rfidTAG CASE units temporarily for RFID conversion projects in the stacks of the library. The rfidTAG CASE is a portable, compact, efficient RFID tagging solution contained in an aluminum briefcase, which is ready for easy (one-handed) transport through the stacks and across library levels. Workflow includes the tag-writing function of our circIT software, which requires no connection with the ILS. Simply place the RFID tag onto the antenna, scan the item's barcode, and apply the tag to the item. With rfidTAG CASE, the tagging process is easy enough that the library could reach out to community organizations to help tag materials. *(For more information, please see rfidTAG CASE in Appendix 1)*

rfidTAG TEAM

For more than 20 years, Tech Logic has been working exclusively with libraries to implement RFID technologies. Tech Logic can implement the library's RFID conversion from start to finish. Our experts will make sure conversion is completed on-time, on-budget, and in-sync with other project elements. *(For more information, please see rfidTAG TEAM in Appendix 1)*

totalAMH

With Tech Logic's totalAMH system, patrons simply place handful-sized stacks of items into the return and then walk away. Staff members simply place handful-size stacks of materials onto the conveyance and then let the system do the rest. No manual check-in or singular-item processing is required. Using our system, patrons or staff can induct 30 items in a total of 6–10 motions in roughly 30 seconds, or 60 items in 60 seconds, and so on. Immediately after handful-sized stacks of materials are returned by patrons or inducted by staff, the totalAMH system gently de-shingles stacked items using an inclined and treaded belt and software-automated variance in belt speed, ensuring that items reach the sorting system one-at-a-time. Moments later, the totalAMH system uses RFID and/or barcode technology that is built into the conveyance—as well as real-time connection to the library's ILS via SIP2—to identify items, update ILS data, print hold slips (if applicable), and sort the materials into corresponding bins—all based on the library's settings and present sorting strategy.

easyBIN

Tech Logic's easyBIN, made with galvanized steel, is tough and rugged on the outside and gentle on items inside. A padded float tray lowers as items are received and rises as items are removed, which keeps items near the top of the bin. This keeps items from falling more than a few inches upon induction and also helps to eliminate strain on the user's back and shoulders during retrieval.

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Complimentary First-Year Warranty
Tech Logic offers comprehensive service and technical support to maximize product reliability and performance, which includes a complimentary first-year warranty on all products. After the initial 12-month warranty, our annual service offerings are designed so that you can select the level of service that meets your library's specific business needs. *(For more information, please see First-Year Warranties in Appendix 2)*

Extended Hardware Warranty (Optional)
After the complimentary first-year warranty, customers have the option to purchase an extended hardware warranty for any or all hardware. *(For more information, please see Extended Hardware Warranty in Appendix 2)*

totalAMH Preventative Maintenance Program (PM1)
After the complimentary first-year warranty, totalAMH customers may purchase either a Preventative Maintenance Program (PM1) or a Warranty Continuation Program (WCP) to ensure the ongoing health of their totalAMH system for years to come. Tech Logic's PM1 Program, which resembles a typical library industry service plan, includes one annual scheduled preventative maintenance visit conducted onsite by a certified technician. The program also includes full remote technical support and discounts on replacement parts. Additional onsite service calls (beyond the included preventative maintenance visits) are quoted under this program. *(For more information, please see totalAMH Maintenance Programs in Appendix 2)*

totalAMH Warranty Continuation Program (WCP)
After the complimentary first-year warranty, totalAMH customers may purchase either a Preventative Maintenance Program (PM1) or a Warranty Continuation Program (WCP) to ensure the ongoing health of their totalAMH system for years to come. The Warranty Continuation Program (WCP) covers all expenses for twice-annual onsite maintenance visits, remote technical support, onsite repair calls, parts, and shipping. This means a continuance of your first-year "bumper-to-bumper" warranty, in effect every year with NO additional costs for parts, software, labor, travel, nights, weekends, and/or overtime. *(For more information, please see totalAMH Maintenance Programs in Appendix 2)*

13. Describe any integrations your organization can provide with other platforms.

We provide extensive integration options that embrace mature industry standards, such as SIP, NCIP, Z39.50, EDIFACT, etc., and our best-in-business APIs to provide our customers and their selected third parties an optimal integration experience.

We offer a robust Third-Party Certification process, which allows us to partner with a variety of third-party vendors and ensures integration meets all the library's service needs. TLC takes the time to complete certification and commits to continued support for any third-party vendor interacting with the Library•**Solution** f*or Schools* system. We provide any new third-party with a sandbox for testing, test data set-up, supporting documentation, and direct contact with the Subject Matter Expert using a Basecamp Forum for project communications.

TLC has long demonstrated our commitment to ensuring successful integration projects with third-party vendors using the standard interchange protocol version 2 (SIP2), to improve the user experience for our customers and their patrons.

An important goal of TLC is to bring leading technologies to our clients and their communities; often this is facilitated through partnerships with a third-party vendor. TLC is unique in that we charge a flat fee for our SIP server software and do not charge per SIP connection, unlike other vendors.

Third-party integration through SIP is being used successfully at TLC libraries for integrations like computer reservations, print management, eCommerce, self-checkout stations, and RFID.

While Library•**Solution** *for Schools* integrates seamlessly with any library RFID or self-checkout vendor, TLC would like to call special attention to our subsidiary, Tech Logic. Tech Logic's solutions are designed to streamline the experience of patrons and staff throughout the library. This includes collaboration and integration with several technologies including, primarily, the library's ILS. For example, our self-checkout, security gate, shelf management, and AMH solutions work directly with the ILS via SIP2 communication. Our staff workstation solutions are designed to work simultaneously with the ILS circulation client. During check-in and checkout functions, staff's interaction will be with the ILS client, as it is now—Tech Logic's software will work in a minimized state to simply enhance the ILS circulation client workflow with RFID functionality. Additionally, should customers deploy ILS software from TLC and RFID products from Tech Logic, they will benefit from coordinated SIP/direct integration options and a mutually aligned product development roadmap, only possible because of our mutual ownership and aligned management teams.

14. What security protocols are in place to ensure the safe transmission of information being shared through your products and services?

TLC strongly believes in taking a proactive approach to application security for our customers, so much so that we have built it into our routine processes; it's not an afterthought. Part of our development cycle includes continuously assessing the security of our own application and remediating issues as they are found.

Our level of assurance is built into the development cycle for every major release and applicable patch releases, using industry-leading vulnerability analysis tools. TLC actively participates in the U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) program for external testing. In addition to securing our own applications, our hosting and corporate infrastructure are protected by world-class endpoint security.

All web-based applications communicate between the client and server with Transport Layer Security (TLS) over HTTPS. TLC performs internal web application penetration testing using industry-standard tools prior to the release of each major, and most minor, versions of Library•**Solution** *for Schools.*

Library•**Solution** *for Schools* and Tech Logic RFID products support the SIP2 protocol, which is commonly used for system interoperability in the library industry. SIP2 contains no security requirements and typically transmits data, which may include library user information, in plain text unless additional steps are taken to add TLS to the transactions. TLC supports SSL-tunneling SIP2 using Stunnel, and recommends customers use this approach.

Because we serve public and governmental entities, TLC also participates in the US Department of Homeland Security CISA unit's cyber hygiene service. CISA performs an automated external vulnerability scan on a bi-weekly basis of the current production version of Library•**Solution** *for Schools*. CISA then generates a vulnerability report, which TLC uses to supplement our internal penetration testing program to ensure greater coverage and redundancy.

TLC has teamed up with Oracle Cloud Services to create **TLC•Cloud Services**, a state-of-the-art cloud-based hosting platform that you and your library can trust to keep your information safe. Oracle Cloud Infrastructure is a second-generation infrastructure-as-a-service (IaaS) offering architecture on security-first design principles. These principles include isolated network virtualization and pristine physical host deployment, which provide superior customer isolation compared to earlier public cloud designs and reduced risk from advanced persistent threats. Oracle Cloud Infrastructure benefits from tiered defenses and highly secure operations that span from the physical hardware in our data centers to the web layer, in addition to the protections and controls available in our cloud. Oracle Cloud Infrastructure starts with a zero-trust architecture. This means that not only are tenants isolated from one another but tenants are also isolated from Oracle and vice versa (the isolated network virtualization mentioned earlier plays a role in this clean separation). Above Oracle Cloud's core infrastructure is layer upon layer of defenses including encryption everywhere, least-privilege identity and access management, and granular resource and network control all the way out to the edge. The combination of architecture, technology, and process provides a more secure environment than most on-premises facilities, as well as other public clouds. *(For more information, please see TLC•Cloud Services in Appendix 1)*

Because security is not a one-time event, TLC support is prepared when customers report concerns to replicate with our internal processes and respond as needed with application updates or guidance on local practices to mitigate risk. Please see our case study on the ransomware attack that threatened to cripple TLC customer, Butler County Federated Library System, and the risk-reduction mindset we used to diligently restore data and further protect the library. We would also like to call attention to Sullivan BOCES, a New York school system using Library•**Solution** *for Schools*. Consisting of 8 school districts with 18 school libraries, Sullivan BOCES implemented **TLC•Cloud Services** to maintain compliance and student data without disruption to library services.

For more information on TLC's case studies and liability insurance, please see **Appendix 2**.

Tech Logic's proposed solutions are designed as on-premise software systems that will reside and operate on the library's servers (onsite or virtual) and on the library's network. This way, our solutions can fit right into the existing security policies and practices that are already in place for the library's network. Tech Logic supports SSL-tunneling SIP2 using Stunnel and recommends customers use this approach.

15. Were all products/lines/services and pricing being made available under this contract provided in the attachment B and/or Appendix B, pricing sections?

TLC and Tech Logic confirm this statement.

16. Does the respondent agree to offer all future product introductions at prices that are proportionate to contract pricing offered herein?

☒ Yes
□ No

a. (If answer is no, attach a statement detailing how pricing for participants would be calculated.)

N/A

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17. Does pricing submitted include the required administrative fee?

☒ Yes
☐ No

18. Define your invoicing process and standard terms of payment.

TLC and Tech Logic will invoice the library directly. Payment terms are 50% due at signing with the remainder due net 30 following installation. For custom-built AMH systems, prices and payment terms are negotiated based upon project parameters.

Performance Capabilities:

19. States Covered - Respondent must indicate any and all states where products and services are being offered.

☒ 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

☐ Alabama	☐ Kentucky	☐ North Dakota
☐ Alaska	☐ Louisiana	☐ Ohio
☐ Arizona	☐ Maine	☐ Oklahoma
☐ Arkansas	☐ Maryland	☐ Oregon
☐ California	☐ Massachusetts	☐ Pennsylvania
☐ Colorado	☐ Michigan	☐ Rhode Island
☐ Connecticut	☐ Minnesota	☐ South Carolina
☐ Delaware	☐ Mississippi	☐ South Dakota
☐ District of Columbia	☐ Missouri	☐ Tennessee
☐ Florida	☐ Montana	☐ Texas
☐ Georgia	☐ Nebraska	☐ Utah
☐ Hawaii	☐ Nevada	☐ Vermont
☐ Idaho	☐ New Hampshire	☐ Virginia
☐ Illinois	☐ New Jersey	☐ Washington
☐ Indiana	☐ New Mexico	☐ West Virginia
☐ Iowa	☐ New York	☐ Wisconsin
☐ Kansas	☐ North Carolina	☐ Wyoming

☒ All U.S. Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)
☐ American Samoa
☐ Federated States of Micronesia
☐ Guam
☐ Midway Islands
☐ Northern Marina Islands
☐ Puerto Rico
☐ U.S. Virgin Islands

*TLC will offer products to all US territories and outlying areas. Tech Logic will not offer products to any US territories or outlying areas.

20. List the number and location of offices, or service centers for all states being proposed in solicitation.

TLC's headquarters is in Inwood, WV, and maintains a satellite office in Denver, CO. Tech Logic's headquarters is in Oakdale, MN.

Distribution Channel: Which best describes your company's position in the distribution channel:

- ☒ Manufacturer direct
- ☒ Authorized distributor
- ☒ Value-added reseller

- ☐ Certified education/government reseller
- ☐ Manufacturer marketing through reseller
- ☐ Other

*All of the above pertains to TLC. Only "Manufacturer direct" and "Value-added reseller" pertain to Tech Logic.

21. Provide relevant information regarding your ordering process, including at a minimum how quickly you fill orders (i.e. fill rate), on-time delivery rate, the ability for purchasing group members to verify they are receiving contract pricing.

TLC and Tech Logic will work diligently to process and ship your order as quickly as possible. Members of Region 10 ESC may send a purchase order to our team, or reach out to our respective sales representative to initiate an order. Our purchase order team will send the information to the appropriate members of TLC to be fulfilled. Delivery time varies for hardware and software, though we offer expedited air shipping on some products, as well as normal ground shipping. We know your library staff and students are excited to use your library's new products, and we will make every effort to deliver them to you as swiftly as possible.

TLC and Tech Logic are excited to present Region 10 ESC with your **TLC & Tech Logic Prologue**. This personalized webpage is designed to meet the specific needs of Region 10 ESC. Whether your members are interested in learning more about TLC and Tech Logic products, need service and support, or simply wish to **verify contract pricing**, the TLC & Tech Logic Prologue page has the information you desire.

TLC & Tech Logic Prologue: https://tlcdelivers.com/prologue/Region10/
Contract Pricing: https://tlcdelivers.com/prologue/Region10/Verifiable-Price-List.asp

22. If your company is offering hardware, please describe your company's return and restocking policy.

Per TLC and **TLC•SmartTECH** products, costs incurred for returned hardware are at the expense of the library (unless the return is part of a warranty procedure). Tech Logic provides a 100% satisfaction, money-back guarantee.

23. Describe areas where downtime may occur with your software/website or other services provided, historical averages of that downtime, and how you resolve downtime issues when they do occur. Include any guarantees and remedies provided for in your SLA.

Routine daily and weekly system maintenance activities are performed with the system live and available to students and staff. There is no daily downtime. System maintenance activities such as operating system updates, software fixes, and system software updates are managed and implemented by our system administrators. Downtime for the entire maintenance cycle is generally less than 8 hours (and usually closer to 4).

Additionally, TLC customers can expect high-performance and low latency when using **TLC•Cloud Services**. Oracle Cloud Infrastructure provides industry-leading solid-state storage--capable of millions of read and write transactions per second. **TLC•Cloud Services** is at the forefront of security as tenants are isolated from Oracle, offering an added layer of data security. Additional **TLC•Cloud Services** security defenses include ample encryption, least-privilege identity and access management, and granular resource and network control. **TLC•Cloud Services** employs a full compliance team and around-the-clock Security Operations Center to ensure the protection of data against threats.

Performance and Security with TLC•Cloud Services
Because **TLC•Cloud Services** strives to provide the target service uptime of 99.95%, by building on the high availability and redundancy capabilities of the Oracle Cloud Platform, Oracle Database Backup Service and Oracle Cloud Infrastructure Object Storage Classic, our clients can be sure they are receiving the utmost security in the industry. Along with exceptional security measures, **TLC•Cloud Services** offers industry-leading performance, high-availability, and a true Cloud optimized system configuration. Building on Oracle Database Cloud Service containers, our cloud hosting offers superior performance and the ability to provision, move, and resize customer environments minutes. **TLC•Cloud Services** also provides integrated security services to protect data and control access, utilizing active surveillance and monitoring.

Customer Support
The TLC Client Services Department is the best in the business. Our technicians are trained not only in technical support but specific library processes and soft skills for better communication and faster resolutions to your questions. Our support staff is encouraged to continue their education by taking additional training in a variety of topics and to work with other departments within the company to enhance their knowledge of the software, the library industry, and technology in general.

Living up to our reputation for offering high-quality and gold status treatment to all of our customers, the TLC Client Services staff are available and ready to assist you between the hours of 6:30 a.m. to 9:00 p.m. ET, Monday through Thursday and 6:30 a.m. to 7:00 p.m. ET on Friday. During regular business hours, support calls are personally answered by a support technician, no voice messages or confusing button pushing. Customers also have the option to email or chat with our representatives. After-hours support, holiday emergency support, and upgrade support are available 24 hours a day, 7 days a week at no additional charge.

TLC also offers an Online Support Center for our customers. This web-based tool provides a direct interface between customers and TLC's Support Staff. The Online Support Center is available 24/7. Customers may log in to report an issue or to review the status of any previous or existing issues. Each time an issue is updated by TLC staff, you will be automatically notified of the updated status via email.

Questions are prioritized based on the severity of the issue. We prioritize tickets based on the impact to the individual customer (not just the impact to all customers). If the issue is critical to you, it is critical to us. Our support center is highly trained by a diverse team of technicians, developers, and librarians. Unlike support centers staffed with "generalist" support analysts, there will be no need to explain to our support staff that your issue is important. Our staff understands the importance and impact of your issue.

Critical issues that affect your ability to deliver services to your patrons or staff receive the highest priority and attention. The system is designed to ensure that issues are constantly tracked until resolution. The system automatically reviews outstanding issues and escalates them to the attention of senior management if they are not resolved promptly. Each issue in the system remains an "open" ticket until the library is fully satisfied and closes the ticket.

For information on our SLA, please see our TLC•Cloud Services Hosting Contract in Appendix 2.

As part of the software license, Tech Logic ensures optimal and up-to-date functionality of Tech Logic's software within the library's IT ecosystem. Tech Logic takes care of all upgrades to our software, ensuring these updates are accomplished remotely by our customer care team with prior permission from the library for remote access. Tech Logic's proposed solutions are designed as on-premise software systems that will reside and operate on the library's servers (onsite or virtual) and on the library's network. This way, our solutions can fit right into the existing security policies and practices that are already in place for the library's network.

24. Describe your company's Customer Service Department (hours of operation, how you resolve issues, number of service centers, etc.).

TLC Customer Support
The TLC Client Services Department is the best in the business. Our technicians are trained not only in technical support but specific library processes and soft skills for better communication and faster resolutions to your questions. Our support staff is encouraged to continue their education by taking additional training in a variety of topics and to work with other departments within the company to enhance their knowledge of the software, the library industry, and technology in general.

Living up to our reputation for offering high-quality and gold status treatment to all our customers, the TLC Client Services staff are available and ready to assist you between the hours of 6:30 a.m. to 9:00 p.m. ET, Monday through Thursday and 6:30 a.m. to 7:00 p.m. ET on Friday. During regular business hours, support calls are personally answered by a support technician, no voice messages or confusing button pushing. Customers also have the option to email or chat with our representatives. After-hours support, holiday emergency support, and upgrade support are available 24 hours a day, 7 days a week at no additional charge.

TLC also offers an Online Support Center for our customers. This web-based tool provides a direct interface between customers and TLC's Support Staff. The Online Support Center is available 24/7. Customers may log in to report an issue or to review the status of any previous or existing issues. Each time an issue is updated by TLC staff, you will be automatically notified of the updated status via email.

Questions are prioritized based on the severity of the issue. We prioritize tickets based on the impact to the individual customer (not just the impact to all customers). If the issue is critical to you, it is critical to us. Our support center is highly trained by a diverse team of technicians, developers, and librarians. Unlike support centers staffed with "generalist" support analysts, there will be no need to explain to our support staff that your issue is important. Our staff understands the importance and impact of your issue.

Critical issues that affect your ability to deliver services to your patrons or staff receive the highest priority and attention. The system is designed to ensure that issues are constantly tracked until resolution. The system automatically reviews outstanding issues and escalates them to the attention of senior management if they are not resolved promptly. Each issue in the system remains an "open" ticket until the library is fully satisfied and closes the ticket.

Triage and Notifications

We respond to emergency tickets within 15 minutes and resolve within 4 hours during normal business hours, after hours, and holidays. For non-emergency tickets, response time is within 24 hours and resolution within 4 days.

For all items defined as **Priority 1** (Urgent/Critical/Service-Affecting), upon creation of the request, a notice is sent to the Client Services Manager and the support on-call telephone. If the item has not been resolved within 2 hours after the ticket is created, a visual reminder is sent to the Customer Support Technician responsible for resolving the issue to ensure the ticket is being addressed. If an additional 2 hours pass without a resolution to the issue, the Client Services Manager is notified of the current ticket status. The Client Services Manager then works to assign additional resources as needed, to resolve the issue.

For all items defined as **Non-Service Affecting**, if the ticket has not been resolved within 8 business hours after the ticket is created, a reminder is displayed to the Customer Support Technician responsible for resolving the issue to ensure the ticket is being addressed. If an additional 8 business hours pass without a resolution to the issue, the Customer Support Technician and the Client Services Manager are notified of the current ticket status. The Client Services Manager works to assign additional customer support resources as needed to resolve the issue.

The Client Services Manager works to assign additional customer support resources as needed to resolve critical issues that need more attention. This increasing level of notification with TLC, up to and including senior management, ensures the prompt and complete resolution of all tickets.

Ticket Escalation

TLC Customer Support Technicians have the autonomy to bring in Subject Matter Experts (SMEs) and/or Principal Technicians for additional expertise depending on the specific issue. Customer Support Technicians also communicate with the Database Administrators (DBAs) and IT regularly for specific processes as well.

Customer Support Technicians also work directly with your third-party vendors when possible to ensure that any issues that arise are handled quickly and brought to a satisfactory resolution. We will never make the customer the "middle man" in this communication unless circumstances force us to. Even then, TLC Customer Support will work with you until the issue is resolved.

When a ticket requires additional time or expertise beyond Tier One Support, the ticket is escalated to a Principal Technician for review and resolution. At this point the Principal Technician may bring in Development to assist with the ticket resolution.

The Client Services Manager may act as a Project Manager for these more complex issues to ensure that the customer is part of the process and is receiving regular updates.

If a customer is ever unsatisfied with the process or a solution, Support will escalate the ticket to the Customer Success Manager who, along with the Client Services Manager, will work with the customer towards a resolution.

Customers are encouraged to contact the Customer Success Manager at any time to discuss services, satisfactory or not. The Customer Success Manager communicates with all the departments as well as C-level executives to ensure that TLC is providing the support and services outlined in Service Level Agreements. The Customer Success Manager works to provide a voice for the customer at TLC.

TLC and Tech Logic share the same help-desk ticketing system and CRM system, providing a consistent experience and the fastest response for any related issues between ILS and shelf management and circulation equipment.

Tech Logic Customer support
Tech Logic offers comprehensive service and technical support to maximize product reliability and performance. Services include the following:

- Toll-free phone support, available as a standard service (1-866-880-9981)
- Email support via customercare@tech-logic.com
- A web-based ticket entry system that provides 24/7 online access
- Scheduled updates of Tech Logic software, included with Purchaser's First-Year Warranty and subsequent Software License

Normal Operating Hours and Contact Information
Our customer care team is available Monday–Friday from 8am–5pm CST. When you call our toll free number (1-866-880-9981) or email us at customercare@tech-logic.com, you are connected with Tech Logic's customer care team at our headquarters in Oakdale, MN. Or, if you make contact through our 24/7 web-based ticket entry system, the customer care team will reach out to you regarding the ticket.

Normal operating hours exclude company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.

Night and Weekend Service Hours
Tech Logic's web-based ticket entry system provides 24/7 online access to our customer care team. This ticketing system is monitored after hours and on weekends to ensure assistance during off hours for critical situations.

Procedures and Timelines
Tech Logic's customer care team will make every reasonable effort during Tech Logic's nor- mal business hours (or off-hours for critical situations) to respond to and resolve all support requests as quickly as possible. The procedures indicated below initiate upon our service team's receipt of a properly submitted support request via telephone, email, or online web- based ticket entry.

Remote Technical Support

When the library contacts Tech Logic's customer care team during normal operating hours via our toll-free number (1-866-880-9981) or via email (customercare@tech-logic.com) the library will be connected with our customer care team. Or, if the library makes contact via 24/7 web-based ticket entry system, the customer care team will reach out to the library regarding the ticket. Once contact is made, the customer care specialist will activate remote access to the product (with the library's permission) to analyze the issue. The customer care specialist will, if at all possible, resolve the issue within the remote session. Otherwise, the customer care specialist will propose a plan of action, working closely with the library to secure a timeline and procedure for resolution based on the severity of the issue and corresponding with any relevant warranty, software license, or maintenance program considerations.

Escalated Support

Should the issue (received through our toll-free number, email, or via 24/7 web-based ticket entry system) require escalation beyond remote technical support (outlined above), the customer care specialist will escalate the case to Tech Logic's customer care manager and the team will contact the library to establish the resolution plan. Tech Logic will provide the library with an action plan including, if needed, any anticipated parts repair/replacement or onsite time as well as a quote, if applicable, for any part(s), shipping, or onsite service expenses (any or all such parts, shipping, or labor charges may be waived depending on applicable warranty and/or maintenance program terms).

If return of equipment is necessary, Tech Logic will assign a return merchandise authorization (RMA) and notify the library. The library shall securely package the defective equipment and inform Tech Logic's customer care team that the equipment is ready for shipment. Tech Logic shall not be responsible for any loss or damage incurred in shipping. All returned merchandise must include the RMA number. Tech Logic will send a call tag for pickup and return, with expense considerations depending on any relevant warranty, license, or maintenance pro- gram terms. Tech Logic will ship the repaired or replaced equipment back to the library via regular ground. Requests for expedited return will be accommodated when possible, at the library's expense. Other expense considerations for parts, labor, shipping, etc. will depend on the relevant warranty, license, or maintenance program terms.

Should onsite service be required, Tech Logic will seek authorization from the library to appear onsite. Tech Logic will dispatch a highly trained service professional to arrive onsite—generally within 24 hours, depending on the severity of the issue and on the time at which Tech Logic receives authorization for onsite service. Any charges for onsite service expenses may be waived depending on the relevant warranty, license, or maintenance program terms.

Response/Resolution Benchmarks

Tech Logic works diligently to resolve all support requests as quickly as possible upon receipt. Most situations are resolved by remote technical support within the first interaction. If needed, Tech Logic will assign a priority level to each support request and designate resources to resolve each issue according to its priority and resolution benchmarks (outlined below). Please note that, while we take every support request very seriously and make every effort to resolve each issue as quickly as possible, the resolution benchmarks shown here should not be construed as guarantees.

Priority 1 is a complete loss of service, meaning that the library is unable use the equipment. Typically, the issue has one or more of the following characteristics: Hardware failure makes the equipment unusable; Software does not start; Software crashes and is unrecoverable. Priority 1 Benchmarks: Resolution plan proposed no more than three hours from support request; Resolution implemented no more than one business day from support request (plus any applicable shipping time).

Priority 2 is a production-inhibiting problem that causes a software error or intermittent behavior that leads to partial loss of service. Operations, however, can continue in a restricted fashion. Typically, the issue has one or more of the following characteristics: Software fails, but restart or recovery is possible; Hardware failure, but a restart provides recovery of operation; Software performance is degraded; A major feature is broken that seriously impacts usability and productivity. Priority 2 Benchmarks: Resolution plan proposed no more than one business day from support request; Resolution implemented no more than two business days from support request (plus any applicable shipping time).

Priority 3 involves a question about a specific usage or feature of the product, or a problem that causes minor operational inconvenience. Typically, the issue has one or more of the following characteristics: Software or hardware issue for which there is an acceptable work- around; Software error or hardware issue in which the operational impact is minimal. Priority 3 Benchmarks: Resolution plan proposed no more than three business days from support request; Resolution implemented within a timeframe that is agreed upon with the library.

System Uptime
Tech Logic works diligently to ensure optimal and up-to-date function of our products within the library's IT ecosystem. Because the proposed Tech Logic solutions are on premise, system uptime will depend largely upon the performance of the library's server(s), network, hard- ware, and other infrastructure serving the library's premises. With this in mind, we are confident that our solutions will maintain excellent uptime. For more information, please see the Software License.

25. Describe any training or other support resources you provide to support end users in better understanding how to utilize your products and services?

We are pleased to present our password-protected website for Library•**Solution** customers: LS•**Community**. The LS•**Community** site empowers you to receive and engage in as much – or as little – information from TLC as you choose. You have the option to sign up for email notifications regarding product announcements, newsletter updates, and helpful tips. The Online Support Center has also been integrated into LS•**Community** for easy access to the TLC Support team.

Visit the site regularly to learn what's new in product development, view archived webinars or sign up for upcoming online sessions, watch training videos, submit Support tickets, download user guides and product literature, read relevant blog posts, and much more. Library directors have sole discretion when it comes to assigning site permissions to additional library staff members.

Tech Logic provides installation, training, electronic manuals, and software backup disks with all proposed solutions. For our rfidGATE and totalAMH solutions, installation and training are always onsite. For the other proposed solutions, Region 10 members can choose between a remote or onsite installation/training package. If the library selects onsite installation, Tech Logic will complete hardware and software delivery, installation, testing, and training onsite. Alternatively, the remote installation option allows for a more economical approach in which, after hardware delivery, the library would place and install the hardware at the desired location and Tech Logic would access the hardware remotely for software installation, testing, and training.

26. Outline any implementation or other resources you provide in helping to configure your solutions, whether during the initial startup, or ongoing as part of the software maintenance.

A highly qualified TLC Project Manager will oversee the implementation of Library•**Solution** *for Schools* for your library. The Project Manager will coordinate the efforts of implementation specialists, programmers, installers, and instructors to ensure the transition occurs in a timely and orderly fashion.

TLC will provide a strong framework for the implementation, developed through our years of experience in implementing Library•**Solution** *for Schools*. Once a project begins, the TLC Project Manager will work with library staff and decision-makers to develop and monitor the project schedule and all associated tasks.

TLC's standard implementations take place over the course of approximately twelve weeks, with a ten-week period between the provision of usable data to TLC and the beginning of software instruction. This schedule depends on the library adhering to TLC's requests in a timely manner.

Phase 1: Initiation (Approximate Duration: 2 Weeks)
During the initiation phase, TLC will develop a clear understanding of your library's automation priorities and current workflow. Additionally, TLC will work with the library to receive extracts of all appropriate legacy system data, including bibliographic, local holdings, borrower, and transaction data.

Milestones and Deliverables

- The library will identify a single individual to act as a Project Leader, coordinating resources and decision-making throughout the implementation process.
- The library will identify key staff members or third-party providers to participate in critical implementation activities, including:
  - Development and approval of collection codes, circulation rules, and library workflow automation processes.
  - Extraction and manipulation of data from the library's current library automation software.
  - Administering the library's network, including firewalls, servers, and workstations, and deploying TLC software on workstations.
  - Making key content and 'look and feel' decisions for various web-based interfaces, including the LS2 PAC, LS2 Kids, and the web portal.
  - TLC will conduct a Project kickoff meeting, attended by all critical decision-makers, during which the project process and scope will be reviewed with the library's team.
- TLC will work with appropriate library staff to define the project schedule, deliverables, and team roles.
- The library will provide full analysis extracts of bibliographic data in MARC 21 format with local holdings information, borrower, and transaction data.
- TLC will analyze data, confirming that it contains all appropriate fields and the extraction format is usable for migration. TLC and the library will work together to complete this process.
- TLC will place the approved final order for hardware and software orders.

Critical Success Factors

- Extraction and delivery to TLC of usable bibliographic data in MARC 21 format with local holdings information, borrower data, and transaction data (if library requests conversion of transaction data) based on an agreed-to delivery schedule.
- The identification of a clear Project Leader for the library.
- Availability of key staff, including decision-makers, catalogers, and Information Technology personnel throughout the initiation phase.

Phase 2: Configuration and Design (Approximate Duration: 6 Weeks)
Using an iterative process, TLC will collaborate with the library's project team to collect information and data that will be used to create holdings codes, borrower type codes, circulation rules, public access catalog configurations, build the Library•**Solution** *for Schools* database and perform further preparations for installation, software instruction, and transaction migration.

A cataloging cut-off period will be required. During the cataloging cut-off period, it may be possible for library staff to add new titles, but they cannot edit or delete existing MARC records. The library will continue normal circulation procedures during this time period. This period generally begins approximately four to six weeks before the agreed upon "go live" date.

Milestones and Deliverables

- TLC Implementation Specialists will review the data provided by the library and create specification charts for collection codes and circulation rules for review and approval by appropriate library staff.
- TLC Implementation Specialists will review borrower data provided by the library and create borrower specification charts for review and approval by appropriate library staff.
- As part of the iterative process, TLC and the library's project team will collaborate to identify workflows that will determine the system coding and configuration.
- TLC will work with the library's project team to develop a customized instruction plan.
- Once approval has been received on all data specifications and final bibliographic data is provided by the library, the TLC implementation team will begin the database build.

Critical Success Factors

- Extraction and delivery to TLC of usable bibliographic data in MARC 21 format with local holdings information based on an agreed-to delivery schedule.
- Complete compliance with cataloging cutoff policies.
- Availability of appropriate library staff to provide feedback and approval of specifications including collection codes, circulation rules and borrower types according to an agreed-upon schedule.
- Availability of appropriate library staff to provide appropriate feedback and approval on web interface proofs according to an agreed-upon schedule.
- Availability of appropriate library staff to provide input for the development of software instruction plan.

Phase 3: Implementation (Approximate Duration: 4 Weeks)
The Implementation Phase encompasses hardware and software installation and the completion of software instruction.

Milestones and Deliverables

- TLC will complete the build of the database and perform all configuration tasks on web and data servers.
- Onsite Solution: TLC will complete the build of the database and perform all configuration tasks on web and data servers. TLC will ship web and data servers to the library.
- A TLC Installation team member will perform the installation and the integration of Library•**Solution** *for Schools* with the library's network.
- The TLC Installation team member will ensure Library•**Solution** *for Schools* software is accessible from all agreed-upon workstations.

- A TLC Software Instructor will perform onsite software instruction for all appropriate library staff. During the instruction period, TLC and library staff will perform a final migration of transaction data from the legacy ILS into Library•**Solution** *for Schools*.
- The instructor and appropriate library staff will review the results of the transaction migration. Once the transaction migration has been approved and the software instruction has been completed, the library will "go live" with Library•**Solution** *for Schools*.

Critical Success Factors

- Availability of appropriate library IT staff for 100% of the time the TLC Installation team member is on site. This staff must have the authority and skill to be able to administer the network, including firewalls, remote access, and workstations.
- The opening of all appropriate firewall ports.
- Availability of all administrative, cataloging, and library staff as appropriate for software instruction.
- 100% network functionality during the course of installation and software instruction.
- Extraction and delivery to TLC of borrower data and transaction data (if library requests conversion of transaction data) based on an agreed-to delivery schedule.
- Adherence to restrictions and guidelines defined during the implementation process.

Phase 4: Project Closure

With any centralized automation implementation, certain issues will not come to light until the system is in use by the library. TLC's Project Closure practices ensure that issues that arise once the system is in place are addressed in a thorough and timely manner. Additionally, TLC will help the library through a transition from an implementation relationship to an ongoing support Relationship.

Milestones and Deliverables

- TLC will conduct a Project Follow Up meeting to address any issues, and identify action items, if any, that remain to be addressed by either the library or TLC.
- The TLC Project Manager will ensure that all open issues are addressed.
- The TLC Project Manager will schedule a formal support transition meeting, during which the library's Project Leader will be introduced to the TLC Support Department Manager and learn about how to interact with TLC's Support Department.

Critical Success Factors

- Continued support from the library's information technology staff.
- The identification of a single individual as the central point of contact between the library and TLC.

For the library's project, Tech Logic will assign a project manager who will serve as the library's point of contact and ensure efficient and effective project completion including library readiness, hardware manufacturing/supply, software configuration, product installation, testing, training, and more (see below for a sample project plan). Installers and software engineers are integral to this process and, upon project completion and approval, our customer support department will take responsibility for ongoing support regarding the project.

Sample Project Milestones (staff and self-service solutions)

- Tech Logic initiates project when all contract documents have been signed by all parties.
- Tech Logic assigns project manager to library project.
- Project manager sends introduction email to customer with information, explanations, and instructions for necessary documentation.

- Via conference call, Tech Logic and library further discuss detailed project milestones, questions, and other more granular project elements.
- Tech Logic sends documentation to library for review, questions as needed, and completion: network readiness, survey/specifications, component requirements, artwork requirements, and other necessary documentation.
- Library sends facility blueprint to Tech Logic, including proposed layout of where the self-check equipment and security gates will be placed within the library, including room dimensions.
- Library provides all documentation previously mentioned to move the project forward.
- Tech Logic and library discuss date/time to execute installation of the database for circIT software.
- Tech Logic installs circIT database.
- Tech Logic software team tests patron information, patron materials, and payment flow. Team establishes workflow and interface per library specifications.
- Library staff review and ask any questions about the database platform.
- Tech Logic and library decide on the installation and roll-out details of hardware and software for staffCIRC, selfCIRC, and rfidGATE.
- Tech Logic technicians install and test all hardware and software functionality for all solutions.
- Tech Logic technicians provide training for all solutions. Training session(s) and times are determined by volume and needs of library staff. Detailed manuals will also be provided.
- Library provides Tech Logic with notice of project completion/acceptance per agreed-upon contract parameters.
- After project completion, Tech Logic's customer care team contacts the library to ensure continued satisfaction.
- First-Year Warranty commences for all products, followed by subsequent years' continued support per the library's chosen maintenance program and agreed-upon contract parameters.

Sample Project Milestones (totalAMH)

- Tech Logic initiates project when all contract documents have been signed by all parties.
- Tech Logic assigns project manager to library project.
- Project manager sends introduction email to customer with information, explanations, and instructions for necessary documentation.
- Via conference call, Tech Logic and library further discuss detailed project milestones, questions, and other more granular project elements.
- Tech Logic sends documentation to library for review, questions as needed, and completion: Customer Approval Drawings (CAD), readiness guide, sorting table files, and other necessary documentation.
- Library provides completed/approved Customer Approval Drawings (CAD) and readiness guide.
- Library begins any necessary building/electrical work to prepare for AMH installation.
- Tech Logic orders necessary AMH system parts.
- Tech Logic manufactures system based on library-signed Customer Approval Drawings (CAD).
- Library provides completed/approved sorting table files.
- Library sends test materials to Tech Logic for live SIP2 testing.
- Tech Logic's software team configures and tests system software.
- At Tech Logic facility, Tech Logic conducts full factory acceptance test of completed AMH system.
- Tech Logic and library discuss granular timeline and details for AMH delivery and installation, based on agreed-upon contract parameters.
- Tech Logic ships AMH system per agreed-upon contract parameters.
- Library receives AMH system per agreed-upon contract parameters.
- Tech Logic installs, configures, and tests AMH hardware and software systems per installation plan and agreed-upon contract parameters.

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- Tech Logic technicians train library staff and stakeholders on use of and care for the AMH system, addressing any customer questions or concerns. Detailed user manuals, schematics, etc. are also provided. Training session(s) and times are determined by the needs of library staff.
- Library provides Tech Logic with notice of project completion/acceptance per agreed-upon contract parameters.
- After project completion, Tech Logic's customer care team contacts the library to ensure continued satisfaction.
- First-Year Warranty commences, followed by subsequent years' continued support per the library's chosen maintenance program and agreed-upon contract parameters.

27. Describe the capacity of your company to report monthly sales through this agreement to Equalis Group.

TLC and Tech Logic agree to the monthly reporting set forth in "Appendix A: Winning Supplier Reporting Requirements."

28. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

TLC and Tech Logic have a team dedicated to managing reports and consolidated billing.

PROPOSAL FORM 3: DIVERSITY VENDOR CERTIFICATION PARTICIPATION

<u>Diversity Vendor Certification Participation</u> - It is the policy of some Members participating in Equalis Group to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. <u>Minority Women Business Enterprise</u>
Respondent certifies that this firm is an MWBE   ☑Yes   ☐No
List certifying agency: _Women's Business Enterprise National Council_____

b. <u>Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)</u>
Respondent certifies that this firm is a SBE or DBE   ☑Yes   ☐No
List certifying agency: _Women's Business Enterprise National Council_____

c. <u>Disabled Veterans Business Enterprise (DVBE)</u>
Respondent certifies that this firm is an DVBE   ☐Yes   ☐No
List certifying agency: _____

d. <u>Historically Underutilized Businesses (HUB)</u>
Respondent certifies that this firm is an HUB   ☐Yes   ☐No
List certifying agency: _____

e. <u>Historically Underutilized Business Zone Enterprise (HUBZone)</u>
Respondent certifies that this firm is an HUBZone   ☐Yes   ☐No
List certifying agency: _____

f. <u>Other</u>
Respondent certifies that this firm is a recognized diversity certificate holder   ☐Yes   ☐No
List certifying agency: _____

WBENC
WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

The Library Corporation DBA AKA: CARL Corporation or TechLogic Corporation

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled and is valid through the date herein.

WBENC National WBE Certification was processed and validated by Women's Business Enterprise Council Ohio River Valley, a WBENC Regional Partner Organization.

Certification Granted: September 30, 2014
Expiration Date: September 30, 2021
WBENC National Certification Number: 2005125427

Sheila A. Mixon

WBEC ORV
WOMEN'S BUSINESS ENTERPRISE COUNCIL
OHIO RIVER VALLEY

Authorized by Sheila Mixon, Executive Director Women's
Business Enterprise Council Ohio River Valley

NAICS: 511210, 541513
UNSPSC: 43232309, 43232609, 86141704

Center for Women & Enterprise · Great Lakes Women's Business COUNCIL · GREATER WOMEN'S BUSINESS COUNCIL · WOMEN'S BUSINESS COUNCIL SOUTHWEST · WOMEN'S BUSINESS DEVELOPMENT CENTER · WBEA · WBEC EAST · WBEC FLORIDA · WBEC PACIFIC · WBEC SOUTH · WBEC WEST · WOMEN PRESIDENTS' Educational Organization

WBENC

WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

HEREBY GRANTS
WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO

The Library Corporation DBA AKA: CARL Corporation or TechLogic Corporation

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at www.sba.gov/wosb.

The WOSB Certification expires on the date herein unless there is a change in the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its contracting officials.

NAICS: 511210, 541513
UNSPSC: 43232309, 43232609, 86141704

Certification Number: W060247

Expiration Date: September 30, 2021

Sheila Mixon, Ohio River Valley Women's Business Council
Executive Director

Pamela Prince-Eason, WBENC President & CEO

Laura Taylor, WBENC Vice President

WBECORV
WOMEN'S BUSINESS ENTERPRISE COUNCIL
OHIO RIVER VALLEY

JOIN FORCES. SUCCEED TOGETHER.

Please provide contact information and resumes for the person(s) who will be responsible for the following areas.

Executive Contact

Contact Person: John Burns

Title: SVP of Sales & Marketing and COO

Company: TLC

Address: 1 Research Park

City: Inwood   State: WV   Zip: 25428

Phone: 800.325.7759   Fax: 304.229.0295

Email: johnburns@tlcdelivers.com

Account Manager / Sales Lead

Contact Person: Don West

Title: Director of Operations TLC Denver & CARL• Sales

Company: TLC

Address: 1355 S. Colorado Blvd

City: Denver   State: CO   Zip: 80222

Phone: 800.325.7759 ext. 546   Fax: 304.229.0295

Email: dwest@tlcdelivers.com

Contract Management (if different than the Sales Lead)

Contact Person: Sherry Banks

Title: Director, Inwood Operations

Company: TLC

Address: 1 Research Park

City: Inwood   State: WV   Zip: 25428

Phone: 800.325.7759 ext. 214   Fax: 304.229.0295

Email: sbanks@tlcdelivers.com

Billing & Reporting/Accounts Payable

Contact Person: Valerie Gainer

Title: Administration

Company: TLC

Address: 1 Research Park

City: Inwood   State: WV   Zip: 25428

Phone: 304.229.0100 ext. 303   Fax: 304.229.0295

Email: vgainer@tlcdelivers.com

Marketing

Contact Person: Jamison Reynolds

Title: Director of Marketing Strategy

Company: TLC

Address: 1 Research Park

City: Inwood   State: WV   Zip: 25428

Phone: 800.325.7759 ext. 376   Fax: 304.229.0295

Email: jreynolds@tlcdelivers.com

PROPOSAL FORM 4: MANAGEMENT PERSONNEL

Please provide contact information and resumes for the person(s) who will be responsible for the following areas.

Executive Contact

Contact Person: ___Gary Kirk_____

Title: _____President_____

Company: _____Tech Logic Corporation_____

Address: _____835 Hale Ave. N_____

City: _____Oakdale_____ State: ___MN_____ Zip: __55128_____

Phone:___(404) 451-8530_____ Fax: ___(651) 747-0493_____

Email: ____gkirk@tech-logic.com_____

Account Manager / Sales Lead

Contact Person: _____Tim Lawson_____

Title: _____Senior Solutions Specialist_____

Company: _____Tech Logic Corporation_____

Address: _____835 Hale Ave. N_____

City: _____Oakdale_____ State: __MN_____ Zip: __55128_____

Phone:_____(651) 308-5743_____ Fax: ____(651) 747-0493_____

Email: _____tlawson@tech-logic.com_____

Contract Management (if different than the Sales Lead)

Contact Person: ____Gary Kirk_____

Title: _____President_____

Company: _____Tech Logic Corporation_____

Address: _____835 Hale Ave. N_____

City: _____Oakdale_____ State: __MN_____ Zip: __55128_____

Phone:_____(404) 451-8530_____ Fax: ___(651) 747-0493_____

Email: _____gkirk@tech-logic.com_____

Billing & Reporting/Accounts Payable

Contact Person: ___Tracie Hanson_____

Title: _____General Manager_____

Company: _____Tech Logic Corporation_____

Address: _____835 Hale Ave. N_____

City: _____Oakdale_____ State: ___MN_____ Zip: __55128_____

Phone:____(651) 338-3787_____ Fax: __(651) 747-0493_____

Email: _____thanson@tech-logic.com_____

Marketing
Contact Person: _____Anthony Frey_____

Title: _____Director of Marketing_____

Company: _____Tech Logic Corporation_____

Address: _____835 Hale Ave. N_____

City: _____Oakdale_____ State: ___MN_____ Zip: __55128_____

Phone:____(714) 931-7476_____ Fax:__(651) 747-0493_____

Email: _____afrey@tech-logic.com_____

Gary Kirk—President. As the president of Tech Logic, Gary is responsible for company oversight and direction as well as for the negotiation and execution of contracts. Gary assumed executive responsibility for Tech Logic in April 2005 after holding several senior management roles at TLC. In 2017, he was appointed to the Board of Directors of "United for libraries", a prestigious division of the American Library Association.

Tim Lawson—Senior Solutions Specialist. Tim is responsible for consulting with libraries to address strategic planning, selection, design, and execution of effective library solutions. Tim joined Tech Logic in 2012 as an Engineering Consultant. Tim brings over 13 years of experience delivering products and technologies to his clients. Throughout his career, Tim has built strong relationships while developing a strategy to deliver cost savings and ROI to his clients. He holds Bachelor of Arts degrees in both Business Finance and Business Communications from Bethel University in St. Paul, MN.

Tracie Hanson—General Manager. As Tech Logic's general manager, Tracie is responsible for ensuring the success of all Tech Logic operations and personnel. Tracie joined Tech Logic in 2007 as a customer care account manager. She advanced within the company and became Tech Logic's general manager in 2018. Throughout this career, Tracie has built strong relationships with library customers. Tracie attended the UW (University of Wisconsin)-Stout in Menominee, WI.

Anthony Frey—Director of Marketing. Anthony is responsible for building relationships between Tech Logic and our prospective and current customers. This includes product promotion, knowledge sharing, and partnerships across the industry. Anthony joined Tech Logic in January 2016 as a solution specialist and, in 2019, became the director of marketing. Anthony holds a Master of Liberal Studies degree from Southern Methodist University, and Bach-elor of Arts degrees in Philosophy, Religious Studies, and Marketing & Advertising from Chapman University.

PROPOSAL FORM 5: REFERENCES AND EXPERIENCE QUESTIONNAIRE

Provide a minimum of five (5) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide references for K12, Higher Education, City/County and State entities. Provide the following information for each reference:

The following are references provided by TLC:

a) Entity Name: Dallas ISD
b) Contact Name and Title: Gay Patrick, Director
c) City and State: Dallas, TX
d) Phone Number: 972.925.2166
e) Years Serviced: 23 years
f) Description of Services: Library•**Solution** *for Schools*, LS2 Staff, LS2 PAC, LS2 Kids, LS2 Reports, OPAC Enrichment, SIP Software, RDAExpress,
g) Annual Volume: 3,200,000

a) Entity Name: Richardson ISD
b) Contact Name and Title: Julie Briggs, Library Director
c) City and State: Richardson, TX
d) Phone Number: 469.593.0737
e) Years Serviced: 26 years
f) Description of Services: Library•**Solution** *for Schools*, LS2 Staff, LS2 PAC, LS2 Reports, OPAC Enrichmnet
g) Annual Volume: 830,000

a) Entity Name: Frisco ISD
b) Contact Name and Title: Stacy Cameron, Coordinator of Library Services
c) City and State: Frisco, TX
d) Phone Number: 469.633.6228
e) Years Serviced: 5 years
f) Description of Services: Library•**Solution** *for Schools*, Active Directory, **TLC**•**Cloud Services**, LS2 Staff, LS2 PAC, LS2 Kids, LS2 Reports, SIP Software, OPAC Enrichment
g) Annual Volume: 640,000

a) Entity Name: Carrollton-Farmers Branch ISD
b) Contact Name and Title: Chris Salerno
c) City and State: Carrollton, TX
d) Phone Number: 972.968.6100
e) Years Serviced: 2 years
f) Description of Services: Library•**Solution** *for Schools*, **TLC**•**Cloud Services**, LS2 Staff, LS2 PAC, LS2 Kids, LS2 Reports, SIP Software, OPAC Enrichment
g) Annual Volume: 715,400

a) Entity Name: Irving ISD
b) Contact Name and Title: Debbie Russell, Data Assistant
c) City and State: Irving, TX

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800.494.9330 • info@Tech-Logic.com

d) Phone Number: 972.600.5243
e) Years Serviced: 30 years
f) Description of Services: Library•**Solution** *for Schools*, **TLC**•**Cloud Services**, LS2 Staff, LS2 PAC, LS2 Kids, LS2 Reports, **ITS**•**MARC**, OPAC Enrichment
g) Annual Volume: 700,002

The following are references provided by Tech Logic:

a) Entity Name: Sherman Public Library
b) Contact Name and Title: MeLissa Eason, Director
c) City and State: Sherman, TX
d) Phone Number: 903-892-7240
e) Years Serviced: New Customer Installed in 2020
f) Description of Services: Current TLC/LS User, RFID Conversion, Security Gates, Prime Freestanding Kiosks, Staff Station Equipment and Shelf Management
g) Annual Volume: 300K Annual Circulation

a) Entity Name: Hays Public Library
b) Contact Name and Title: Brandon Hines, Director
c) City and State: Hays, KS
d) Phone Number: 785-625-9014
e) Years Serviced: 2018 Install
f) Description of Services: Current TLC/LS User, RFID Conversion, Security Gates, Flex Freestanding Kiosks, Staff Station Equipment and Shelf Management
g) Annual Volume: 550K Annual Circulation

a) Entity Name: Midland Public Library
b) Contact Name and Title: Debbie Garza, Director
c) City and State: Midland, TX
d) Phone Number: 432-688-4332
e) Years Serviced: Customer since 2012
f) Description of Services: Current TLC/LS User, RFID Conversion, Security Gates, Self-Checks, Staff Station Equipment and Shelf Management
g) Annual Volume: 400K Annual Circulation

a) Entity Name: Park City Public Library
b) Contact Name and Title: Adriane Juarez, Director
c) City and State: Park City, UT
d) Phone Number: 435-615-5605
e) Years Serviced: Customer since 2014
f) Description of Services: Current TLC/LS User, RFID Conversion, Security Gates, Flex Freestanding Kiosks, Staff Station Equipment and Shelf Management
g) Annual Volume: 250K Annual Circulation

a) Entity Name: Nicholson Memorial Library System
b) Contact Name and Title: Karen Archibald, Director
c) City and State: Garland, TX
d) Phone Number: 972-205-2543
e) Years Serviced: Customers since 2015
f) Description of Services: RFID Conversion, Security Gates, Flex Freestanding Kiosks, AMH at 4 locations, Staff Station Equipment and Shelf Management

g) Annual Volume: 1.2 Million Circulation

Questions:

1.   Identify any contracts with other cooperative or government group purchasing organizations of which your company is currently a part of:

TLC is currently part of GSA, Sullivan County BOCES, and Region One Education Service Center.

Tech Logic's products and services are available within Amigos Library Services and the Massachusetts Higher Education Consortium (MHEC).

2.   Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

We are including our WBENC and WOSB certificates as attachments to this response. Please see **form three** for our certificates.

3.   Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

TLC and Tech Logic do not have any history of litigation, bankruptcy, or reorganization, nor are we currently involved in any of the aforementioned.

4.   Felony Conviction Notice – Please check applicable box:

☐ A publicly held corporation; therefore, this reporting requirement is not applicable
☒ Is not owned or operated by anyone who has been convicted of a felony.
☐ Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the 3rd box is checked a detailed explanation of the names and convictions must be attached.

PROPOSAL FORM 6: VALUE ADD QUESTIONNAIRE

Proposer must agree to work in cooperation with Region 10 ESC and the Equalis Group to develop a marketing strategy and provide avenues to equally market and drive sales through the Contract and program to all current and potential Members. Proposer agrees to actively market in cooperation with Region 10 ESC and the Equalis Group all available services to current and potential Members.

1. Detail how your organization plans to market and promote this contract upon award.

TLC and Tech Logic will communicate with Region 10 ESC and Equalis to identify the best marketing solutions for members. TLC has numerous marketing collateral geared toward school staff, students and parents, and general community members. TLC and Tech Logic are specifically eager to embark on marketing outreach in collaboration with Region 10 ESC and Equalis in the following areas:

- Foundationally, TLC and Tech Logic will provide a personalized webpage designed specifically for Region 10 ESC members. Whether Region 10 ESC members are interested in learning more about our products, need service and support, or simply wish to verify contract pricing, the **TLC and Tech Logic Prologue** will empower Region 10 members to connect with our solutions. **To view Region 10's personalized webpage, please click the following link:** https://tlcdelivers.com/prologue/Region10/

- In addition to print and digital marketing resources, TLC and Tech Logic look forward to providing complementary knowledge and consultation for Region 10 ESC members—including webinars, written reports, case studies, and personalized consultation with our subject matter experts.

2. Acknowledge that your organization agrees to provide its company logo(s) to Region 10 ESC and Equalis Group and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

TLC and Tech Logic look forward to partnering with Region 10 ESC and Equalis Group to provide products and services that deliver. We agree to provide our company logos to Region 10 ESC and Equalis Group as well as provide permission for the reproduction of such logos in marketing communications and promotions.

3. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable

We are including our WBENC and WOSB certificates as attachments to this response. Please see **form three** for our certificates.

Please also list and include copies of any certificates you hold that would show value for your response not already included above.

TLC is proud to call attention to our 2021 Modern Library Awards "Service of the Year" award for **TLC•Cloud Services**. Having a hosting service win "Service of the Year" is an incredible recognition of years of research, planning, and implementation for what has become the very best hosting platform in the library industry. Powered by Oracle Cloud Infrastructure (OCI), **TLC•Cloud Services** offers:

High Performance — Combining the elasticity and utility of a commercial cloud with the granular control, security, and predictability of on-premise infrastructure, TLC customers utilizing **TLC•Cloud Services** expect high-performance and low latency.

Security — **TLC•Cloud Services** incorporates integrated security services to protect data and control access using security-first design principles, including isolated network virtualization and pristine physical host deployment. This provides superior customer isolation compared to earlier public cloud designs plus reduced risk from advanced persistent threats.

Reliability — **TLC•Cloud Services** boasts a target service uptime of 99.95%, benefiting from the high availability and redundancy capabilities of the Oracle Cloud Platform, Oracle Database Backup Service, and Oracle Cloud Infrastructure Object Storage Classic to provide the utmost reliability in the industry.

Scalability — **TLC•Cloud Services** is built upon a deep and broad platform of cloud services that enables TLC to design and build applications in a scalable, secure, highly available, fault-tolerant, and high-performance environment.

4. Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract participating agencies.

TLC is collaborating with Tech Logic to present services and products offered under one company to Region 10 ESC and Equalis members. We hope to offer an efficient process by giving members the opportunity to purchase an array of library products from one catalog. In unity, we will provide Region 10 ESC members with the option to access any combination of products or services with a complete spectrum of library management solutions.

TLC and Tech Logic operate as a cohesive organization; we are unrivaled in our ability to provide the software, hardware, and integration our companies offer as a single, unified vendor. We offer collaborative, ongoing product roadmap development and as a unified vendor, we are capable of delivering unique future functionality by leveraging our combined development resources and aligned K-12 product strategies which we are able to obtain from our mutual enterprise partners.

With Tech Logic as its subsidiary, TLC is the only ILS vendor in the industry that owns and operates its own RFID automation provider. We are offering Region 10 ESC members a one-stop-shop, skipping the mediation between ILS software vendors and RFID vendors and providing customers aligned future roadmap strategies. Additionally, Region 10 ESC will have a single vendor to hold accountable for the integrations between software and hardware. As a unified company, TLC and Tech Logic is the only company in the library industry that produces software, manufactures hardware, and is the systems integrator--specializing in joining our software and hardware products into one cohesive infrastructure, enabling all pieces to work as an integrated system. The ability for Region 10 ESC customers to have one company to call and hold accountable for any issues of the integrated system will provide increased staff productivity and satisfaction, more accurate and trustworthy data, quicker problem resolutions, and future development options that a combination of separate multiple vendors cannot provide.

We want your transition to be as seamless and smooth as possible. TLC and Tech Logic will work together as one to complete integration, providing interoperability between integrated library system software and RFID equipment software. Library•**Solution** *for Schools* and Tech Logic's solutions can even be deployed to the same application server--provided that any on-premise customer deployment takes the combined resource requirements of both applications into consideration.

Tech Logic's rfidTAG TEAM can take care of your library's RFID conversion from start to finish. While tagging, the equipment can also upload and weed lists from the converting library, allowing the system to alert the operator (without programming the RFID tag) if an item is listed for weeding. Though this process does not require connection to an ILS, TLC and Tech Logic are currently planning technical strategies to compare a list of tagged items with the Library•**Solution** *for Schools* system, highlight any listed items that have an exception status (e.g. "lost"), and automatically change those statuses to "available."

Another outstanding pro of our companies' unity, is that Tech Logic's multi-award-winning shelf management wand (circTRAK) connects wirelessly via SIP2 with Library•**Solution** *for Schools*. Through this real-time connection, circTRAK immediately notifies the user when it detects items in an exception status or detects items matching other user-specified search parameters. An integration developed exclusively for Library•**Solution** *for Schools* allows circTRAK to update each detected item's last-seen date within the Library•**Solution** *for Schools* system.

We'd like to highlight that TLC and Tech Logic share the same help-desk ticketing system and CRM system. We know that when your library needs support response time is of the utmost importance. When you reach out to support, you'll receive a consistent, streamlined experience and the quickest response time for any related issue between the ILS and shelf management and circulation equipment.

As a value-add service, we encourage Region 10 ESC members to connect with Tech Logic's principal librarian and strategist, Gretchen Freeman, for a complimentary strategy session and consultation. To help our prospective and current customers optimize their use of library technology, Gretchen draws upon over thirty-five years of leadership experience in the library technology industry. This experience includes 11 years as the Associate Director for Technology at the Salt Lake County urban library system in Utah, where she implemented RFID systems and strategies system-wide to reduce processing time and enhance customer experience. We would encourage Region 10 members to reach out to Gretchen at gfreeman@tech-logic.com with any questions they have about library technology and workflow in their unique space.
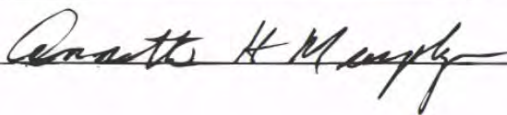
PROPOSAL FORM 7: CLEAN AIR WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: The Library Corporation DBA CARL Corporation or Tech Logic

Title of Authorized Representative: Annette H. Murphy

Mailing Address: 1 Research Park, Inwood, WV 25428

Signature: _Annette H Murphy_

PROPOSAL FORM 8: DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: The Library Corporation DBA CARL Corporation or TechLogic

Title of Authorized Representative: Annette H. Murphy

Mailing Address: 1 Research Park, Inwood, WV 25428

Signature: _Annette H Murphy_

TLCdelivers.com
800.325.7759 · info@TLCdelivers.com
46
Tech-Logic.com
800.494.9330 · info@Tech-Logic.com

PROPOSAL FORM 9: LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

 2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.

_____
Signature of Respondent

May 21, 2021
_____
Date

                                                            Tech Logic:

PROPOSAL FORM 10: CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.
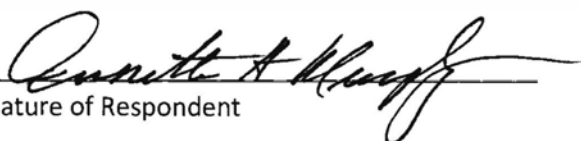
Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

_____   May 21, 2021
Signature of Respondent   Date

PROPOSAL FORM 11: ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

VENDOR The Library Corporation DBA CARL Corporation or TechLogic

ADDRESS 1 Research Park

Inwood, WV 25428

PHONE 800.325.7759

FAX 304.229.0295

RESPONDANT

(signature)
Signature

Annette H. Murphy
Printed Name

Chairman, CEO, President
Position with Company

AUTHORIZING OFFICIAL

(signature)
Signature

Annette H. Murphy
Printed Name

Chairman, CEO, President
Position with Company

Certificate of Interested Parties (Form 1295):
In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least $1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:
Staring on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.
https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.	**OFFICE USE ONLY** **CERTIFICATION OF FILING**

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

The Library Corporation
INWOOD, WV United States

Certificate Number:
2021-750671

Date Filed:
05/11/2021

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 10 Education Service Center

Date Acknowledged:

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

#R10-1118
Library Management Solutions

4			Nature of interest	
Name of Interested Party	**City, State, Country (place of business)**		**(check applicable)**	
			Controlling	**Intermediary**

5 Check only if there is NO Interested Party. ☒
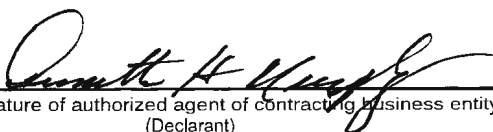
6 UNSWORN DECLARATION

My name is **Annette H. Murphy** , and my date of birth is **12/08/1938** .

My address is **1827 Earle Road** , **Charles Town** , **WV** **25428** , **US** .
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in **Berkeley County** County, State of **WV** , on the **21** day of **May** , 20 **21** .
(month) (year)

_____
Signature of authorized agent of contracting business entity
(Declarant)

PROPOSAL FORM 13: BOYCOTT CERTIFICATION AND TERRORIST STATE CERTIFICATION

BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Does vendor agree? _____
(Initials of Authorized Representative)

TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

Does vendor agree? _____
(Initials of Authorized Representative)

PROPOSAL FORM 14: RESIDENT CERTIFICATION

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
Texas or Non-Texas Resident

☐ I certify that my company is a **"resident Bidder"**
☒ I certify that my company qualifies as a **"nonresident Bidder"**

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

 The Library Corporation DBA CARL Corporation or TechLogic_____Company Name   Address

__1 Research Park, Inwood, WV 25428_____City
                                                  State   Zip

PROPOSAL FORM 14: RESIDENT CERTIFICATION

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

    ☐ I certify that my company is a **"resident Bidder"**
    ☑ I certify that my company qualifies as a **"nonresident Bidder"**

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

Tech Logic Corporation (in Texas, DBA
Tech Logic Solutions Corporation)   835 Hale Ave. N
——
Company Name   Address

Oakdale   MN   55128
——
City   State   Zip

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). All Vendors submitting proposals must complete this Federal Funds Certification Form regarding Vendor's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to participating agencies for their use while considering their purchasing options when using federal grant funds. Participating agencies may also require Vendors to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Vendor should certify Vendor's agreement and ability to comply, where applicable, by having Vendor's authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a vendor fails to complete any item in this form, Region 10 ESC will consider the Vendor's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Vendor using federal funds.

1. Vendor Violation or Breach of Contract Terms:

Contracts for more than the simplified acquisition threshold currently set at $150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any Contract award will be subject to Region 10 ESC General Terms and Conditions, as well as any additional terms and conditions in any Purchase Order, participating agency ancillary contract, or Member Construction Contract agreed upon by Vendor and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the Region 10 ESC Terms and Conditions.

The remedies under the Contract are in addition to any other remedies that may be available under law or in equity. By submitting a Proposal, you agree to these Vendor violation and breach of contract terms.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

2. Termination for Cause or Convenience:

When a participating agency expends federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best

Page **24** of **46**

Does vendor agree? _____*AHM*_____

<div align="center">(Initials of Authorized Representative)</div>

3. Equal Employment Opportunity:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and Vendor agrees that it shall comply with such provision.

Does vendor agree? _____*AHM*_____

<div align="center">(Initials of Authorized Representative)</div>

4. Davis-Bacon Act:

When required by Federal program legislation, Vendor agrees that, for all participating agency prime construction contracts/purchases in excess of $2,000, Vendor shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, Vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, Vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the Vendor is conditioned upon Vendor's acceptance of the wage determination.

Vendor further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

<div align="center">Page **25** of **46**</div>

Does vendor agree? _____ *A H\n* _____

(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act:

Where applicable, for all participating agency contracts or purchases in excess of $100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does vendor agree? _____ *A H\n* _____

(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement:

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Vendor agrees to comply with the above requirements when applicable.

Does vendor agree? _____ *A H\n* _____

(Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act:

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended –Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? _____ *A H\n.* _____

8. Debarment and Suspension:

Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Vendor certifies that Vendor is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor further agrees to immediately notify the Cooperative and all participating agencies with pending purchases or seeking to purchase from Vendor if Vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment:

Byrd Anti-Lobbying Amendment (31 USC 1352) -- Vendors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, Vendor agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

10. Procurement of Recovered Materials:

For participating agency purchases utilizing Federal funds, Vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require to confirm estimates and otherwise comply. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery,

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and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

11. Profit as a Separate Element of Price:

For purchases using federal funds in excess of $150,000, a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.323(b). When required by a participating agency, Vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Vendor agrees that the total price, including profit, charged by Vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Vendor's Cooperative Contract.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

12. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Vendor agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

13. General Compliance and Cooperation with Participating Agencies:

In addition to the foregoing specific requirements, Vendor agrees, in accepting any Purchase Order from a participating agency, it shall make a good faith effort to work with participating agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

Does vendor agree? _____ *AHM* _____

(Initials of Authorized Representative)

14. Applicability to Subcontractors

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does vendor agree? _____ *AHM* _____

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By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

The Library Corporation DBA CARL Corporation or TechLogic
_____

Company Name

_____

Signature of Authorized Company Official

Annette H. Murphy
_____

Printed Name

Chairman, CEO, President
_____

Title

May 21, 2021
_____

Date

AZ Compliance with Federal and state requirements: Contractor agrees when working on any federally assisted projects with more than $2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc.   Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ Compliance with workforce requirements: Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, ..."every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program"
Region 10 ESC reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Region 10 ESC and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility: By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. Region 10 ESC and/or Region 10 ESC members may request verification of compliance from any contractor or sub contractor performing work under this contract. Region 10 ESC and Region 10 ESC members reserve the right to confirm compliance. In the event that Region 10 ESC or Region 10 ESC members suspect or find that any contractor or subcontractor is not in compliance, Region 10 ESC may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

AZ Non-Compliance: All federally assisted contracts to members that exceed $10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona): For work to be performed at an Arizona school, contractor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Region 10 ESC member's discretion. Contractor must identify any additional costs associated with compliance to this term.   If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, Region 10 ESC and Region 10 ESC members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

_____   May 21, 2021_____
Signature of Respondent   Date

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PROPOSAL FORM 17: OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: The Library Corporation DBA CARL Corporation or TechLogic

Street: 1 Research Park

City, State, Zip Code: Inwood, WV 25428

Complete as appropriate:

I _____ *, certify that I am the sole owner of* _____ *, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.*

OR:

I _____ *, a partner in* _____ *, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.*

OR:

I _____ Annette H. Murphy _____ *, an authorized representative of* The Library Corporation DBA TechLogic *, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.*

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
Annette H. Murphy	1827 Earle Road, Charles Town, WV 2541	60.7% of The Library Corporation

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

_____ CEO   May 21, 2021

Authorized Signature and Title   *Date*

PROPOSAL FORM 17: OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: Tech Logic Corporation

Street: 835 Hale Ave. N

City, State, Zip Code: Oakdale, MN, 55128

Complete as appropriate:

I _____ , certify that I am the sole owner of _____ , that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____ , a partner in _____ , do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I ___Annette Murphy___ *, an authorized representative of* ___Tech Logic Corporation___ *, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.*

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
The Library Corporation	**One Research Park, Inwood, WV 25428**	**84%**
Annette Murphy (1827 Earle Road, Charles Town, WV 25414) owns 60.7% of The Library Corporation		

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Annette H Murphy CEO
Authorized Signature and Title

May 21, 2021
Date

PROPOSAL FORM 18: NON-COLLUSION AFFIDAVIT
Company Name:
Street:
City, State, Zip Code:

State of New Jersey

County of _____

I, _Annette H. Murphy_____ *of the* _Inwood_____
           Name   *City*

in the County of _Berkeley_____, State of_ _West Virginia_____ *of full age, being duly sworn according to law on my oath depose and say that:*

I am the _Chairman, CEO, President_ *of the firm of* _The Library Corporation DBA CARL Corporation_ or TechLogic
          Title   *Company Name*

the Respondent making the Proposal for the goods, services or public work specified under the Horrisan Township Board af Education attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent hos not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Harrison Township Board of Educatian relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services ar public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bana fide established commercial or selling agencies maintained by

The_Library Corporation DBA CARL Corporation or TechLogic_   *Annette K Murphy CEO*
Campany Name   *Authorized Signature & Title*

Subscribed and sworn before me

this _21___ day of _May_____, 20_21_

_Deborah K Bowers_____
Notary Public of New Jersey
My commission expires _4/14_, 20_23_

SEAL
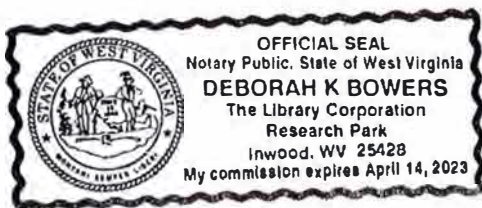
OFFICIAL SEAL
Notary Public. State of West Virginia
DEBORAH K BOWERS
The Library Corporation
Research Park
Inwood. WV 25428
My commission expires April 14, 2023   Page **33** of **46**

PROPOSAL FORM 19: AFFIRMATIVE ACTION AFFIDAVIT (P.L. 1975, C.127)
Company Name: The Library Corporation DBA CARL Corporation or TechLogic
Street: 1 Research Park_____
City, State, Zip Code: Inwood, WV 25428_____

Bid Proposal Certification:
Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:
Procurement, Professional & Service Contracts (Exhibit A)
Vendors must submit with proposal:
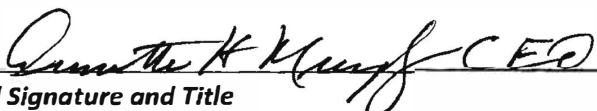
1.   *A photo copy of their <u>Federal Letter of Affirmative Action Plan Approval</u>*   _____
          OR
2.   *A photo copy of their <u>Certificate of Employee Information Report</u>*   ✓
          OR
3.   *A complete <u>Affirmative Action Employee Information Report (AA302)</u>.*   _____

Public Work – Over $50,000 Total Project Cost:
A.   *No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form* ___✓___
AA201-A upon receipt from the Harrison Township Board of Education

B.   *Approved Federal or New Jersey Plan – certificate enclosed*   _____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

_____   May 21, 2021__
Authorized Signature and Title   **Date**

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

<u>PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS</u>

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color,

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national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

_____
Signature of Procurement Agent

Certification **4767**

CERTIFICATE OF EMPLOYEE INFORMATION REPORT

RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-JUN-2018** to **15-JUN-2021**

THE LIBRARY CORPORATION
1 RESEARCH PARK
INWOOD   **WV 25428**

ELIZABETH MAHER MUOIO
State Treasurer

PROPOSAL FORM 20: C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information is available in Local Finance Notice 2006-1 (https://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html).

1. The disclosure is required for all contracts in excess of $17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).

2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.

3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.

4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.

    a) The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at https://www.state.nj.us/dca/divisions/dlgs/programs/pay_2_play.html They will be updated from time-to-time as necessary.

    b) A public agency using these forms **should edit them to properly reflect the correct legislative district**(s). As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**

    c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.

    d) The form may be used "as-is", subject to edits as described herein.

    e) The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.

    f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.

5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM
Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

1.   any State, county, or municipal committee of a political party
2.   any legislative leadership committee[*]
3.   any continuing political committee (a.k.a., political action committee)
4.   any candidate committee of a candidate for, or holder of, an elective office:
1.   of the public entity awarding the contract
2.   of that county in which that public entity is located
3.   of another public entity within that county
4.   or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed $300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

5.   individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
6.   all principals, partners, officers, or directors of the business entity or their spouses
7.   any subsidiaries directly or indirectly controlled by the business entity
8.   IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

 NOTE: This section does not apply to Board of Education contracts.
[*] N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker

of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM
Required Pursuant To N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	The Library Corporation DBA CARL Corporation or TechLogic
Address:	1 Research Park
City: Inwood	State: WV Zip: 25428

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

_____   Annette H. Murphy_____   _____

Signature   Printed Name   Chairman, CEO, President
                                                                                                                                Title

Part II – Contribution Disclosure
Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐   Check here if disclosure is provided in electronic form.

Contributor Name	Recipient Name	Date	Dollar Amount
			$

N/A

☐   Check here if the information is continued on subsequent page(s)

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant To <u>N.J.S.A.</u> 19:44A-20.26

Page ____ of _____

Vendor Name:

Contributor Name	Recipient Name	Date	Dollar Amount
			$

☐ Check here if the information is continued on subsequent page(s)

List of Agencies with Elected Officials Required for Political Contribution Disclosure
<u>N.J.S.A.</u> **19:44A-20.26**
County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
State Senator and two members of the General Assembly per district.

County:

Freeholders	County Clerk	Sheriff
{County Executive}	Surrogate	

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P **A COUNTY-BASED, CUSTOMIZABLE FORM.**

PROPOSAL FORM 21: STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☑ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

<div align="center">OR</div>

☐ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership	☐ Sole Proprietorship	☐ Limited Liability
	☐ Limited Partnership	Partnership
☑ Corporation	☐ Limited Liability	☐ Subchapter S
	Corporation	Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Annette H. Murphy	Name:
Home Address: 1827 Earle Rd Charles Town, WV 25414	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 21 day of
May , 2021

Deborah K Bowers
(Affiant)

(Notary Public)

Deborah Bowers, Assistant Secretary
(Print name & title of affiant)

My Commission expires:
√14 2023

(Corporate Seal)

PROPOSAL FORM 21: STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☑ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership   ☐ Sole Proprietorship   ☐ Limited Liability Partnership

☐ Limited Partnership

☑ Corporation   ☐ Limited Liability Corporation   ☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: The Library Corporation	Name:

Home Address:
   One Research Park
   Inwood, WV 25428
	Home Address:

Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 21 day of
May , 2021

Deborah K Bowers

(Affiant)

(Notary Public)

Deborah Bowers, Assistant Secretary

(Print name & title of affiant)

My Commission expires:
N114 2023

(Corporate Seal)

OFFICIAL SEAL
Notary Public. State of West Virginia
DEBORAH K BOWERS
The Library Corporation
Research Park
Inwood, WV 25428
My commission expires April 14, 2023
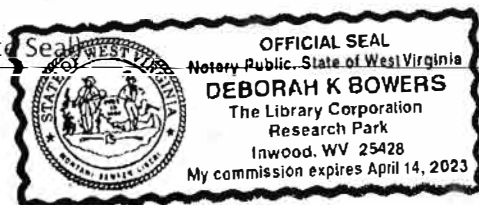
PROPOSAL FORM 22: GENERAL TERMS AND CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:
☑ We take no exceptions/deviations to the general terms and conditions

(*Note: If none are listed below, it is understood that no exceptions/deviations are taken.*)
☐   We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additions terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(*Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.*)

PROPOSAL FORM 23: EQUALIS GROUP ADMINISTRATION AGREEMENT

Requirements for Master Agreement To be administered by Equalis Group

Attachment A, Equalis Group Administrative Agreement is used in administering Master Agreements with Region 10 and is preferred by Equalis Group. <u>Redlined copies of this agreement should not be submitted with the response.</u> Should a respondent be recommended for award, this agreement will be negotiated and executed between Equalis Group and the respondent. **Respondents must select one of the following options for submitting their response**.

☑ Respondent agrees to all terms and conditions outlined in each of the Administration Agreement.

☐ Respondent wishes to negotiate directly with Equalis Group on terms and conditions outlined in the Administration Agreement. Negotiations will commence after sealed Proposals are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com
76
Tech-Logic.com
800.494.9330 • info@Tech-Logic.com

PROPOSAL FORM 24: OPEN RECORDS POLICY ACKNOWLEDGEMENT AND ACCEPTANCE
OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE

Be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by Chapter 552 of the Texas Government Code.

Because contracts are awarded by a Texas governmental entity, all responses submitted are subject to release as public information after contracts are executed. If a Respondent believes that its response, or parts of its response, may be exempted from disclosure to the public, the Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempted from disclosure. In addition, the Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Respondent must provide this information on the "Acknowledgement and Acceptance to Region 10 ESC's Public Information Act Policy" form found on the next page of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 10 ESC must provide the OAG with the information requested in order for the OAG to render an opinion. In such circumstances, Respondent will be notified in writing that the material has been requested and delivered to the OAG. Respondent will have an opportunity to make arguments to the OAG in writing regarding the exception(s) to the TPIA that permit the information to be withheld from public disclosure. Respondents are advised that such arguments to the OAG must be specific and well-reasoned--vague and general claims to confidentiality by the Respondent are generally not acceptable to the OAG. Once the OAG opinion is received by Region 10 ESC, Region 10 ESC must comply with the opinions of the OAG. Region 10 ESC assumes no responsibility for asserting legal arguments on behalf of any Respondent. Respondents are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Signature below certifies complete acceptance of Region 10 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary). Check one of the following responses to the Acknowledgment and Acceptance of Region 10 ESC's Open Records Policy below:

☑ We acknowledge Region 10 ESC's Public Information Act policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.
(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

☐ We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.
(Note: Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

May 21, 2021
_____
Date

_____
Authorized Signature & Title

PROPOSAL FORM 25: VENDOR CONTRACT AND SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

VENDORS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE TO BE CONSIDERED

Company name	The Library Corporation DBA CARL Corporation or TechLogic
Address	1 Research Park
City/State/Zip	Inwood, WV 25428
Telephone No.	800.325.7759
Fax No.	304.229.0295
Email address	amurphy@tlcdelivers.com
Printed name	Annette H. Murphy
Position with company	Chairman, CEO, President
Authorized signature	_(signed)_

The Library Corporation DBA CARL Corporation or TechLogic confirms acknowledgement.

Acknowledgement of Amendment 1_____

Term of contract _____**July 1, 2021**_____ to _____**June 30, 2024**_____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional four (4) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

_____   _____

Region 10 ESC Authorized Agent   Date

_____

Print Name

Equalis Group Contract Number _____

Region 10 ESC
RFP #R10-1118
Appendix I
Submitted by: TLC & Tech Logic

Contents

TLC
Solutions that Deliver

Library•Solution® *for Schools*

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com

Library Automation Designed for Your School

Teacher-librarians shouldn't need to be techies to run their library and cultivate a love of reading among students. TLC's Library•**Solution**® *for Schools* automation system is designed with intuitive, easy-to-use interfaces which enable teacher-librarians to promote information literacy and support instructional standards.

Library•**Solution**® *for Schools* is bolstered by a full suite of Web-based modules -- LS2 Staff, LS2 PAC, and LS2 Kids -- that deliver age-appropriate, customizable, highly attractive catalogs for students ranging from kindergartners to high school seniors. Library•**Solution**® *for Schools* and its LS2 enhancements are scalable and optimized for touchscreen devices, so library resources can be shared seamlessly throughout an entire school on wireless tablets and laptop computers, providing outstanding support for individual classroom instructional programs.

Additional highlights include:

- Support for enhanced RDA records that ease title searches and offer greater depth and discoverability to your catalog
- Easy access to e-books and other digital resources
- Separate search interfaces for elementary-age children and middle/high school students
- Integration of eBooks and other digital resources to support the school's instructional program
- Reporting solutions designed for school media centers
- Real-time inventory to make your end-of-year task a breeze
- Integrated technical processing and cataloging tools
- Automatic backups and minimal system administration
- Single Login powered by Active Directory™ integration
- Interactive, dynamic bookshelf for your library's titles
- LS2 Preferences, a centralized interface to manage your location and system-level settings

Installed on your district's servers or implemented online via TLC Hosting, Library•**Solution**® *for Schools* is an easily maintained, affordable automation system that aligns your media center with all of your school's instructional programs. Call 1.800.325.7759 and discover why Library•**Solution**® *for Schools* is the preferred automation system for districts including Chicago Public Schools, Dallas ISD, Omaha Public Schools, Fayerweather Street School, Simcoe County District School Board, and more.
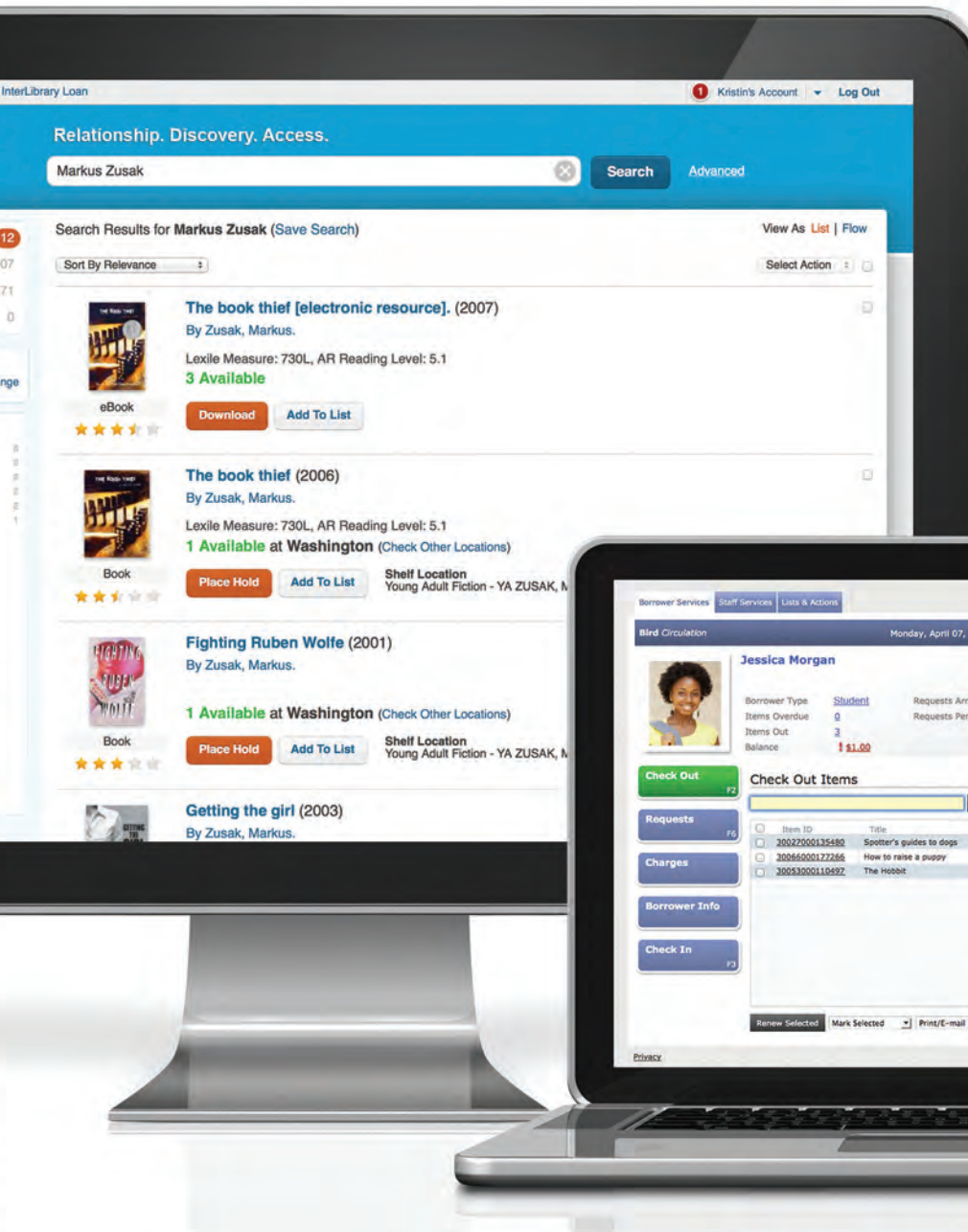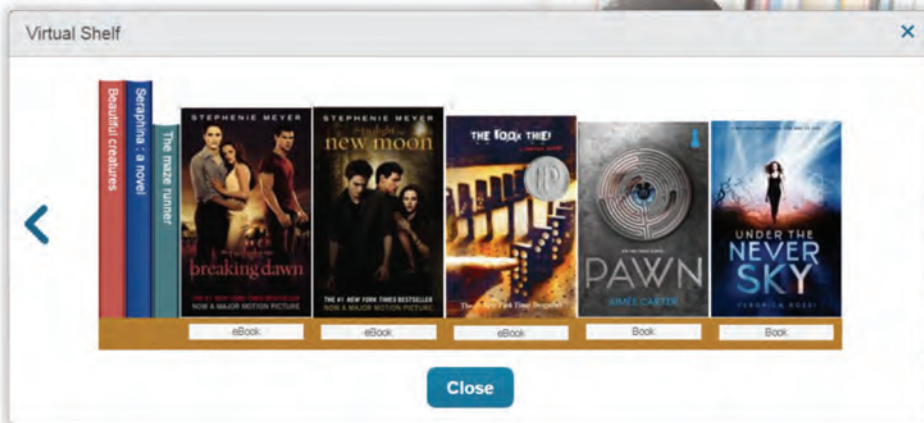
Reading Level Integration

TLC's Reading Level Integration is a powerful service that pulls data directly from Lexile and Accelerated Reader vendors and associates by ISBN for searching and display in LS2 PAC, LS2 Kids, and LS2 Staff. This means your catalog will always be up to date with the most current reading level data while reducing your cataloging time. TLC's Reading Level Integration has robust searching capabilities as users can search by an individual reading level or a specified range, and see the information directly in their search results.
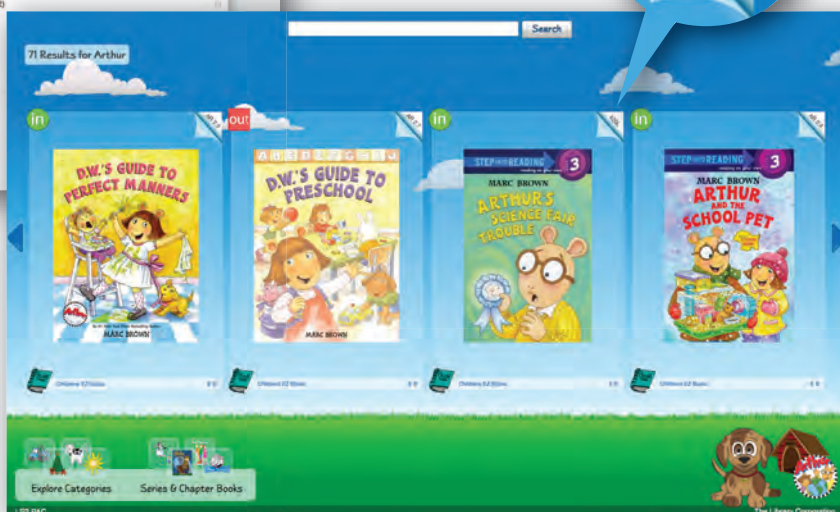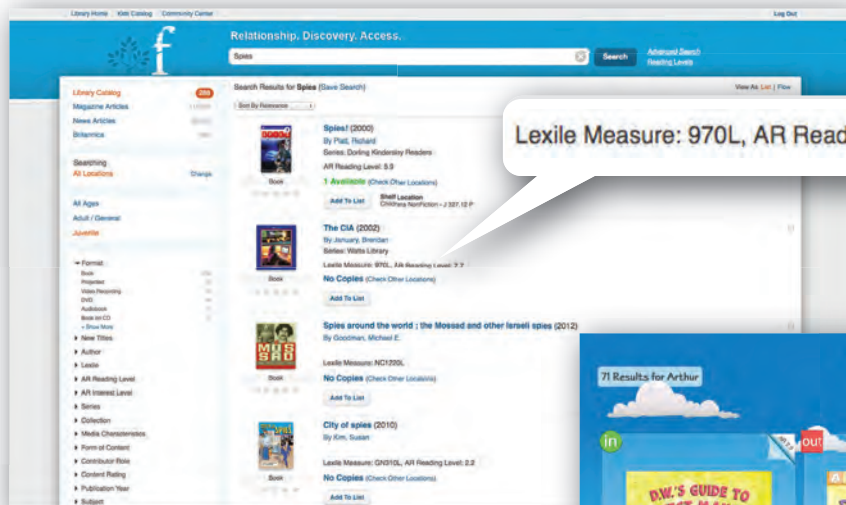
LS2 *Staff*
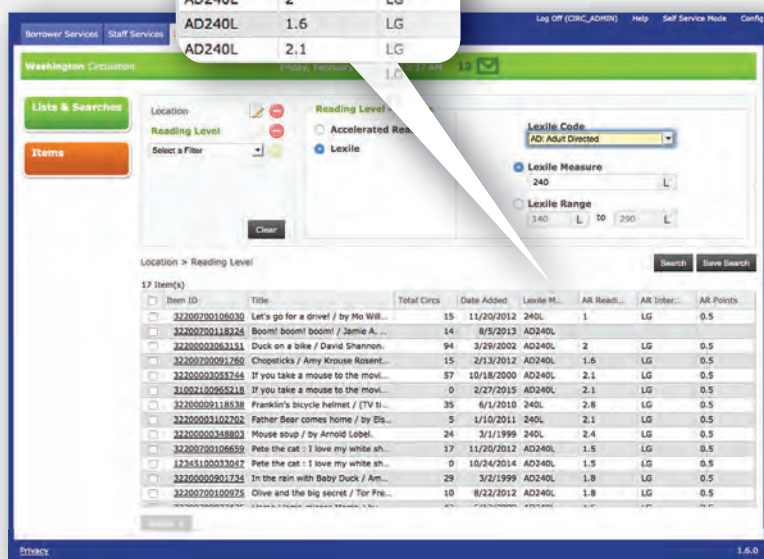
LS2 Staff is the Web-based circulation tool for Library•Solution, TLC's automation system.

LS2 Staff works well on tablets, laptops, and desktops. When paired with a Bluetooth scanner, it gives you the freedom to perform a full range of circulation tasks from the circulation desk, on the library floor, or even in your bookmobile.

LS2 Staff is a full-featured circulation module with Floating Collection functionality and simplified self-checkout services. Additionally, the Lists & Actions feature of LS2 Staff offers advanced searching and ad-hoc reporting capabilities:

- Create, customize, and save lists and searches using comprehensive filters correlating to the MARC record fields in your library's database.

- Browse through lists and searches shared by other users.

- Export lists and saved searches to a spreadsheet.

- Add data to an existing list, or use it to create new lists.

- Reading Level Integration pulls data directly from Lexile and Accelerated

- Reader vendors and associates by ISBN for searching and display.

- Reading Level Integration
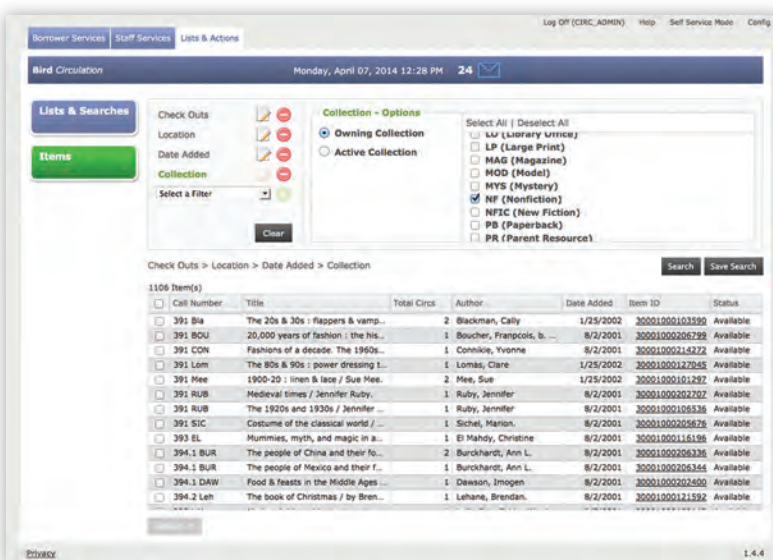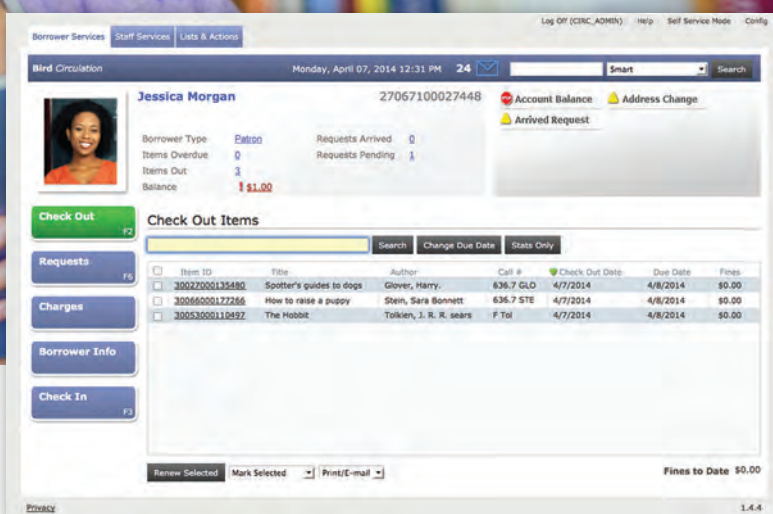
LS2 PAC

LS2 PAC is designed with the mobile experience in mind. Responsive Web Design automatically scales to accommodate display sizes ranging from smartphones to tablets to large touch screen computer monitors.
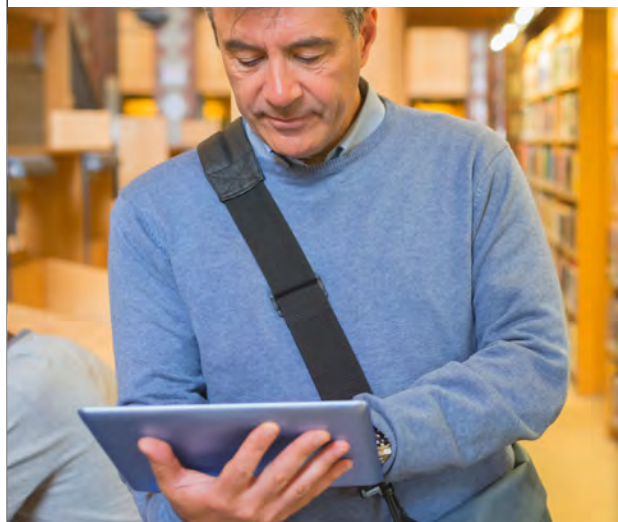
LS2 PAC includes:

- A lightweight Mobile interface for faster response times.

- My Account area with a highly visual, intuitive interface.

- Seamless incorporation of eBooks and other digital content in your library's catalog.

- Searching designed to be easy to use while leveraging the strength of library data for relevancy.

- Search and spelling suggestions.

- EBSCOhost®, Britannica Library / Britannica School, World Book™, and Newsbank® integration.

- Refinements to narrow searches or Advanced Search for structured searching.

- Google Analytics™ integration.

- The ability for borrowers to post title reviews and ratings.

- Self-service options for your borrowers including paying fines online, updating account information, and sharing reading lists or saved searches with friends.

- NoveList Select®, Goodreads®, and LibraryThing® integration for readers advisory anywhere your PAC exists, anytime borrowers search.

- An easy to use Administrative interface -- your library does not have to rely on vendor assistance, though we are happy to help you.
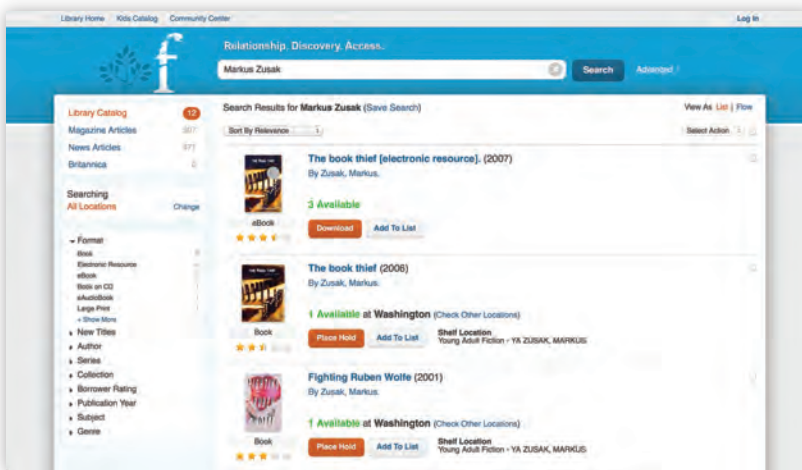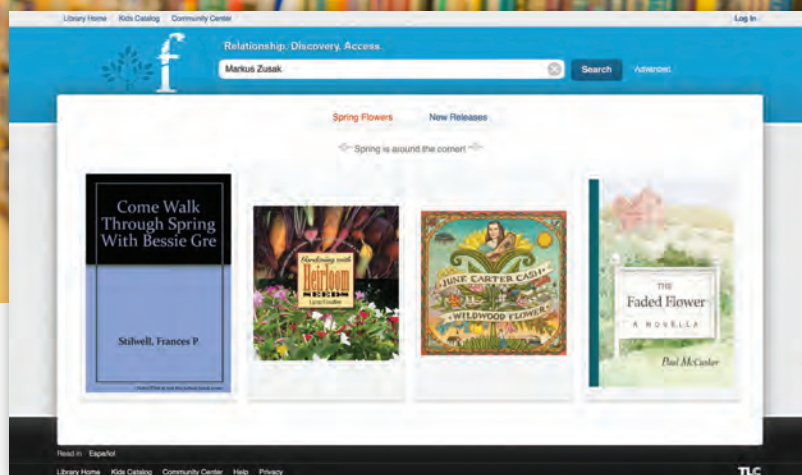
LS2 *Kids*

LS2 Kids is designed and developed for your library's younger audience. Its app-like interface appeals to curious and playful as well as tech-savvy kids.

LS2 Kids Includes:

- An engaging young pup Scout encourages kids to explore the treasures within your library and helps them along the way.

- Full integration with OverDrive and Axis 360 eResources

- An interactive display with magnified book jackets and images.

- Full functionality on iPads and other popular tablets.

- The ability to find books in a series more easily with a predefined list of popular titles like Berenstain Bears, Judy Moody, and Ranger's Apprentice.

- Dozens of categories to explore, ranging from numbers and letters to basketball, giraffes, and fire engines.

- Settings to customize for younger kids or older kids.

LS2 Kids is simple, intuitive, and engaging – and it's included with every TLC automation system.

Reading Level Integration

TLC's Reading Level Integration is a powerful service that pulls data directly from Lexile and Accelerated Reader vendors and associates by ISBN for searching and display in LS2 Kids. This means your catalog will always be up to date with the most current reading level data while reducing your cataloging time. TLC's Reading Level Integration has robust searching capabilities as users can search by an individual reading level or a specified range, and see the information directly in their search results.

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com

Libraries are <u>Data-Driven</u>

LS2 ***Reports***, powered by **IBM Cognos**, delivers a full array of library reports, lists, and notices to support your reporting needs. Styles include lists, notice forms, bar charts, pie charts, line graphs, and cross-tabs.

Your staff can schedule many of the reports to run during off-hours and be automatically delivered to specified email recipients in the library. Output can be saved in many formats, including Excel, PDF, text, CSV, HTML, and XML.

Use LS2 Reports to gain valuable insight on your library's data.

- Pull new title and item reports by dates and collections.
- Track Usage and Turnover percentages of titles helpful in adding to or weeding out collections.
- Gather statistics on library patronage by various time frames.
- Generate reports on borrowers based on information pulled from their circulation records (i.e, library fundraisers or special events based on their demographics).
- Provide paper notifications to borrowers for overdue items, fines or fees, or arrived holds.
- Reports are available for telephone notifications of arrived holds or overdues.
- Customized, fully formatted reports, graphs, notices, and other management information tools. For advanced users, TLC offers Reports Authoring which allows you full access to your data.

Count of Items

Holdings Code
- 1 Day Reserve (FRD1)
- Adult Audiobook (FCD)
- Adult Biography (FB)
- Adult DVD (FDVD)
- Adult Fiction (FF)
- Adult Fiction (WFIC)
- Adult Music (FMUS)
- Adult Non-Fiction (FNF)
- Adult Videos (FVID)
- Bestseller (FBES)
- Book Discussion (FBD)
- Bookings (WBK)
- Childrens Audiobook (
- Childrens Biography (FJ
- Childrens DVD (FJDVD)
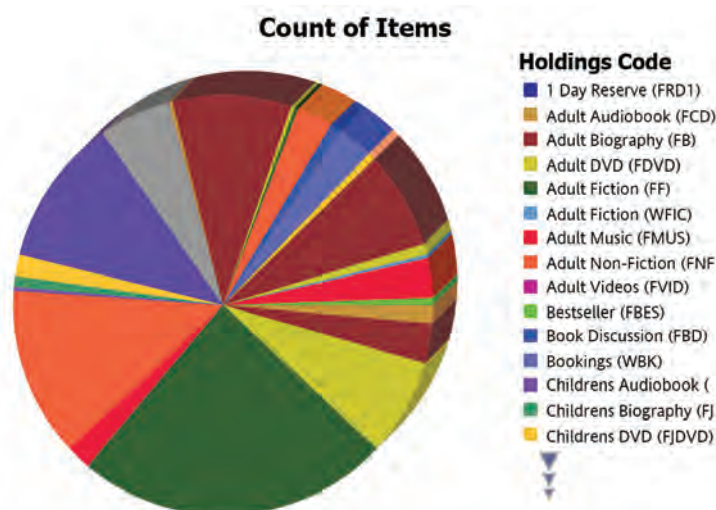
Note: To display complete legend, export to Excel.

Holdings Code	Items	Percentage	Value
1 Day Reserve (FRD1)	14	0.04%	$359.68
Adult Audiobook (FCD)	468	1.33%	$18,924.88
Adult Biography (FB)	1,047	2.97%	$919,044.16
Adult DVD (FDVD)	2,721	7.72%	$70,484.48
Adult Fiction (FF)	8,453	23.99%	$214,640.00
Adult Fiction (WFIC)	29	0.08%	$56.95
Adult Music (FMUS)	701	1.99%	$10,040.93
Adult Non-Fiction (FNF)	4,575	12.99%	$110,547.87
Adult Videos (FVID)	4	0.01%	$116.90
Bestseller (FBES)	3	0.01%	$50.00
Book Discussion (FBD)	1	0.00%	$25.00
Bookings (WBK)	1	0.00%	$25.00
Childrens Audiobook (FJCD)	108	0.31%	$2,883.97

Aged Items by Dewey Major Classifications
Washington

Major Classification	Minimum Age (in Years)	Count of Aged Items	Total Items	Percent of Total
000	3	176	181	97.24%
100	8	274	317	86.44%
200	10	208	266	78.20%
300	10	901	1,189	75.78%
400	5	89	89	100.00%
500	5	919	930	98.82%
600	10	1,417	2,046	69.26%
700	10	890	1,360	65.44%
800	10	327	421	77.67%
900	5	1,662	1,664	99.88%

Percent of Collection Beyond Age Range
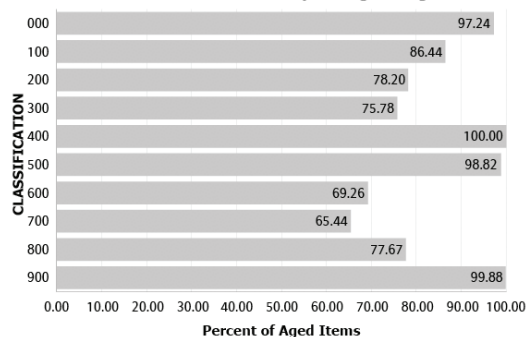
Collection Counts by Major Classifications
Washington
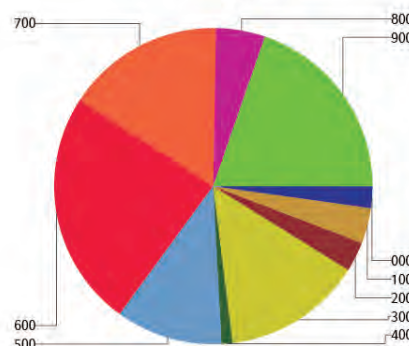
Major Classification	Items	Percent
000	181	2%
100	317	4%
200	266	3%
300	1,189	14%
400	89	1%
500	930	11%
600	2,046	24%
700	1,360	16%
800	421	5%
900	1,664	20%
Report Total	**8,463**	

Collection Counts by 5 Year Age Ranges
Washington

Age	Item Count
0-5	2,243
6-10	13,210
11-15	8,024
16-20	4,168
21+	6,814
Unknown Age	766
	4
Report Total	**35,229**
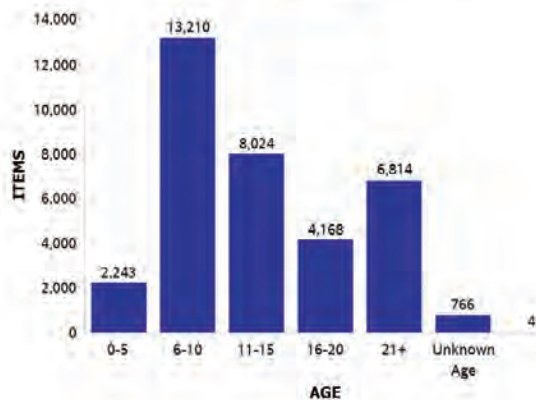
Physical and eResource Collection Counts for Locations
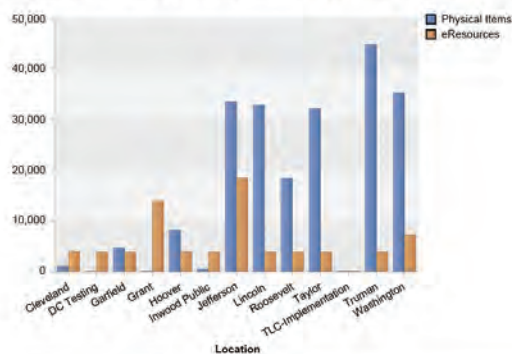
Location	Physical Items	Physical %	eResources *	eResource %	Total Collection
Cleveland	1,093	21.92%	3,893	78.08%	4,986
DC Testing	1	0.03%	3,783	99.97%	3,784
Garfield	4,690	55.26%	3,797	44.74%	8,487
Grant	58	0.42%	13,894	99.58%	13,942
Hoover	8,178	67.75%	3,892	32.25%	12,070
Inwood Public	464	10.90%	3,793	89.10%	4,257
Jefferson	33,601	64.42%	18,561	35.58%	52,162
Lincoln	32,860	89.65%	3,792	10.35%	36,652
Roosevelt	18,480	83.01%	3,783	16.99%	22,263
TLC-Implementation	0	0.00%	8	100.00%	8
Taylor	32,209	89.48%	3,786	10.52%	35,995
Truman	44,870	92.04%	3,881	7.96%	48,751
Washington	35,229	82.76%	7,339	17.24%	42,568
Report Totals	**211,733**		**74,192**		**285,925**

* eResource Count does not reflect the number of licenses.

THE LIBRARY CORPORATION

LS2 *Cataloging*

TLC's LS2 Cataloging for Library•Solution is the next step in the evolution of cataloging for the modern library.

LS2 Cataloging moves beyond the constraints of traditional record editing and supports a diversity of users enabling them to quickly and accurately describe library resources without extensive training in specific standards. LS2 Cataloging increases organizational efficiencies and standardizes metadata entry, where applicable. LS2 Cataloging introduces numerous tools and features which will allow any user, from the most seasoned cataloger to a staff member entering data for the first time, to ensure their borrowers have the best search and discovery experience possible.

Additional features that set LS2 Cataloging apart include:

- An exclusive automatch component that eliminates the need to spend hours sifting through records to find the right ones.

- A powerful workflow improvement allowing catalogers to easily modify formats during copy cataloging. We call it Alchemy because it works like magic!

- A fully RDA-ized record editor that supports the information needs of today's libraries.

- A revolutionary macro service to accommodate the needs of bulk database editing.

- 100% MARC compliance for complete importing and exporting of MARC-formatted records, yet designed to incorporate the metadata structures of the future.

- Customizable permission controls that allow library management to determine access levels for individual staff members.

- The ability for catalogers to create multiple workspaces that can be shared with other users.

- A simplified item duplication process for easy distribution of multiple items throughout a library system.

- Unique barcode generation plus the utilization of pre-ordered barcodes.

- Simplified label printing with more than 170 pre-formatted label configurations.

2018 MODERN LIBRARY AWARDS
PLATINUM AWARD

LS2 Inventory

LS2 Inventory is the industry's most user-friendly shelf management solution in the marketplace.

Integrated directly into TLC's award-winning LS2 Cataloging ecosystem, this web-based tool is built for a library's staff to quickly move through the inventory process without sacrificing details or statistics in the process.

Using LS2 Inventory, all tasks happen within a closed-loop, meaning all inventory related information is enclosed within the module from where it begins, to a new, convenient, final review feature.

LS2 Inventory provides staff members with a "progress bar," giving users a visual estimate of their progress through a collection being inventoried.

Users are always able to identify other inventories currently being performed in the system and which user is conducting them.

Alerts provide users feedback in real-time when material scanned has a system status other than "available."

Safeguards are in place to ensure status changes are accurate and based on library preference.

LS2 Inventory also empowers RFID-enabled library systems to utilize an RFID inventory tool, such as Tech Logic's award-winning CircTRAK shelf management wand, to process a collection faster and more efficiently. With this RFID-via-SIP compatible Shelf Management functionality...

- items are mass-scanned by the swipe of the RFID scanner

- LS2 Inventory provides a workspace for the designated scanner software to identify any items with a status other than "Available."

- any item scanned, regardless of item status, will be updated with a new "inventoried date."
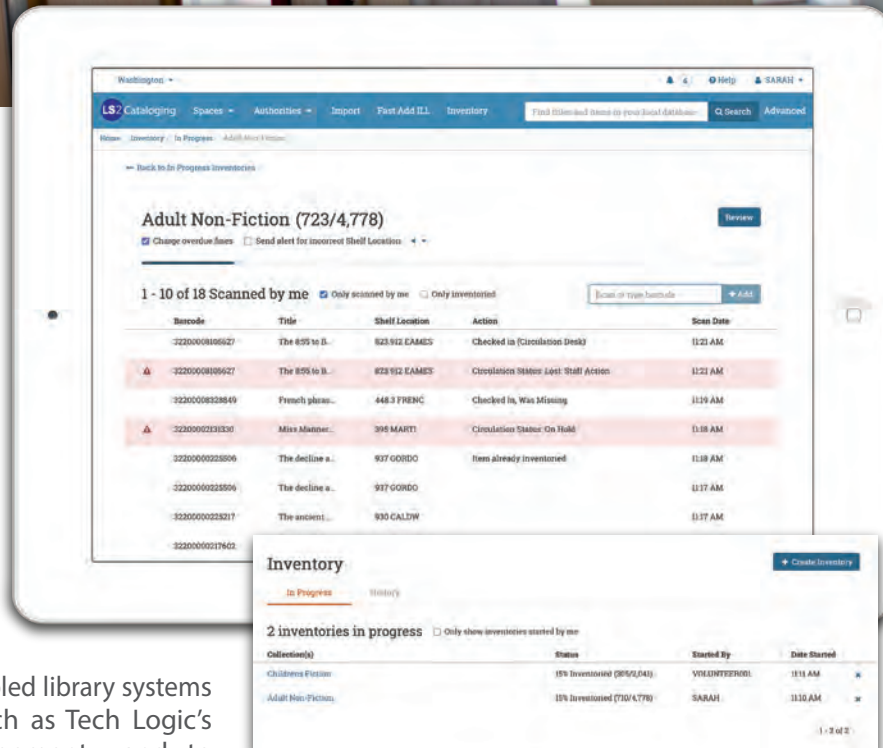
TLC *Mobile*

TLC now offers the ability to integrate a world-class mobile app solution to compliment the Library•**Solution** *for Schools* ILS. Comment on smart devices for youth in schools, stats of mobile, etc.

TLC *Mobile* app includes:

- Content Management System for managing hours, key/emergency contacts, directory, notifications, links to Parent Portal, Curriculum Portal, social media links, sporting events, etc.

- Multilingual supporting 24 languages to broaden student's language skills

- Search print, eBook and electronic database subscriptions

- Optional templates (per school) allowing local management of content in a CMS channel. Add Career/Guidance Counseling, Mental Health, etc. links, parent/teacher scheduling links, bus schedule links, school notifications, sporting and other events, social media, etc. limited to your imagination

- Scan ISBN of book at local bookstores, friends, etc. to determine if item is in school library

- Digital student/library card

- **And much more**

Coming soon, TLC *Mobile* app for Education.

GET IT ON Google Play   Download on the App Store

TLC • Solutions that Deliver

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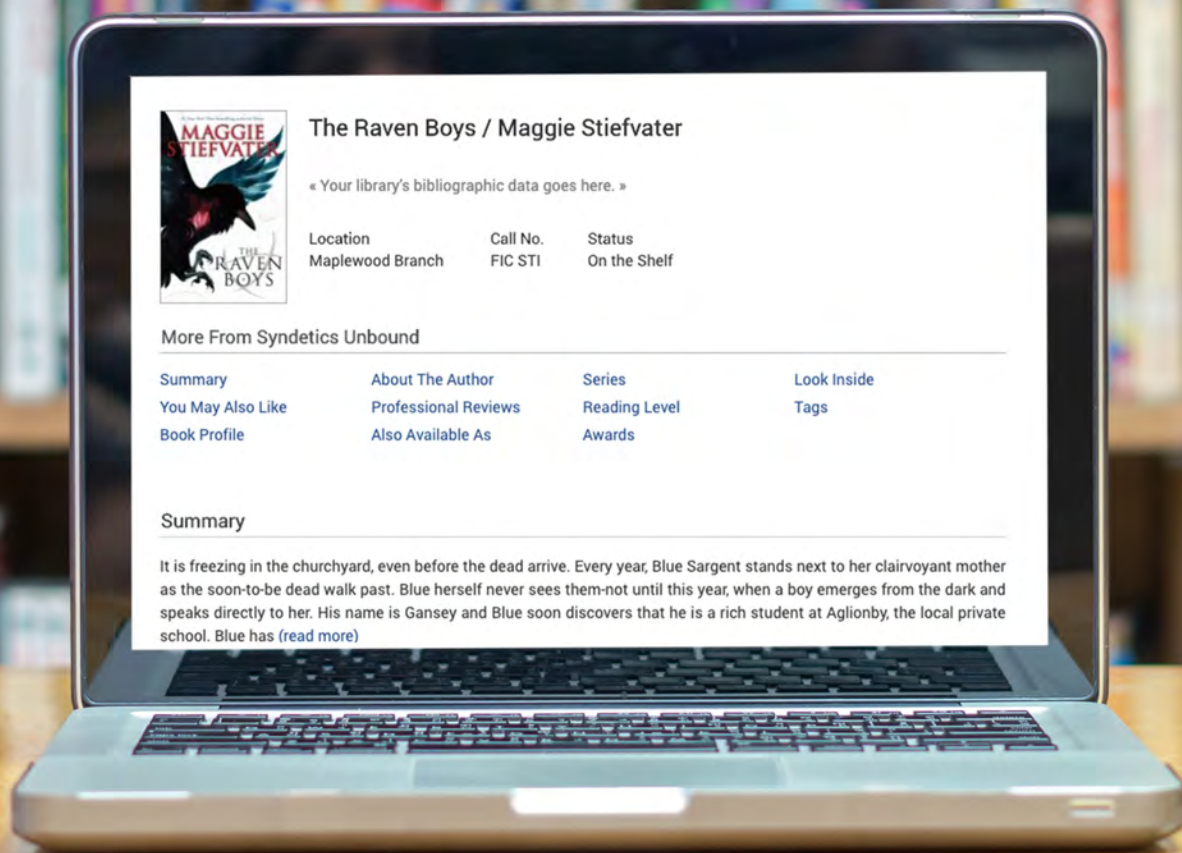
Transform Your Library Catalog with Syndetics Unbound

Help students find what they're looking for, even if they didn't know it existed.

Enrich your library's catalog, and see the difference it makes! Elements such as summary, reading level, and "you may also like" recommendations guide librarians, parents and students to their next great read, right in the catalog. Encourage a love for reading and discovery among your students with Syndetics Unbound.

ProQuest
Syndetics Unbound™

Help Students Find Their Next Great Read

Provide librarians, parents and students with the simple, fluid search experience they need to find the right title in your collection. Syndetics Unbound makes books, ebooks, audio books, DVDs, CDs, streaming media, and video games more discoverable than ever before in a library's online catalog.

Syndetics Unbound enriches the look and feel of your online catalog through interactive elements that connect librarians, parents and students with the materials they want. They will benefit from elements like:

- **Book information** – cover images, summaries, book profiles, reading levels and the ability to "look inside"

- **Details about the author** – biographies and "next in series"

- **Discovery** – "you may also like," and "also available as"

- **Multimedia content** – details on DVDs, Blue-ray, CDs, streaming media and video games

Reliable Content Vetted by the Pros

There's no need to worry about accuracy with Syndetics Unbound. Our metadata is powered by Bowker®, the exclusive ISBN agency in the United States and Australia – and the world's leading authority for bibliographic and publisher information. We've also partnered with LibraryThing for high-quality, professionally-vetted social and recommendations data.

eIntegration for Borrower Services

Download eBooks and other digital content directly from your library's catalog

TLC's suite of LS2 products is optimized to allow borrowers to view and download OverDrive™ and Baker & Taylor Axis 360 eResources without leaving the familiar environment of your library's catalog. An eIntegration for Borrower Services subscription for LS2 PAC, LS2 Kids, and LS2 Mobile Web:
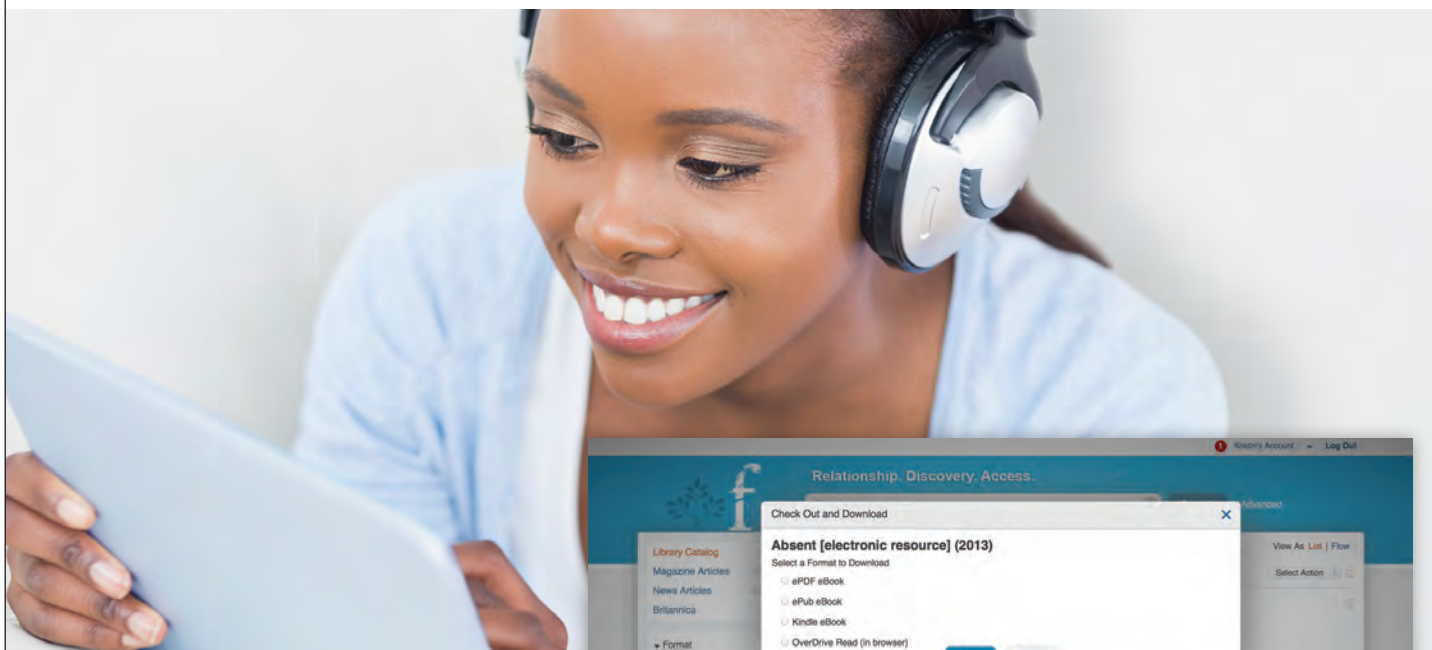
- Exposes all of your library's eBook, eAudio, eVideo, and eMusic titles alongside its physical titles.

- Allows borrowers to view their account information and check out, download, or place holds on digital and traditional titles without being transferred out of your library's catalog.

- Offers access to your library's digital resources anytime, anywhere.

- Pairs perfectly with TLC's eBiblioFile MARC record service for eResources to deliver an amazing eBook experience to borrowers.
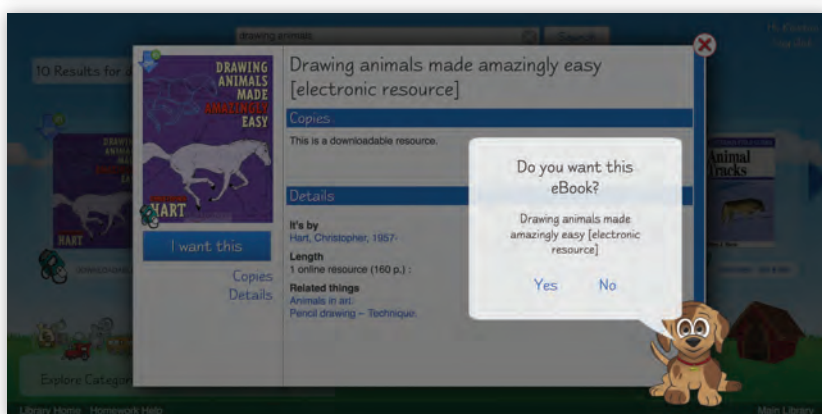
Each eIntegration for Borrower Services subscription covers every LS2 product, eliminating the need to buy multiple subscriptions for adult, youth, and mobile catalogs.
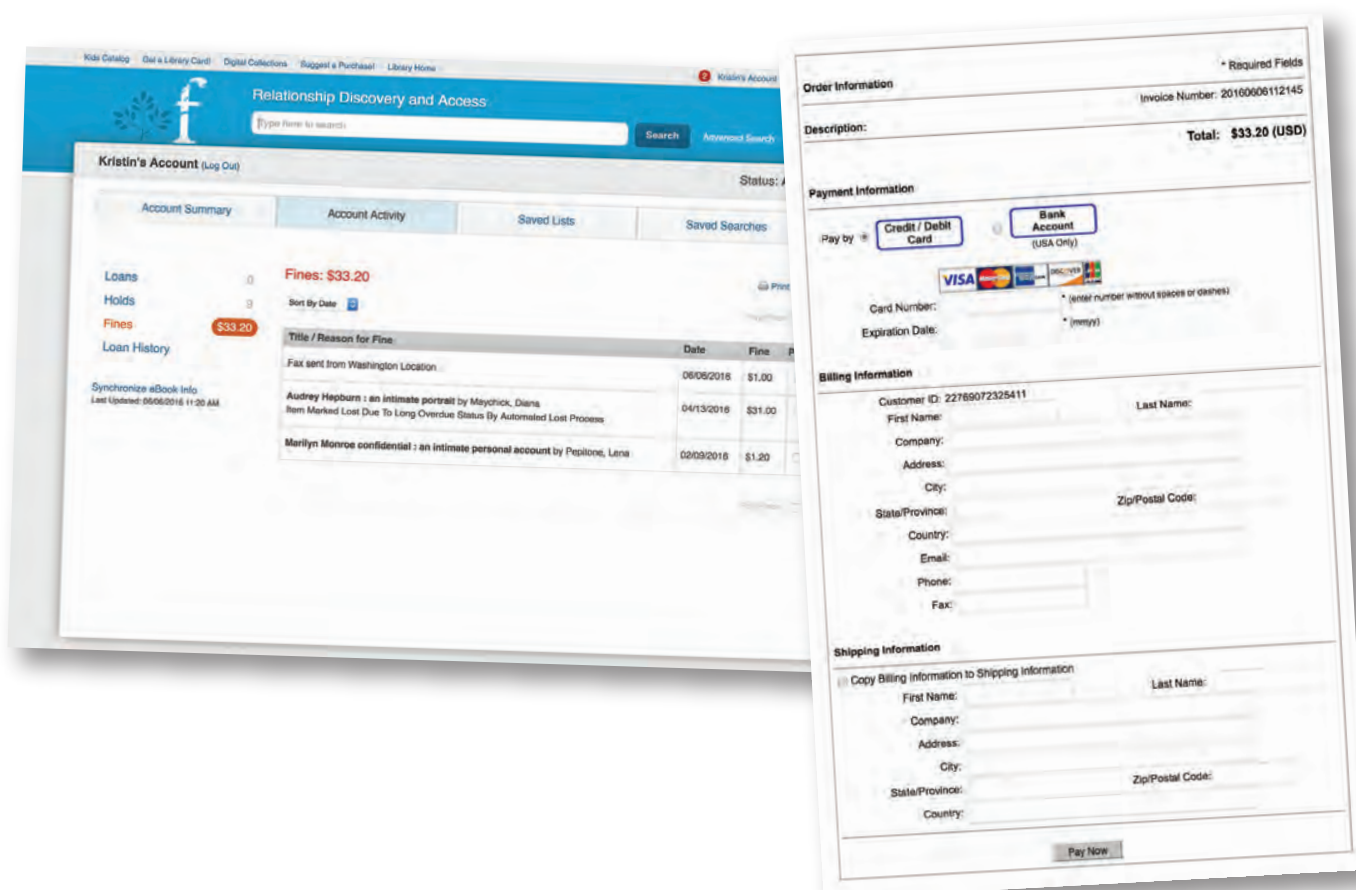
E•Commerce for LS2 PAC

A fine solution for collecting fines

Simplify your library's fine-collection process with the E•**Commerce** enhancement for The Library Corporation's LS2 PAC. E•**Commerce** allows patrons to pay their fines safely and securely from any computer with Internet access, respecting borrowers' privacy while improving your library's overall collection rates.

TLC's E•**Commerce**, designed for the Library•**Solution** and CARL•**X** integrated library systems, works with Authorize.Net, a private firm founded in 1996 that accepts all major debit and credit cards – Visa, MasterCard, American Express, Discover, and more. When a library patron settles a debt via E•**Commerce**, Authorize.Net e-mails a payment receipt and clears any blocks or restrictions that may have been placed on his or her library account.

Authorize.Net safeguards user accounts in a secure data center, so libraries that utilize E•**Commerce** are not responsible for storing patrons' sensitive financial information. Any payments received through E•**Commerce** are automatically deposited into a library's bank account, typically within two business days.

Debt Collection Module

The Library Corporation has partnered with Unique Management Services to offer a debt collection module that integrates with TLC integrated library systems to help recover overdue library fines and materials from borrowers.

The automated debt collection module:

- Reduces the time library staff devotes to collections.
- Treats borrowers with respect.
- Recovers a greater percentage of overdue money and materials. Within the first year of using the TLC/UMS debt collection module, most libraries experienced a success rate of 60 to 70 percent or higher.

How it works

When a borrower exceeds the fine or fee amount specified by a library with a TLC ILS, the debt collection module automatically transmits the information to UMS – the leading material-recovery service for libraries – while temporarily blocking the patron's borrowing privileges.

UMS sends a letter to the borrower as soon as it receives the account information, usually the same day. The borrower has three weeks to pay fines or fees, or return overdue materials to the library. If the account is not resolved during that time, UMS follows up with a second letter encouraging the borrower to remedy the situation.

If the account remains unresolved two weeks after the second letter is received, a UMS representative calls the borrower at home during the evening or on a Saturday. The calls, which are handled sensitively and courteously, improve collection results by as much as 30 percent over letters alone.

Once the fines or fees are paid, or the overdue materials are returned, the borrower's library privileges are reinstated.

Positive results

The UMS emphasis on maintaining goodwill with library borrowers sets it apart from traditional collection agencies. TLC's partnership with UMS automates the collection process and takes most of this unpleasant duty away from library staff.
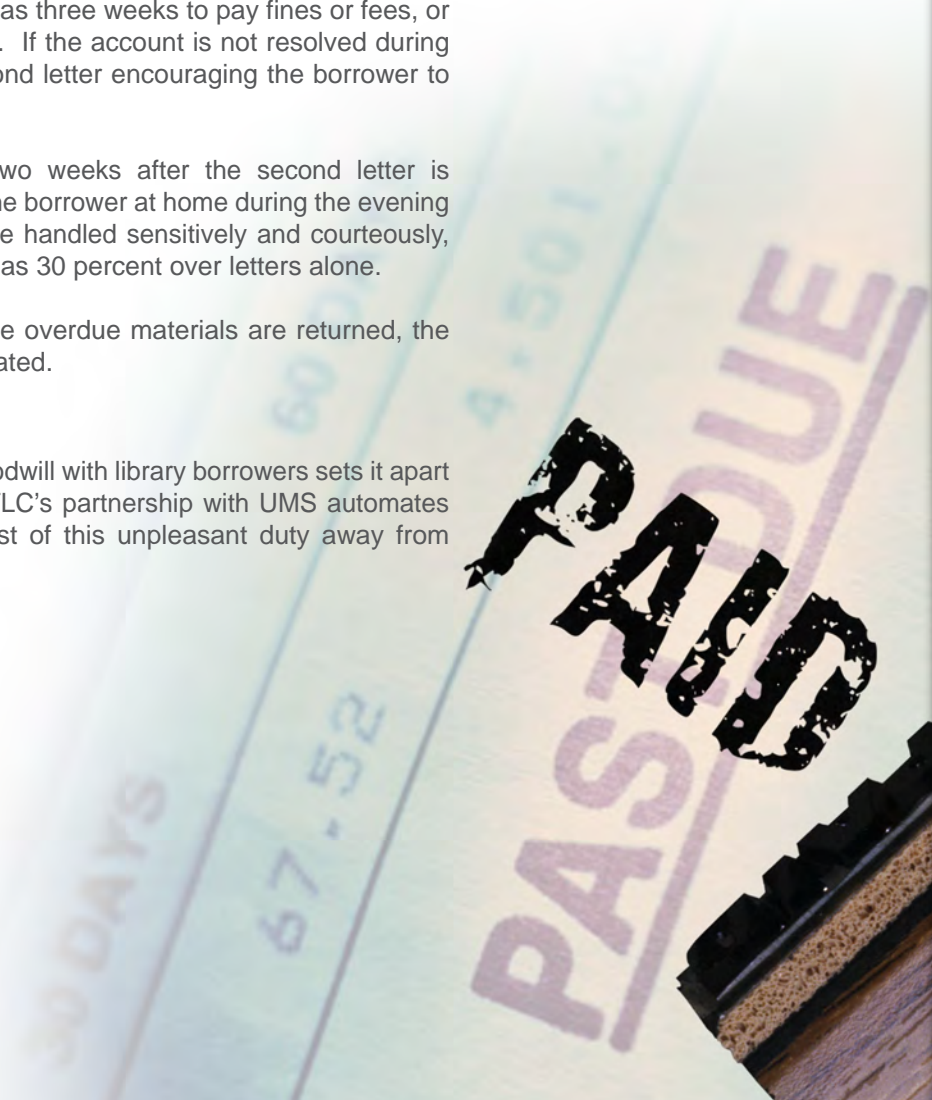
NISO Circulation Interchange Protocol (NCIP)

The Library Corporation and NCIP

NCIP

The NISO Circulation Interchange Protocol (NCIP) defines the various transactions needed to support circulation activities among independent library systems. Circulation activities include patron and item inquiry and update transactions, such as hold or reserve, checkout, renew, and check-in. The protocol will support the circulation of printed and electronic materials, and will facilitate direct patron borrowing, remote patron authentication, online payment, and will assist in controlling access to electronic documents.

NCIP is based on the earlier SIP (Standard Interchange Protocol) and SIP2 communications scheme, originally developed by 3M. SIP and SIP2 were originally developed to enable library "hardware" such as self-checkout systems to exchange real-time information with library automation systems. (All TLC automation solutions are SIP2 compliant.)

Making NCIP History

In March 2002, The Library Corporation and Epixtech Inc. (now SirsiDynix) successfully implemented the industry's first NCIP communication exchange between two different library systems. TLC and Epixtech collaborated to create open-source toolkits, and the successful communications experiment proved that the toolkits could interoperate. These toolkits were made available to other vendors in the library automation industry to ensure industry-wide interoperability.

TLC and Industry Standards

Library automation systems, now more than ever, are driven by national and international standards. Use and application of these standards enables seamless computer-to-computer and system-to-system interaction, which helps libraries function more efficiently, improve the sharing of limited resources, and better serve library users. TLC wholeheartedly supports and promotes the development and use of standards for its library system software. TLC is an active participant in several standards development committees to ensure that our products continue the TLC tradition of bringing the latest technologies to libraries. Each breakthrough in the computer, network, or Internet fields can potentially be harnessed for library use throughout the world. Today's libraries can take advantage of communications protocols and share materials with libraries across the street, across the state, and even across the oceans.

ITS•MARC® Record Resource

Easy Access

ITS•**MARC** offers catalogers easy access to 63 million MARC records, using the fastest search technology in the library industry. ITS•**MARC** offers four access methods: www.itsmarc.com, Z39.50, DVD, and integration with TLC's LS2 Cataloging. At one low, fixed price per year, you can search and find high-quality bibliographic and authority records.

Enhanced Content

Book jacket images, tables of contents (ToCs), and reviews are included with the Web service. Jacket art can be viewed with properly equipped Z39.50 cataloging software, such as TLC's BiblioFile. The images enable you to quickly verify a record match, while ToCs and reviews help with classification and subject assignment.

If You Need Cataloging Software

BiblioFile, our standalone MARC editor, is available with an ITS•**MARC** subscription. BiblioFile features multi-lingual cataloging, result set filtering, Z39.50 client, local authority verification, label printing, and other advanced features. For those who require the functionality of a web-based, Integrated Library System, ITS•**MARC** access is fully integrated with TLC's new, powerful, and user-friendly LS2 Cataloging.

Updated Daily

ITS•**MARC** is updated daily with records from the Library of Congress. Other databases are updated weekly, monthly, or quarterly with records from the National Library of Medicine, National Library of Canada, U.S. Government agencies, Baker & Taylor, Professional Media Service, and contributing TLC customers.

ITS•MARC Databases

- **British MARC** – Enhanced British Library records, with many new categories added like Humanities, Social Sciences, Maps, British Library Catalog, and others.
- **LC MARC English** – Complete Library of Congress English language MARC database.
- **LC MARC Foreign** – MARC database of non-English holdings cataloged by the Library of Congress.
- **Canadian MARC** – Records cataloged by the National Library of Canada.
- **Contributed School and Public Libraries** – Records from TLC users in public libraries and school systems.
- **Contributed Research and Academic Libraries** – Records from TLC users in research and academic institutions. Includes over 600,000 pre-1968 records.
- **French MARC** – French language titles cataloged by the Library of Congress, other national libraries, and TLC libraries.
- **Docufile** – Government documents database, including publications of U.S. state, U.S. federal, and foreign governments, as well as the United Nations.
- **MedMARC** – Medical and related bibliographic records from the National Library of Medicine and other national libraries.
- **MetaMARC** – The MetaMARC database contains MARC records generated and enriched algorithmically from non-MARC metadata, providing access to a basic title record when there are no others available. MetaMARC records are more than a template but are minimal level encoding.
- **NewPubMARC** – Contains records of materials with publication or MARC creation dates of two or fewer years ago.
- **Spanish MARC** – Distinctive MARC database with Spanish language titles cataloged by the Library of Congress, other national libraries, and TLC libraries.
- **TheoMARC** – Records from theological and national libraries.
- **Authorities** - LC Names and Subjects, Sears subjects, and Medical Subject Headings (MESH). TLC Authorities are only available via Z39.5

Additional Premium Databases

TLC offers premium databases (at additional cost) to expand your copy cataloging resources.

- **A/V Access** - Records of professionally cataloged popular audio and visual materials.
- **EF Sears** – Records compiled by EF Library Services LLC that use Sears subject headings for titles commonly found in school and small public libraries.
- **School•MARC Sears** - Contains content-rich MARC records with Sears subject headings.
- **School•MARC LC** – Contains content-rich MARC records with LC subject headings.

www.itsmarc.com

THE LIBRARY CORPORATION
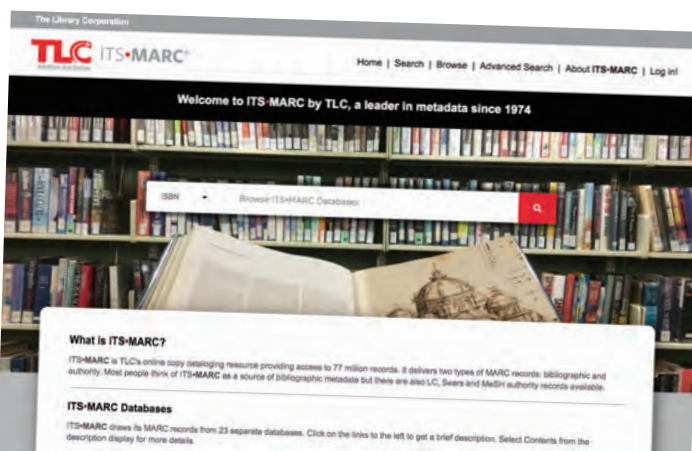
A/V Access

Save time by copy cataloging your audio/visual material.

TLC's A/V Access MARC database offers you a rich store of full-level A/V cataloging. A/V Access contains over 1.4 million popular titles, providing complete audio and video subject coverage, full video summaries, comprehensive audio contents notes, and uniform titles.

A/V Access has over 150 languages, with records from 1969 to the present. Truly a made-from-scratch database, A/V Access is mostly cataloged with each item in hand by Baker & Taylor's Professional Media Service. Other records are added from Recorded Books, The Library of Congress, and other national libraries. (No records are created from lists or summaries.)

A/V Access is updated weekly in TLC's ITS•**MARC**® cataloging resource. Users with other MARC cataloging systems can download A/V Access records to load into their system.

Wide Range of Records
- *Children's materials*
- *Instructional/Educational*
- *Music*
- *Documentation*
- *Feature Films*
- *Spoken word*
- *Language training*
- *Subliminal training*
- *Travel*

Type of Record (Leader Position 6)

Description of Element	Database Percentage
Projected Media	38.82%
Nonmusical Sound Recording/ Printed Music	14.41%
Musical Sound Recording	45.62%
Computer Files/Kits	1.15%

Call 1.800.325.7759 for your free A/V Access trial.

eBiblioFile

Customized eBook records in 48 hours or less

THE LIBRARY CORPORATION

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com

Sample MARC Records

Full Record

```
MARC Leader    LDR       nam a   00
Control #      001       erc0000017940
Control # Id   003       TLC
Date           005       20121126161649.0
Add'l Fixed    006       m         d
Phy Descr      007       cr unu||||||||
Fixed Data     008       120110s2011    nyuab  o     000 0deng d
ISBN           020       ǂa9781609803643 (electronic bk.)
Stock No.      037       ǂbVendor Name ǂnhttp://www.ebook.vendor.com
Cat. Source    040       ǂaTLCǂcTLC
Languages      041  1    ǂaengǂhfre
Geog. Area     043       ǂae-sw---
LC Call        050  00   ǂaPT9876.22.A6933ǂbZ6413 2011
Dewey Class    082  00   ǂa839.73/8ǂ223
ME:Pers Name   100  1    ǂaGabrielsson, Eva.
Title:Ufm      240  10   ǂaMill´enium, Stieg et moi.ǂlEnglish
Title          245  10   ǂa"There are things I want you to know" about Stieg Larsson and
                         meǂh[electronic resource] /ǂcEva Gabrielsson ; with
                         Marie-Fran`ioise Colombani ; translated from the French by Linda
                         Coverdale.
Imprint        260       ǂaNew York :ǂbSeven Stories Press,ǂcc2011.
Phys Descrpt   300       ǂa1 online resource
Note:General   500       ǂaTranslation of: Mill´enium, Stieg et moi.
Note:General   500       ǂaElectronic book.
Note:Reprod    533       ǂaElectronic reproduction.ǂb[S.l.]ǂcSeven Stories Pressǂd2011
                         ǂnAvailable via World Wide Web.
Note:Lang      546       ǂaTranslation of: Mill´enium, Stieg et moi.
Summary Etc.   520       ǂaHere is the real inside story--not the one about the Stieg
                         Larsson phenomenon, but rather the love story of a man and a
                         woman whose lives came to be guided by politics and love, coffee
                         and activism, writing and friendship. Only one person knows that
                         story well enough to tell it with authority. Eva and Stieg shared
                         everything, starting when they were both eighteen until his
                         untimely death 32 years later. Here, Eva accepts the daunting
                         challenge of telling the story of their shared life, steeped in
                         love and sharpened in the struggle for justice and human rights.
                         She chooses to tell it in short, spare, lyrical chapters, like
                         snapshots, the inside account of how he wrote, why he wrote, who
                         the sources were for Lisbeth and his other characters--graciously
                         answering Stieg's readers' most pressing questions--and at the
                         same time telling us about love and loss, death, betrayal, and
                         the mistreatment of women.--From publisher description.
Note:Content   505  0    ǂaSpeaking of coffee -- Early days -- Our mamas -- Meeting -- The
                         trip to Africa -- Stockholm -- The TT Agency -- Expo -- Threats
                         -- Millennium -- Stieg's journalistic credo -- Feminism -- At the
                         heart of the Bible -- The duty of vengeance.
Subj:Pers      600  10   ǂaLarsson, Stieg,ǂd1954-2004.
Subj:Pers      600  10   ǂaGabrielsson, Eva.
Subj:Topical   650  0    ǂaAuthors, Swedishǂy20th centuryǂvBiography.
Subj:Topical   650  0    ǂaJournalistsǂzSwedenǂvBiography.
Genre/Form     655  0    ǂaElectronic books.
AE:Pers Name   700  1    ǂaColombani, Marie-Fran,coise.
AE:Pers Name   700  1    ǂaCoverdale, Linda.
Elec Loc'n     856  40   ǂzClick here to access ǂuhttp://ebook.VendorName.
                         com/library/SampleLibrary-document□id-mkdz9
```

Minimal Record

```
MARC Leader    LDR       nam7a   00
Control #      001       erc0000037039
Control # Id   003       TLC
Date           005       20121126161319.0
Add'l Fixed    006       m         d
Phy Descr      007       cr unu||||||||
Fixed Data     008       120818s2011    xxu|||| o    |||| ||||| d
ISBN           020       ǂa9780307809063 (electronic bk.)
Stock No.      037       ǂbVendor Name ǂnhttp://www.ebook.vendor.com
Cat. Source    040       ǂaTLCǂcTLC
ME:Pers Name   100  1    ǂaBullock-Prado, Gesine.
Title          245  10   ǂaMy life from scratchǂh[electronic resource] /ǂcGesine Bullock-Prado.
Imprint        260       ǂa[S.l.] :ǂbCrown Publishing Group,ǂc2011.
Phys Descrpt   300       ǂa1 online resource
Note:General   500       ǂaElectronic book.
Note:Reprod    533       ǂaElectronic reproduction.ǂb[S.l.]ǂcCrown Publishing Groupǂd2011ǂnAvailable
                         via World Wide Web.
Genre/Form     655  0    ǂaElectronic books.
Elec Loc'n     856  40   ǂzClick here to accessǂuhttp://ebook.VendorName.
                         com/library/SampleLibrary-document□id-2eqz9
```

RDAExpress™

Extreme Makeover: Data Edition

Increase your Data's Value and Curbside Appeal with TLC's Data Solutions

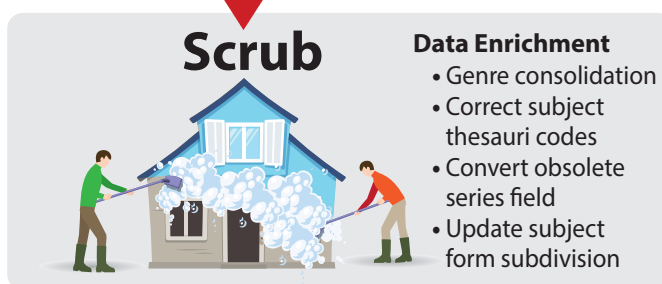## Metadata → Purify → **RDA**Express

TLC•TLC•TLC   TLC•TLC•TLC•TLC•TLC•TLC

Pre-Rinse

Fixes Structural Issues
- Empty Fields or Subfields
- Invalid Leader Codes
- Missing Control Numbers
- Missing Indicators

Scrub

Data Enrichment
- Genre consolidation
- Correct subject thesauri codes
- Convert obsolete series field
- Update subject form subdivision

Title records come from all sorts of places:
- Other Libraries
- Publishers
- Third-Party Vendors
- RDA Sources
- Non-RDA Sources
- Original cataloging

Inputs up to 20 RDA fields including:
- Format (33x)
- Characteristics (34x, 38x)
- Relator Terms
- And more!

This Data Could be Yours...

New Customers have their metadata improved every time TLC builds a new database, such as when customers migrate to Library•**Solution** v5.x.

But wait, there's more...

Automatic Purify and RDAExpress Integration in Library•Solution v5.x means that every time a record is added into a Library•**Solution** database via TLC's award-winning LS2 Cataloging, the record moves through the enhancement and cleanup process.
Records originally created in LS2 Cataloging are always RDA!

4.5 YEARS

VS *

70 mins

The amount of time it would take **5 full-time** catalogers to manually convert half a million **(500,000)** title records from AACR2 to RDA.

The time it takes **RDA**Express to complete the same amount of work.

*Based on the rate of one title record every 45 minutes per cataloger each working 8-hour shifts and doing nothing but converting records

*O*nline *S*election & *A*cquisitions™

The Library Corporation's Online Selection & Acquisitions interface is a time-saving solution that offers one-stop shopping for public, school, academic, and special libraries. OSA's direct portal to the databases of leading library vendors greatly simplifies the process of ordering books, CDs, DVDs, and audiobooks for your catalog.

OSA is updated weekly with the latest titles from the New York Times Bestseller List and independent booksellers, and each title is accompanied by enrichment elements such as chapter excerpts, summaries, and reviews. Robust, ready-to-load MARC records are included with each title.

OSA is a comprehensive solution that works with any ILS and supports all aspects of your library's acquisitions and collection development.
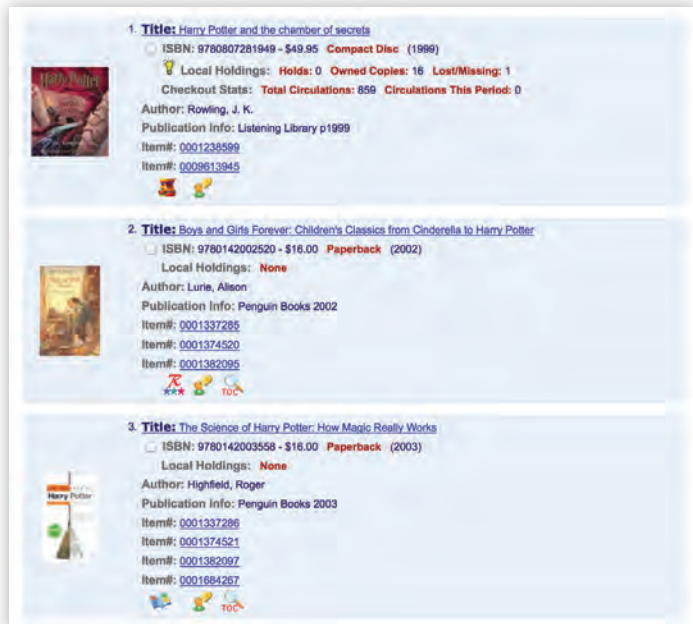
NEW! TLC•Cloud Services

TLC has teamed up with Oracle to redefine your experience with hosting library services: introducing **TLC•Cloud Services**, an improved hosting platform.

TLC•Cloud Services utilizes Oracle Cloud Infrastructure (OCI) to provide our customers with unmatched control, security, and predictability to deliver high-performance, Cloud-based infrastructure services.

OCI is a deep and broad platform of cloud services that enables TLC to design and build our applications in a scalable, secure, highly available, fault-tolerant, and high-performance environment.

Our current products offering **TLC•Cloud Services** include CARL•**X**™, Library•**Solution**®, and Library•**Solution**® *for Schools*. TLC offers ILS hosting in multiple regions of North America and globally, providing support for regions and countries who prefer or require local data residency.

Fast, Enterprise Performance

Combining the elasticity and utility of commercial cloud with the granular control, security, and predictability of on-premise infrastructure, TLC customers can expect high-performance and low latency when using **TLC•Cloud Services**.

With its industry-leading solid-state storage, Oracle Cloud Infrastructure (OCI) tests better than leading competitors on workload, speed, and performance — accomplishing millions of read and write transactions per second. This next-generation cloud network connects to cloud components with no resource oversubscription, ensuring performance is never compromised.

The Latest Hardware

TLC•Cloud Services provides the newest hardware with annual next-generation upgrades, giving your library the fastest performance. By using **TLC•Cloud Services**, our customers can expect the latest CPUs, GPUs, off-box networking, and NVMe SSD based storage services.

Oracle's highly scalable, flat network design limits the number of network hops between compute and storage to a maximum of two. Combined with no-network or CPU oversubscription, and locally attached NVMe storage, you get a low-latency network with predictable performance and fast cloud storage.

And with TLC managing the firewall and day-to-day server responsibilities, as well as secure daily backups, this eliminates the constant server repairs, upgrades, purchases, and minimizes threats to cyber security.

> *"This is what they do. That's their business. As good as any library is in its IT department, they're not going to compete with a professional hosting service."*
>
> **- Matthew Mattson, Los Angeles Public Library**

Oracle Cloud versus the Next Leading Competitor

The cloud isn't just about flexibility and ease of deployment; it's also about performance.

	Competitor IOPS Performance	Oracle Cloud IOPS Performance	Oracle Performance Advantage
Oracle Database workload using remote block storage	51,261	255,000	5x
Oracle Database workload using local SSD storage	458,675	1,043,104	2x
MS SQL	840,731	1,684,869	2x
4K random write workload	1,439,928	3,232,215	2x
VDI LC initial login workload	93,485	242,778	2x

Based on independent benchmarks conducted by StorageReview in March and August 2018.

Consistent, Reliable Uptime

AVERAGE UPTIME 99.95%

A major design point of Oracle Cloud Infrastructure (OCI) is its ability to deliver high-level consistency and higher-level performance than competitors. Oracle delivers topnotch design to customers who run performance-sensitive systems and require performance consistency.

Because TLC's Cloud Services strive to provide the target service uptime of 99.95% by building on the high availability and redundancy capabilities of the Oracle Cloud Platform, Oracle Database Backup Service, and Oracle Cloud Infrastructure Object Storage Classic, our clients can be sure they're receiving the utmost reliability in the industry.

This is one of the many reasons TLC utilizes the same Oracle Cloud-based infrastructure for its own internal development environments. TLC has relied on Oracle's RDBMS capabilities and leadership to power its library management and data services products. OCI is the premier platform for managing the Oracle Database, and a logical choice for continuing to power Oracle-based products into the future, which results in an optimized solution for our customers and company.

Outstanding Network and Data Security

In partnership with OCI, **TLC•Cloud Services** provide our customers data-at-rest encryption capability, complementing existing physical data center and application security capabilities. These security defenses include ample encryption, strong access management, and granular resource and network control.

TLC•Cloud Services also provides integrated security services to protect data and control access using security-first design principles. These principles, as employed by OCI, include isolated network virtualization and pristine physical host deployment, which provide superior customer isolation compared to earlier public cloud designs and reduced risk from advanced persistent threats. This means that not only are our customers isolated from one another, but they are also isolated from Oracle and vice versa.

The combination of architecture, technology, and process provides a more secure environment than most on-premises facilities, as well as other public clouds.

Around-the-Clock Disaster Recovery

TLC's Cloud Services includes premium options for geographic service and backup redundancy, to increase customer resilience in the event of a localized disaster. OCI enables TLC to store data, redundantly, across multiple storage servers and multiple availability domains. **TLC•Cloud Services** assumes the responsibility of ensuring and addressing potential issues with data integrity and backup viability.

> "The entire concept of having a hosted ILS makes me very happy. I do not enjoy being in the business of the care and feeding of servers."
>
> **- Lynn Hoffman, Somerset County**

SOCIALFLOW

TLC is the exclusive provider of SocialFlow to the library marketplace. SocialFlow's optimized publishing technology analyzes real-time conversations and activities on Facebook, Twitter, LinkedIn, Instagram, and Pinterest to enable social media managers to post the best possible content at the best possible times. By engaging people with the right content at times when there's a high number of people to read that content, SocialFlow users grow a larger and more engaged audience that actively re-tweets, mentions, follows, and shares social media posts.
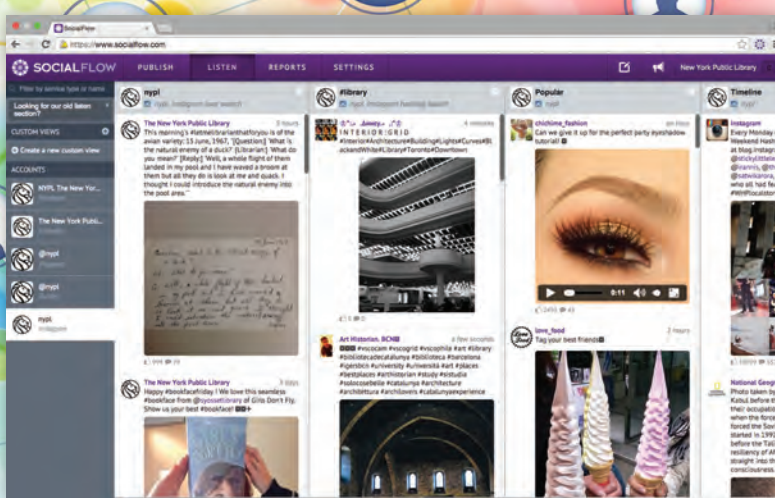
By monitoring the real-time behavior of social media users, SocialFlow allows libraries to write posts that automatically appear at the most opportune times. Its metrics can also be utilized to populate your social media feeds with relevant, timely information for your audience, such as news stories related to your library's most popular books and authors.
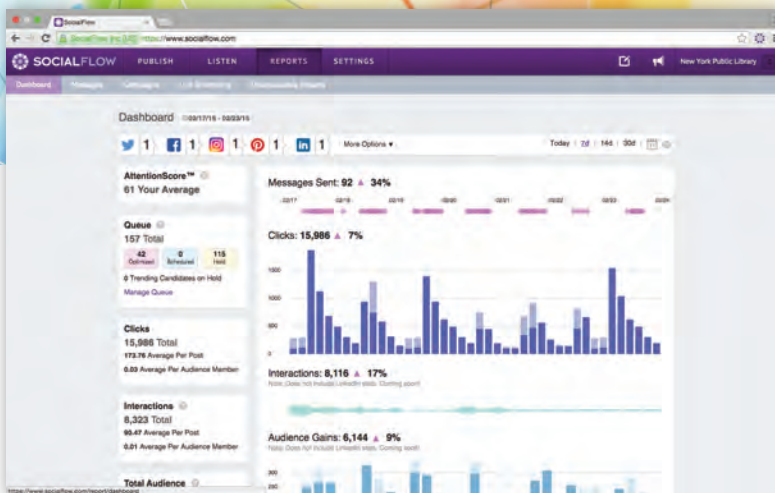
SocialFlow can be a social media gateway for an entire community. By sharing an account, libraries can invite local government and service agencies to post information relevant to all citizens, including emergency notifications, meeting locations and times, and holiday celebrations and observances.

SocialFlow is used by Los Angeles Public Library, Hartwick College, New York Public Library, and Dallas Independent School District, as well as leading national brands and publishers including BBC News, Pepsi, NBC, Burberry, Nickelodeon, Forbes, and Billboard. The New York-based SocialFlow is an official Facebook Global Marketing Partner and was chosen by AlwaysOn as one of the OnMedia 50 Companies to Watch. Learn more about this innovative, fast-growing company at SocialFlow.com.

SOCIALFLOW FAQs

What is SocialFlow?

SocialFlow is a software service that provides data-driven, targeted timing for social media publishing and increases distribution of owned and other content across social media platforms. Its algorithms analyze user behavior and then optimize each post based on real-time data. TLC is the exclusive provider of SocialFlow to libraries and the only library vendor to offer such a service.

What social media platforms are currently supported through SocialFlow?

Twitter, Facebook, LinkedIn, Instagram, and Pinterest

How does SocialFlow work?

1. Your library pulls its social media content sources into the SocialFlow interface.

2. Your library sets publishing rules and parameters, and can easily select audiences or interests to target.

3. SocialFlow optimizes real-time conversational data and automatically delivers the right message at the right time.

4. SocialFlow automatically alerts your library when the algorithm identifies posts that are performing well among your social media followers.

5. SocialFlow provides simple options to amplify or boost posts to reach an even larger audience.

6. SocialFlow provides real-time results of this effort.

How will SocialFlow benefit your library?

- Libraries can increase their level of social media publishing with the same, or even fewer, staff resources. Releasing posts when timing, relevance, and audiences are optimal will result in maximum exposure for your efforts. Libraries can choose whether they want to publish a post to all social media platforms at once or individually.

- Democratize your social media publishing by distributing publishing rights among staff at a level that works best for your library system. Security settings create roles with various permissions to administer, create, and post content, view reports in a read-only capacity, etc. This means that more or less library branch-level control can be achieved, based on your individual needs.

- Integrate with your online catalog, library blogs, RSS feeds, and other Web content. SocialFlow includes built-in link shorteners, as well as numerous plug-ins to easily pull in the content and images that connect with your followers.

- Easily view the impact of your library's social media efforts via reports derived from SocialFlow's comprehensive set of metrics and analytics, then use that information to better inform strategic and editorial decision-making.

Don't Expose Eyes or Skin Directly.

HygenX Vray Portable UV Sterilizer

High Intensity Portable UV-C Sterilizer – Kills 99.9% of germs!

Easily, quickly and safely sterilize and decontaminate all objects and surfaces with HygenX™ Vray, with UV-C light that kills 99.9% of germs and sterilizes everyday items, used and shared, in today's classrooms, offices and homes.

Lightweight and cordless, Vray is designed for easy portability and features a rechargeable battery. Capable of hands-free and portable operation, Vray can be used to sterilize anywhere and anything in a classroom, home or office, even large toys, keyboards, instrument panels, touchscreens, etc.

A patented safety sensor is activated as the unit is turned on, and Vray turns off automatically when the unit is tilted 30° in either direction, to prevent exposure to skin and eyes, and ensures exposure only to the intended sterilization target. There is also an option to turn off the safe mode to allow for sterilization of odd shaped and larger objects.

The HygenX™ Vray UV-C lamps are encased in shatter-safe coating ensuring if the lamp breaks, it will break internally within the coating with no glass fragments to clean up.

HygenX™ Vray will give you ease of use, safety and peace of mind to ensure every shared item, every object and every spot in any room is clean and sterilized!

All-In-One Kiosk

Portrait Floor Standing with Touch

49" or 55" HD Commercial Display
Specially designed for commercial market, this product features your choice of Built-In Media Player*, AUO IPS high luminance panel and professional DCPI color adjustment technology.

Choice of Media Players
Choose from models with or without media player. Available with BrightSign® Built In, Windows Player or Android 5.1.

Industrial Ultra Slim Design
A sleek, stylish yet rugged design, with simple installation and maintenance, offers a perfect all-in-one solution for today's marketplace.

IR Touch
Engage your audience with 10 simultaneous points of interaction. Easily add touch interactivity using simple drag and drop tools, using your choice of a built in media player.

WI-FI ENABLED
Remotely control messaging and interact with the kiosk using a Wi-Fi enabled device (tablet, computer, phone, etc.)

TOUCH SCREEN
Works with many input devices such as finger, glove, pointer, etc. to engage audiences

COMMERCIAL GRADE PANEL
Designed to withstand long operating hours with thermal characteristics built in the internal design for proper heat dissipation

CUSTOM DECAL
Personalized kiosk options to display your logo or custom imagery.

MOUNT TO FLOOR
Flat rectangular base allows kiosk to be free standing or bolted to floor for increased safety and security
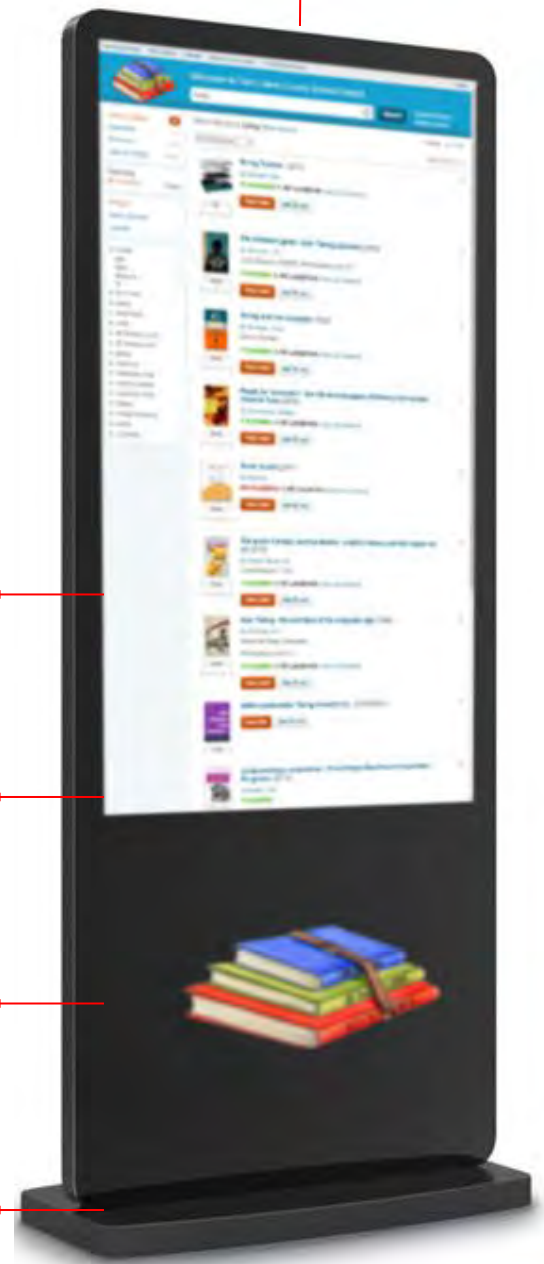
Universal Monitor Mounts & Stands

Heavy Duty Mobile Cart

Four Display Height Positions
Regardless of whether a 65" or 90" display is installed, achieve the perfect viewing angle by choosing from four height positions.

Configurable Shelves
Choose from multiple shelf options. Flat component shelves can be mounted in front or behind the display and are vertically adjustable. Side shelves are vertically adjustable, can pivot from front to back and retract for storage. Adjustable top shelf is ideal for a speaker or video camera.

Optional Back Cover
For clean and tamper-proof installation of components the optional panel and back cover provide a practical and aesthetically pleasing way to attach components such as media players and cabling.

Integrated Cord Management
Through-column cord management for a clean installation. Also includes cord wrap claws, capable of storing up to 50' of heavy gauge cord at the base.

FOR DISPLAYS 50" - 90"

Our heavy duty mobile cart for extra large displays is made for high traffic environments. Choose from a variety of preconfigured models or build your own specific configuration a-la-carte. Side shelves are designed for heavy use of presentation laptops and can be vertically adjusted without the use of tools as well as swiveled continuously up to 45º in front or behind the display. Side shelves also easily retract for transport and storage. The solid front/back shelf can be mounted either in front or behind the display at any height position.

WALL, CEILING, PROJECTOR, AND MENU BOARD MOUNTS ARE ALSO AVAILABLE!

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com

REVOLUTIONIZE LEARNING
WITH TAP·it
Touch Accessible Platform Interactive Technology

TAP-it is the first interactive learning station designed to provide accessibility to all. TAP-it is infinitely more accessible to physically challenged students and their instructors than stationary or wall-mounted boards. Providing an optimal interface for teaching all with special educational needs at their own pace, the TAP-it reinforces skills that can be transferred to other computer-based learning applications. TAP-it connects to a PC/ laptop or MAC so will run with the software applications you already use.

Intended Touch Technology Plus 10 Point Multi Touch

- This technology recognizes the difference between an arm resting upon the screen and a finger "tapping" or selecting an image.
- Up to 10 Multi Touch points can be used simultaneously.
- Gesture selection is also now included.

Tried and Tested Assistive Technology

- Selling for over 8 years.
- 6th generation of the unit.
- Changes driven by end-user requests.
- Every feature has a purpose

ADA Compliant

- Includes reference guide to assist with different user's unique needs.

SERVING A WIDE RANGE OF STUDENTS' SPECIAL NEEDS

- Cerebral Palsy and Autism Spectrum Disorder
- ADD and ADHD
- Learning Disabilities
- Muscular Dystrophy
- Intellectual Disabilities
- Traumatic Brain Injury
- Many many more

TAP·it® CLIENTS INCLUDE

- UCP (United Cerebral Palsy)
- Children's Hospitals - Shriners Hospitals
- Special Needs Schools
- Rehabilitation / Occupational Therapy Centers
- General Education Inclusion Classrooms with Special Needs Students
- Schools for the Blind (low vision)
- Public Libraries
- Assisted Living Centers

Intended Touch Technology

Up to 10 Simultaneous Multi Touch Points

Tilt From 0-90º

Motorized Raise to a Height of 54" or Lower to 7.5" with the Touch of a Button

Easy to Move, Locking Wheels

42" Interactive, Touch Sensitive LCD

Military Grade, Shatter-Resistant Safety Glass

Moisture Sealed Display

Counter-Balanced, to Support Full Body Weight Without Tipping

Three-Year Parts and Labor Warranty

PUBLIC LIBRARY

Open the Door and Explore!

Richmond Public Library
BOOK DISPENSER

Novel**B**ranch
Intelligent Mini-Library

NovelBranch is a secure cabinet equipped with RFID-enabled shelves from which library patrons can easily check material out and return.

NOVELBRANCH

Extend your community reach with NovelBranch - a minilibrary. NovelBranch will help you reach under-serviced areas in your community, extending your presence to people who may not otherwise be able to visit a library branch but who do frequent other community spaces. Your reach could extend to nursing homes, daycare facilities, career centres, your local hospital. All a user needs is a library card. All you need is a network cable and power outlet.

Its transparent door is equipped with an electronic lock that is opened with the presentation of a library card. Once the door is closed, a receipt is printed with the list of material taken out of NovelBranch and their due date. Returning is super easy too: present the card, open the door, place materials back on the shelf. An intuitive user interface will help guide the patron.

NovelBranch communicates to your ILS through SIP2 and uses RFID technology. The software has a full featured staff mode from which you can run inventory reports.

Call for more info: 1-800-874-4005

Specifications

125 books, 5 shelves

12" screen

80 mm thermal printer

100-240V input voltage

503 D X 1351 W X 1920 H mm

RFID: ISO15693, 18000-3-1

RFID data models: ISO28560, Danish

Patron card: barcode, Mifare

Pin code entry: touchscreen

Network Connectivity: TCP/IP

ILS Connectivity: SIP, SIP2
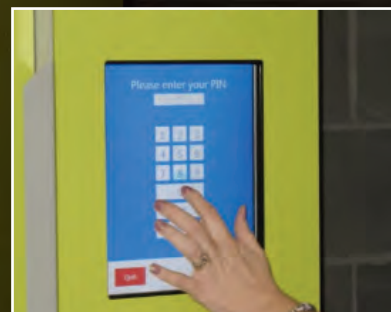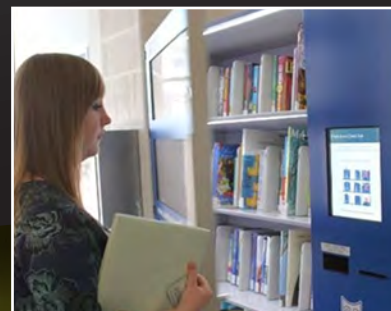
Turing Tumble

High-Tech Hands-On Learning

- Mechanical computer powered by marbles

- Discover how computers work

- Hands on, screen off

- Great for educators and students

It's perfect for your Makerspace and STEM programs.

TLC has partnered with Legends of Learning to help librarians and teachers create fun and productive learning environments through research-driven curriculum-based games. Using ongoing, original research to create a marketplace filled with an epic range of curriculum-based games for stronger subject mastery and classroom (or virtual classroom) engagement, this adaptable and comprehensive edgame platform can be easily launched throughout your entire school system or right from your library.

Try Legends of Learning for Yourself: we have provided instructions below to create your **Free** account

Sample Game (no login required)

Here are some sample games you can try today without creating an account. These are some of over 2,000 games to try in hundreds of topics and with various styles of play. To get the full effect, please sign up today for a **Free** account (below).

Topic: Fractions
Game: The Fractions Space Tournament

Topic: Ecosystem Stability
Game: DNation

Create Your Free Account

To create a free account to start trying out games today, please follow these steps:

1. Navigate to: app.legendsoflearning.com
2. Select the **Teacher** login portal (even if you're a **Librarian**)

TEACHER
Launch your perfect playlist to your class.

3. If it defaults to the **Welcome Back** page, click the **Sign Up** link.

WELCOME BACK!
To keep connected with us please login with your personal info.
Is this your first time here? Sign Up

Your School Email
type your email...

Password
type your password

Forgot your Password?

Sign In Now

4. From the **Create Account to Become A Legend** page, enter the following information and click **Next**:
   a. First Name
   b. Last Name
   c. Email Address
   d. New Password

CREATE ACCOUNT TO BECOME A LEGEND

Enter your personal details and start the journey with us.

Already have a teacher account? Sign In

First Name

type your first name...

Last Name

type your last name...

Email Address

type your email...

Password

Confirm Password

By signing up you agree to our Terms of Service and Privacy Policy.

Next

5. On the **Where Do You Train Your Heroes?** page, fill out the following information and click **Next**:
   a. Select your **State**.
   b. For the **District**, select either:
      i. Your school district (for schools and school libraries)
      ii. OR **Library** (for non-school libraries)
   c. For the **School**, find your School or Library in the dropdown.
      i. Or select **Can't find your school?** if it is not in the dropdown, and type the organization into the text field.

WHERE DO YOU TRAIN YOUR HEROES?

Select your School for standard alignment.

Not in the United States? Click Here.

State
West Virginia

District
Library - WV

Private school?   Can't find your district?

School
The Library Corporation

Can't find your school?

Next

6. Complete the **Additional Information** section with the following information, and click **Register**:
   a. For the **How did you hear about us?** selection, please indicate **TLC SmartTECH**
   b. Your job title
   c. No Referral Code
   d. Choose if you want to view games for grades K-5 and/or 6-9
7. **Congratulations!** Explore the platform. Try out games. Build playlists and more.

For questions, additional offerings, and to find out how to upgrade to the premium platform for additional features, reach out anytime!

CURRICULUM ALIGNED GAMES DELIVER SIGNIFICANT IMPACT

FIRST WIDE-RANGING GBL STUDY SHOWS STRONG ENGAGEMENT AND CONTENT MASTERY

When used as part of the curriculum, simple standards-aligned games increase lesson retention and student engagement, and improve academic performance according to Vanderbilt University's new research study on game-based learning (GBL), "Substancial Integration of Typical Educational Games into Extended Curriculum."

The study is the first of its kind to produce deep, wide-ranging, and statistically significant data across a large variety of game types. It not only validates curriculum-based games, but it does so in a large, multi-state, diverse study cohort over a significant time period.

1,002 Student Participants

3 Weeks

55 Games

16 Game Developers

13 Teachers

BLIND GRADERS People unaware of which students played games to learn the lessons scored the students' performance.

TYPES OF SCHOOLS

The study proved efficacy across a wide range of schools, both geographically and socio-economically.

SEVEN STATES

Alabama · District of Columbia · Kentucky · Maryland · Missouri · New Jersey · Rhode Island

54% Urban **23%** Suburban **23%** Rural

56% of the participating students received a free or reduced price lunch (FRPLs).

SCHOOL ENVIRONMENTS

Participating schools had wide-ranging school environments (based on letter grades scale by SchoolGrades.org).

- A - 22%
- B - 22%
- C - 22%
- D - 33%
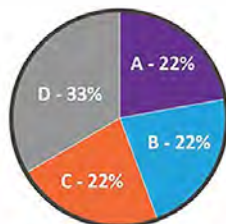
A MUST HAVE

- 54% OF TEACHERS STRONGLY AGREE
- 38% AGREE
- 8% UNSURE
- 0% DISAGREE

**92% OF THE TEACHERS** agreed they would like to use curriculum-based games in the future.

DRAMATIC ENGAGEMENT INCREASE

Teacher's reported dramatic increases in engagement amongst students who participated in the game study.

- ■ With Games
- ■ No Games

VERY HIGH
HIGH
AVG./LOW

THE TEACHER'S POINT OF VIEW

Students normally off task became more focused.

- ■ Strongly Agree
- ■ Agree
- ■ Disagree
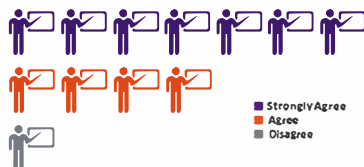
3/4 OF THE TEACHERS agree or strongly agree that it was easy to incorporate games directly into their existing class materials.

BLENDED CLASSROOM IDEAL

Q: After participating in the study, how much classroom time will you dedicate to games in the future?

A: TEACHERS SAID >30% OF CLASSROOM TIME.

Teachers found their instructional time was more effective in a blended classroom environment with games than with traditional instructional methods.

2/3 Strongly Agree or Agree

1/3 Unsure

STUDY IMPACTS

IMPROVED TEST SCORES

Students who participated in the game-based learning study increased their test scores by an equivalent of over one half a letter grade.

A+

FASTER LESSON COMPREHENSION (IN WEEKS)

NO GAMES

WITH GAMES

Students who played games understood more content than their peers taught using regular materials. The difference was the equivalent of absorbing nearly five and one half weeks of content in three weeks. [1]

PERFORMANCE GAP BENEFIT

FRPL students who played games **CLOSED THE EQUIVALENT OF A FIFTH OF THE PERFORMANCE GAP** in just three weeks. [2]

STUDENTS RECEIVING SPECIAL EDUCATION SERVICES

Students who played games...

- **WROTE SUBSTANTIALLY LONGER RESPONSES** to open ended questions;
- had **SIGNIFICANTLY HIGHER CONFIDENCE IN THE SUBJECT** after playing the games; and
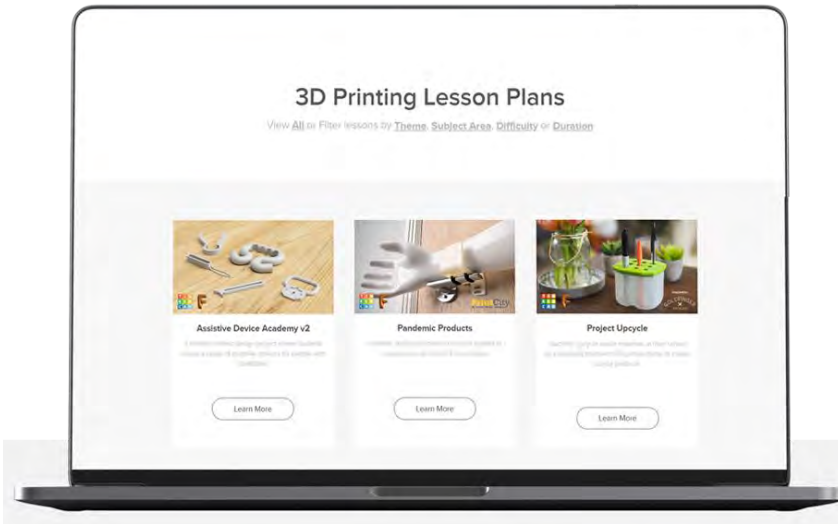- **ACHIEVED LARGER THAN A WHOLE STANDARD DEVIATION DIFFERENCE.***

*For reference, moving a student from a classroom to full-time, one-on-one tutoring (an incredibly expensive proposition) led to only 0.79 of a standard deviation change in student performance.

ABOUT THE STUDY

Vanderbilt University's study, "Substantial Integration of Typical Education Games into Extended Curriculum" was published in May, 2017 by Journal of the Learning Sciences. The study was co-authored by Legends of Learning CEO Dr. Vadim Polikov; Dr. Douglas Clark, Vanderbilt Universtiy; Dr. Emily Tanner-Smith, Vanderbilt University; Dr. Andrew Hostetler, Vanderbilt University; and Aryah Fradkin, Baltimore City Public Schools.

TLCdelivers.com
800.325.7759 · info@TLCdelivers.com

PrintLab Classroom

3D Printing Lesson Plans

View **All** or Filter lessons by **Theme**, **Subject Area**, **Difficulty** or **Duration**

Assistive Device Academy v2

Learn More

Pandemic Products

Learn More

Project Upcycle

Learn More

3D Printing Curriculum

PrintLab Classroom is an online platform of lesson plans that teach students how to use 3D printing to address global challenges. Our approach is to take the innovative uses of 3D printing in industry and bring these through to education by creating fully-resourced lessons based on them. The curriculum is aligned to a range of standards across different subject areas and challenges students to design assistive technology, reusable packaging prototypes, hands-free virus solutions and more.

A Platform for Educators

Our online toolkit allows schools, libraries and makerspaces to pick and choose from 40+ resources to build pathways for students - saving them the time and stress of creating lesson plans from scratch. The resources are suitable for students of ages 8-16 and range from individual skill-building lessons to full design-thinking units that span over multiple sessions. Each project is equipped with downloadable teaching materials such as presentations, workbooks, and rubrics as well as explainer videos and CAD tutorials hosted on a student learning portal.

Students will learn…

- Technical Skills
- Human Centered Design
- How to Solve Global Problems
- Engaging STEM subjects

Merge EDU - AR/VR Learning

MERGE

Merge EDU engages students in science and STEM with 3D objects and simulations they can touch, hold and interact with.

STEM learning becomes immersive and fun as students are able to hold, create, share and place virtual objects in the real world.

NGSS-aligned content: 1,000+ digital teaching aids, 100+ science simulations, activity plans, STEM projects, and more!

MERGE Cube

- Hold virtual objects in the palm of your hand
- Interact with STEM concepts
- Create using Tinkercad, Paint 3D, and CoSpaces Edu
- Bring 3D object libraries to life
- Use in classroom, library, lab, Makerspace
- Works with Smartphones (Android, iOS), iPad (iOS 9.1+), Surface Go (Windows 10)

MERGE Headset

- Durable, adjustable, hygienic
- Perfect replacement for Google Cardboard
- 300+ kid-safe experiences
- Use in classroom, library, lab, Makerspace
- Works with Smartphones (Android, iOS)

circTRAK Shelf Manager

STAFF CIRCULATION TOOLS

Many products in the industry look similar to Tech Logic's circTRAK, but our solution is an ALA Platinum (2018) and ALA Gold (2020) winner because it is a shelf management system, not just an inventory tool.

Using circTRAK shelf manager, you'll be able to scan an entire collection for real-time item status updates from your ILS. Quickly locate lost, trace, missing, claimed-returned, or any other exception-status items in a single pass. Data and detected items are visible in real time on the circTRAK tablet and can also be stored on the tablet or on a central network.

DYNAMIC ILS SEARCH

No more printed reports to find your lost, trace, missing, or claim-returned items. Quickly identify any shelved item that is not listed as "Available."

SIMPLE TO USE

Volunteers and staff can begin using circTRAK shelf manager within a matter of minutes. Simply connect the device and begin scanning your stacks.

BOOST MODE

With a built-in signal boost mode, circTRAK can effectively scan your more congested Children's and AV sections without issue.

circTRAK Shelf Manager Specifications

HANDHELD RFID READER/ANTENNA

Dimensions	L: 18.1" W: 10.2" D: 1.06"
Antenna Thickness	0.06"
Weight	1.32 lbs. (with battery)
Operating Frequency	13.56 MHz
Supported Transponders	ISO 15693, ISO 18000-3m3
Connectivity	WLAN/WiFi (Security protocols WEP/WPA/WPA2)
Battery	Li-ion, 16 hours under normal operation (1.5W) 8 hours with Boost Mode (4W)
Operating/Storage	Operating: 0° F - 104° F, 5-90% relative humidity Storage: -13° F - 131° F, 5-90% relative humidity
Options	Additional li-ion battery Additional li-ion battery charger

TABLET COMPUTER

Type	Microsoft Surface Pro
Dimensions	L: 11.5" W: 7.9" D: 0.33"
Weight	1.7 lbs
Screen Size	12.3" diagonal
Operating System	Windows 10 Pro
Processor	Intel i3
Memory	8 GB RAM
Storage	128 GB SSD
Connectivity	WiFi (802.11a/b/g/n/ac/ad, Bluetooth 5.0)
Battery Life	10.5 hours

KEYBOARD / COVER

Type	Microsoft Surface Pro Cover with Trackpad
Color	Black
Dimensions	L: 8.5" W: 11.6" D: 0.2"
Weight	0.68 lbs
Keyboard Layout	Qwerty

Tech Logic

circIT SUITE

SELF–CHECKOUT and
STAFF SOFTWARE PACKAGE

All of Tech Logic's selfCIRC and staffCIRC solutions are powered by the circIT SUITE software package. This software package is designed specifically and exclusively for libraries providing all of our circIT solutions for powerful RFID and barcode self-checkout and staff station workflows including the following:

Self-Checkout. circIT's self-checkout interface uses SIP2 communication to conduct reliable barcode and RFID checkout while facilitating patron convenience through hands-free capability, easy renewals, customized web-based engagement, and much more.

Staff Station (ILS/RFID Collaboration). circIT works directly with the ILS circulation interface to conduct RFID circulation. During check-in and check-out functions, staff's interaction will be with the ILS interface, as it is now—the circIT software will simply add streamlined RFID functionality to the process.

RFID Read/Write. With circIT, if needed, staff can also read and write RFID tags without circulation and without ILS connection.

Staff Express Check-In. circIT's express SIP2 check-in functionality communicates with the ILS via SIP2, bypassing the native ILS client and allowing staff to conduct even faster, high-volume check-in.

Tech-Logic.com
800.494.9330 • info@tech-logic.com

Self-Checkout

Tech Logic's self-checkout software, designed specifically for libraries, powers all of our self-checkout solutions. The software communicates with the ILS via SIP2 to conduct reliable and user-friendly checkout and inspire patron engagement according to library strategy.

UNIQUELY YOURS

Every aspect of selfCIRC is flexible—from the form factor and footprint of the unit to the checkout screenflow and web-based patron engagement features.

FLEXIBLE ENGAGEMENT

selfCIRC's interface can integrate URL-based elements like marketing signage, promotions, web pages and applications, and much more.

DEVICE MANAGEMENT

Configurations can be applied system-wide, branch-wide, or down to the terminal level—all from any staff PC with access to the library network.

The workflow and screenshots shown below are examples. The self-checkout software's workflow, text, colors, layout, and more are customizable to fit the library's needs. A typical workflow might include the following:

- The patron brings their items to the self-check station.
- The patron selects their language (if applicable).
- The patron presents their library card as applicable via RFID, barcode, or manual entry.
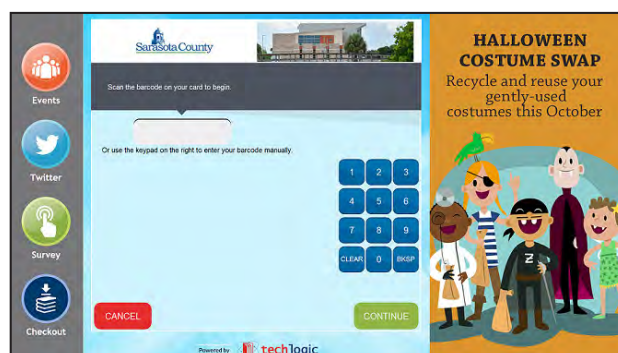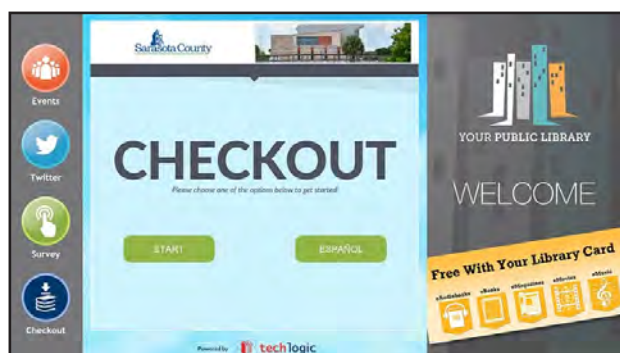
Self-Checkout continues on the following page

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Self-Checkout, continued

- The self-checkout software sends patron card information to the SIP2 server and displays any account-related messages that return from the ILS. The patron can review on-hold, checked-out, and overdue items, pay a fine (if applicable), and more.
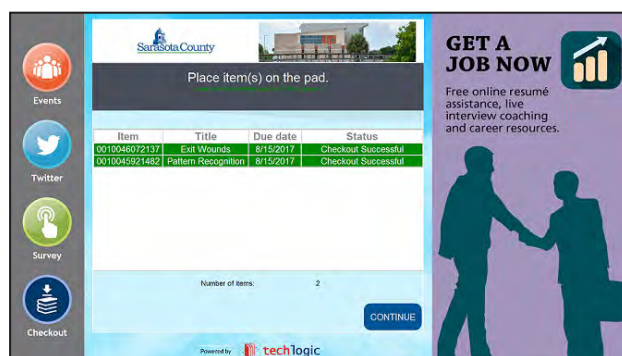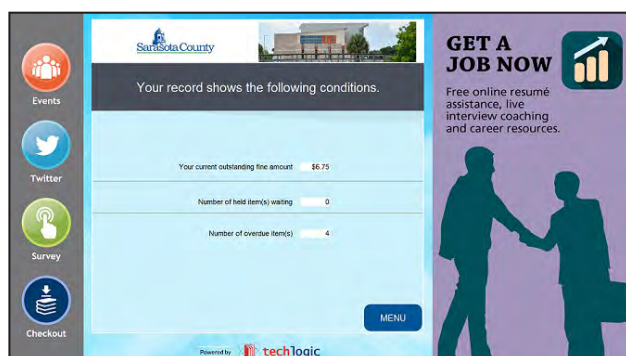
- Within the checkout screen, the patron can scan their items using the integrated barcode scanner or process multiple items in a stack via RFID. The software will process detected materials and will also display any materials that are available for renewal.

- Each item will be individually verified against the ILS. The item status and patron status within the ILS dictate if an item can be checked out. Once processed and cleared by the ILS, the item is successfully checked out. On the screen, the patron sees each item turn from yellow to green upon successful checkout. If an item is blocked by the ILS and cannot be checked out, that item turns from yellow to red along with any applicable instructions.

- The patron can choose whether to receive a checkout receipt via email, print, or both—or they can choose to receive no receipt. The checkout transaction is complete.
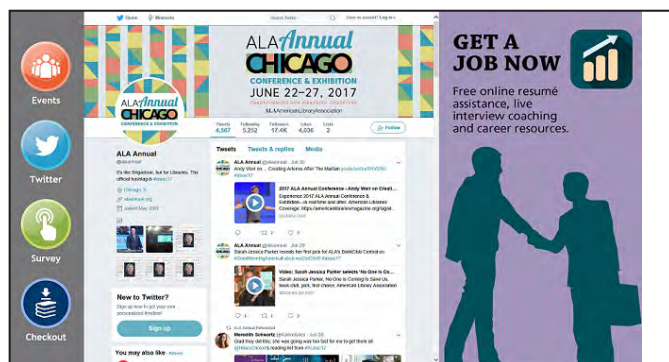
No-Touch Self-Checkout Workflow

Because our software features a completely customizable interface and workflow, our customers can make workflow changes to create a no-touch self-checkout experience for patrons in accordance with their health and safety strategy.

Staff Station (ILS/RFID Collaboration)

The circIT software works directly with the ILS circulation interface to conduct RFID circulation and item management. During check-in and check-out functions, staff's interaction will be with the ILS interface, as it is now—the circIT software will simply add streamlined RFID functionality to the process. The circIT software works in the background, meaning all tasks that staff normally accomplish within the ILS interface will be as visible and accessible to them as they always have been, without having to switch any programs.

- **To check out library items using the ILS interface,** the staff member places items containing the RFID tags on the RFID antenna when the ILS is ready for checkout. The circIT software applies the data from the RFID tag(s) to the ILS interface for processing. Upon ILS checkout, the circIT STAFF software turns security off for the applicable RFID tags.

- **To check in library items using the ILS interface,** the staff member places the items containing the RFID tags on the antenna when the ILS is ready for check-in. The circIT software applies data from the RFID tag(s) to the ILS interface for processing. Upon ILS check-in, the circIT software turns security on for the applicable RFID tags.

Staff Express Check-In

In addition to collaboration with the ILS interface (i.e. ILS/RFID Collaboration), the proposed circIT software can bypass the ILS interface and communicate directly to the ILS via SIP2 using a simplified SIP2 interface. Library staff can switch to this SIP2 interface if they want to conduct even faster and higher-volume RFID check-in, without any popups from the ILS interface. We recommend that library staff take advantage of this workflow when they need to check in a large volume of items, and they don't necessarily need the notes and popups involved with the ILS interface. However, should the need arise, switching back to the ILS interface is as easy as a keystroke.

Within this interface, the direct SIP2 interface displays pass-through ILS circulation messages that it receives via SIP2 and facilitates at-a-glance visual representation of each item's check-in results (e.g. library-customizable colors for checked in; transit; hold; transit hold).

This express workflow and its interface are proven in the library industry. For example—Salt Lake County Library system, circulating over 13 million items a year, has been using this express interface for ten years on more than 80 staff stations.

Staff Express Check-In, continued

- With this workflow, the circIT software communicates directly with the ILS via SIP2, and also displays circulation exception statuses (e.g. "transit" or "hold") at-a-glance with color highlights and SIP2 status messages. **This means faster bulk check-in on demand.**

- Staff can easily switch between SIP2 and ILS interface collaboration.

RFID Read/Write

Whenever a staff member wants to read, write, or change an RFID tag without circulating item(s), he or she can simply access the circIT interface with a keystroke. No connection with the ILS is needed for these tag reading/writing functionalities.

- **To write data to an RFID tag (without circulating the item),** the staff member selects read/write mode within the circIT interface, places the corresponding RFID-tagged item on the antenna, and either scans a corresponding barcode or enters the barcode manually. The circIT software will write the barcode to the RFID tag that is on the antenna.

- **To read RFID tag(s) and/or change security bit status(es) (without circulating items),** the staff member simply places the library item(s) on the RFID antenna and, within the circIT software interface, selects security ON or security OFF.

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Tech Logic

selfCIRC PRO

PATRON SELF–SERVICE

selfCIRC PRO is our most popular, most easily deployed, and most cost-effective patron self-service solution. This component-based solution for desktop deployment includes all required equipment: PC, touchscreen, receipt printer, barcode scanner, and RFID antenna (if applicable). The familiar hardware, paired with Tech Logic's intuitive circIT software, provides a streamlined experience for your patrons.

EXISTING EQUIPMENT

The library is also welcome to use any of their own existing hardware (e.g. receipt printers, PCs), as long as the hardware meets minimum specifications.

PROMOTE PROGRAMS

With digital signage and HTML-based applications, you can be sure to engage with each patron using self-service stations.

DEVICE MANAGEMENT

Changes can be applied system-wide, branch-wide, or down to the terminal level — all available from a web-based, administrative portal.

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800.494.9330 • info@tech-logic.com

selfCIRC PRO

Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (landscape or portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1.2w) ISO 15693, ISO 18000-3 Multi-item capacity
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE
Unit Color Options	Stock and custom Pantone powder coating available Custom vinyl wrapping available
Reporting	Centralized administrative reporting via Tech Logic baseCAMP

Tech Logic

selfCIRC COMBO

PATRON SELF–SERVICE

selfCIRC COMBO systems are patented solutions delivers an independent patron self-service terminal and a fully-functioning staff workstation— all together in a single solution from Tech Logic. selfCIRC COMBO stations allow library staff to focus on other duties while patrons accomplish self-checkout independently—unless and until a patron has need of staff help within the ILS.

selfCIRC COMBO's patented dual-screen solution allows staff members to address the patron's needs without patrons ever having to leave their self-checkout session or gain visibility to sensitive personal or ILS data.

PATENTED DESIGN

The unique two-screen layout of selfCIRC COMBO is offered only by Tech Logic.

PROMOTE PROGRAMS

With digital signage and HTML-based applications, you can be sure to engage with each patron using self-service stations.
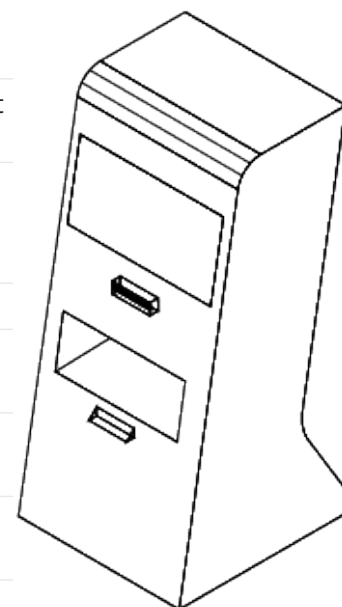
DEVICE MANAGEMENT

Changes can be applied system-wide, branch-wide, or down to the terminal level — all available from a web-based, administrative portal.

selfCIRC COMBO

Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (landscape or portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
Non-Touchscreen	22" LED non-touchscreen (landscape or portrait orientation) 16:9 aspect ratio
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1.2w) ISO 15693, ISO 18000-3 Multi-item capacity
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

Tech Logic

selfCIRC KIDS

PATRON SELF-SERVICE

selfCIRC KIDS is the only RFID self-service solution designed specifically for your younger library patrons. Tech Logic's unique RFID Shelf cutout offers easier usability for your young users while delivering superior readability for your children's materials.

The exterior body of selfCIRC KIDS offers a large canvas with nearly endless possibilities for custom vinyl-wrapped designs to match the theme or aesthetic of your Children's reading area.

selfCIRC KIDS with Custom Vinyl Wrap

UNIQUELY YOURS

Every aspect — from the color of the unit to checkout screen-flow and more — can be customized to match your library branding and identity.

SMALLER DESIGN

With a strategically positioned RFID shelf an overall smaller design, selfCIRC KIDS is a great introduction to patron self-service for your kids.
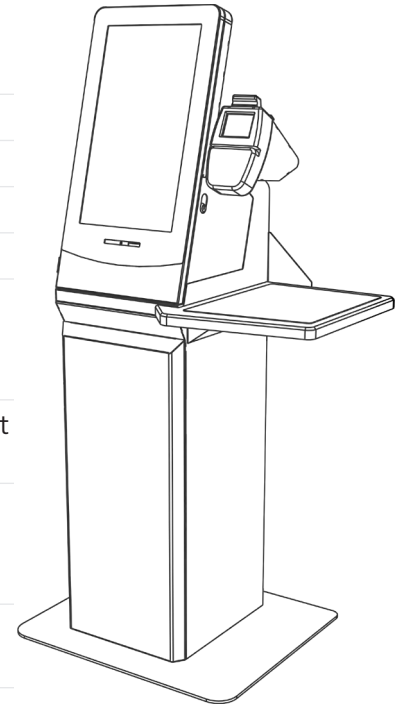
DEVICE MANAGEMENT

Changes can be applied system-wide, branch-wide, or down to the terminal level — all available from a web-based, administrative portal.

60

selfCIRC KIDS Kiosk

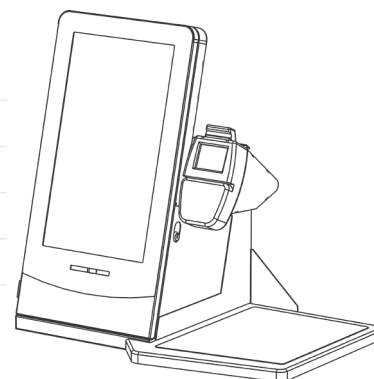|	
Kiosk Dimensions	H: 53.25" W: 23.125" D: 24.5"
Kiosk Weight	170 lbs.
Power	110v AC
Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1w) ISO 15693, ISO 18000-3 Multi-item capacity
RFID Shelf Dimensions	H: 6.0" W: 16.0" D: 12"
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed, 80mm thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Unit Color Options	Stock and custom Pantone powder coating available Custom vinyl wrapping available
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

Tech Logic

selfCIRC PRIME

PATRON SELF–SERVICE

selfCIRC PRIME delivers the most flexible, customizable, and user friendly patron self-service solution to your library.

With desktop, standalone, height-adjustable and convertible configurations— and software that can be personalized to showcase your desired branding, workflow, and web-based signage and applications—selfCIRC PRIME will delight patrons with streamlined self-checkout and much more.

PRIME Desktop with Standard Pedestal

UNIQUELY YOURS

Every aspect – from the color of the unit to checkout screen-flow and more – can be customized to match your library branding and identity.

PROMOTE PROGRAMS

With digital signage and HTML-based applications, you can be sure to engage with each patron using self-service stations.

DEVICE MANAGEMENT

Changes can be applied system-wide, branch-wide, or down to the terminal level – all available from a web-based, administrative portal.

selfCIRC PRIME Standalone Kiosk

|	
Kiosk Dimensions	H: 62.0" W: 40.3" D: 17.0"
Kiosk Weight	215 lbs.
Power	110v AC
Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1w) ISO 15693, ISO 18000-3 Multi-item capacity
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed, 80mm thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Unit Color Options	Stock and custom Pantone powder coating available Custom vinyl wrapping available
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

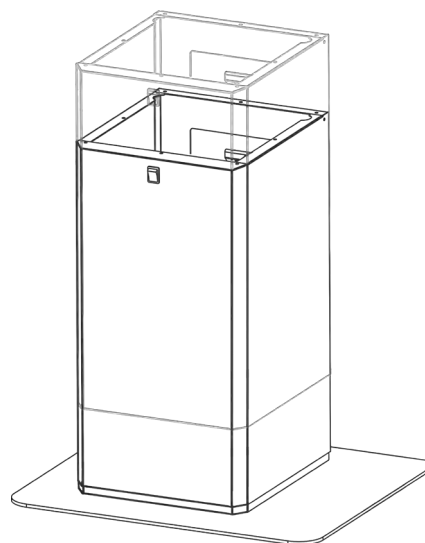**circIT CENTRAL release date Q4 2020

selfCIRC PRIME Desktop Kiosk

Kiosk Dimensions	H: 27.4" W: 28.3" D: 17.0"
Kiosk Weight	150 lbs.
Power	110v AC
Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1w) ISO 15693, ISO 18000-3 Multi-item capacity
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed, 80mm thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Unit Color Options	Stock and custom Pantone powder coating available Custom vinyl wrapping available
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

**circIT CENTRAL release date Q4 2020

Optional Pedestals for selfCIRC PRIME Desktop Kiosk

Pedestal Dimensions	Standard	H: 34.3"	W: 26.0"	D: 22.5"
	ADA	H: 28.4"	W: 26.0"	D: 22.5"
	Adjustable	H: 28.0-34.0"	W: 26.0"	D: 22.5"
Pedestal Weight	Standard	89 lbs.		
	ADA	72 lbs.		
	Adjustable	119 lbs.		
Power ***Adjustable Only**	110v AC			
Height Adjust Switch ***Adjustable Only**	Single-touch toggle switch			
Unit Color Options	Stock and custom Pantone powder coating available Custom vinyl wrapping available			
Secure Connection to selfCIRC PRIME Kiosk	Eight (8) secure connection bolts per unit			
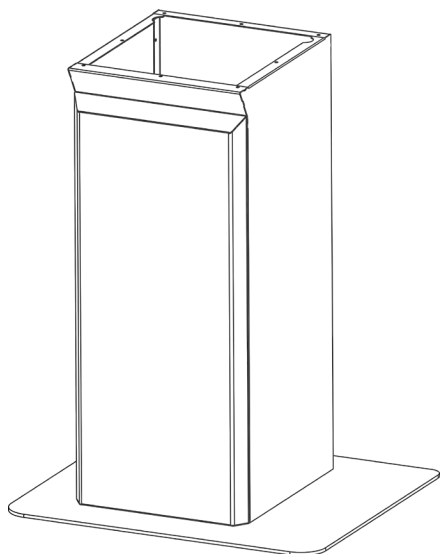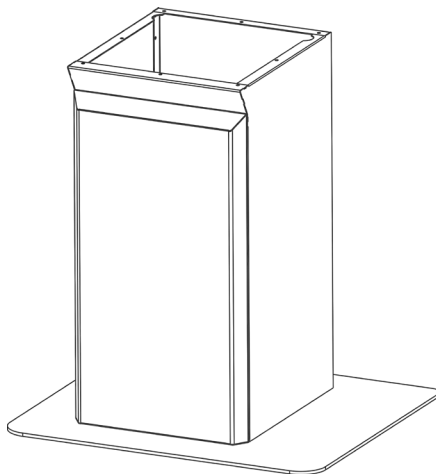
Standard Pedestal   ADA Pedestal   Adjustable Pedestal

Tech Logic

circIT STAFF

STAFF SOFTWARE PACKAGE

Tech Logic's circIT STAFF software package brings full RFID functionality staff members' existing circulation workflow. This software package is designed specifically for library staff stations, providing powerful workflows including the following:
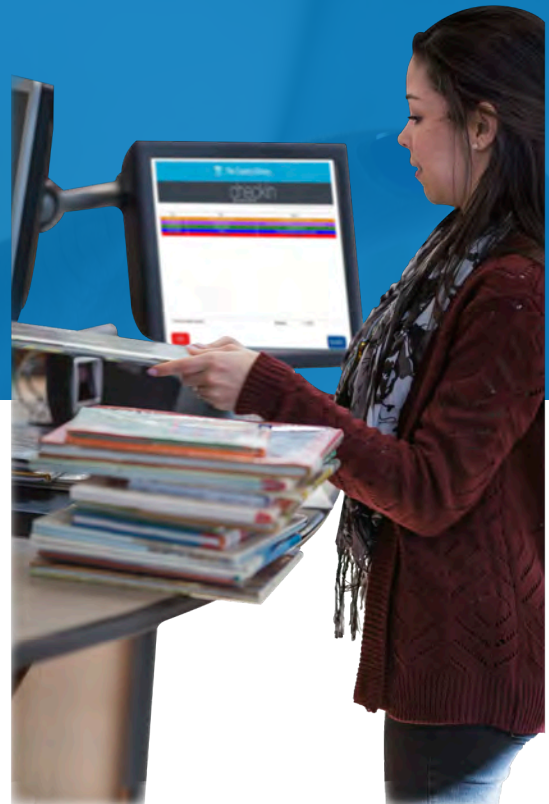
Staff Station (ILS/RFID Collaboration). circIT works directly with the ILS circulation interface to conduct RFID circulation. During check-in and check-out functions, staff's interaction will be with the ILS interface, as it is now—the circIT software will simply add streamlined RFID functionality to the process.

RFID Read/Write. With circIT, if needed, staff can also read and write RFID tags without circulation and without ILS connection.

Staff Station (ILS/RFID Collaboration)

The circIT software works directly with the ILS circulation interface to conduct RFID circulation and item management. During check-in and check-out functions, staff's interaction will be with the ILS interface, as it is now—the circIT software will simply add streamlined RFID functionality to the process. The circIT software works in the background, meaning all tasks that staff normally accomplish within the ILS interface will be as visible and accessible to them as they always have been, without having to switch any programs.

- **To check out library items using the ILS interface,** the staff member places items containing the RFID tags on the RFID antenna when the ILS is ready for checkout. The circIT software applies the data from the RFID tag(s) to the ILS interface for processing. Upon ILS checkout, the circIT STAFF software turns security off for the applicable RFID tags.

- **To check in library items using the ILS interface,** the staff member places the items containing the RFID tags on the antenna when the ILS is ready for check-in. The circIT software applies data from the RFID tag(s) to the ILS interface for processing. Upon ILS check-in, the circIT software turns security on for the applicable RFID tags.

RFID Read/Write

Whenever a staff member wants to read, write, or change an RFID tag without circulating item(s), he or she can simply access the circIT interface with a keystroke. No connection with the ILS is needed for these tag reading/writing functionalities.

- **To write data to an RFID tag (without circulating the item),** the staff member selects read/write mode within the circIT interface, places the corresponding RFID-tagged item on the antenna, and either scans a corresponding barcode or enters the barcode manually. The circIT software will write the barcode to the RFID tag that is on the antenna.

- **To read RFID tag(s) and/or change security bit status(es) (without circulating items),** the staff member simply places the library item(s) on the RFID antenna and, within the circIT software interface, selects security ON or security OFF.

Tech Logic

staffCIRC PRO

STAFF CIRCULATION TOOLS

Tech Logic's staffCIRC PRO solution (powered by our circIT software) will equip library staff to conduct efficient circulation workflow using RFID technology, which is significantly faster than barcode workflows. Tech Logic can provide RFID equipment to enhance the library's existing workstations, or we can furnish the library with a PC, monitors, and additional peripheral equipment.
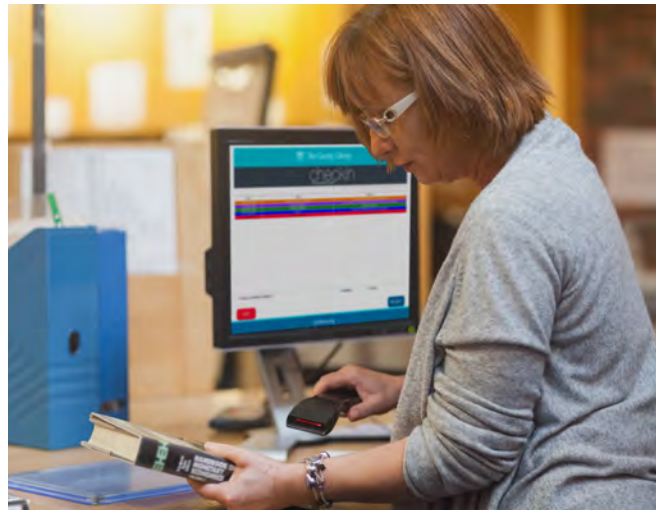
FIT YOUR NEEDS

You can add staffCIRC PRO technology to your pre-existing workstations, or have Tech Logic deliver complete out-of-the-box solutions for your staff.

INTUITIVE SOFTWARE

Using a SIP-2 connection, staff can take advantage of the fast, visual check-in messaging displayed on the circIT Software interface.

DEVICE MANAGEMENT

Administrative reports and statistics on check-in and other staff related tasks are available from baseCAMP—a web-based, administrative portal.

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staffCIRC PRO Configuration #1

Antenna Dimensions	W: 19.0" D: 15.1" H: 1.1"
Reader Dimensions	W: 4.7" D: 3.3" H: 1.7"
Standards	ISO 15693, ISO 18000-3
Operating Frequency	13.56 MHz
Transmitting Power	1.2w
Antenna Housing	Plastic ABS
Reader Housing	Plastic ABS
Antenna Shielded	Yes
Multi-Item Read	Yes
Connection	USB 2.0
Power Supply	12 V DC, included
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

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staffCIRC PRO Configuration #2

Antenna Dimensions	W: 11.3" D: 10.3" H: 0.6"
Reader Dimensions	W: 4.8" D: 2.6" H: 1.2"
Standards	ISO 15693, ISO 18000-3
Operating Frequency	13.56 MHz
Transmitting Power	1.0w
Antenna Housing	Plastic ABS
Reader Housing	Plastic ABS
Antenna Shielded	Yes
Multi-Item Read	Yes
Connection	USB 2.0
Power Supply	12 V DC, included
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

Optional staffCIRC PRO Workstation

Data	RJ-45 Ethernet
Touchscreen	22" LED touchscreen (landscape or portrait orientation) 16:9 aspect ratio Projective capacitive touchscreen
Non-Touchscreen	22" LED non-touchscreen (landscape or portrait orientation) 16:9 aspect ratio
PC	Windows 10 IoT Enterprise 2019 LTSC 64-bit Intel i-3, 8G RAM, 128GB SSD
RFID Equipment	13.56 HMz HF Reader (1.2w) ISO 15693, ISO 18000-3 Multi-item capacity
Barcode Scanner	2-D imager, Smartphone enabled All library barcode symbologies
Receipt Printer	High speed thermal printer Full/partial cut options
Credit/Debit Payment *Optional	VeriFone, Comprise
Cash/Coin Payment *Optional	Jamex Payment Unit
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE
Reporting	Centralized administrative reporting via Tech Logic baseCAMP
Software	Powered by circIT SUITE

Tech Logic

rfidGATE EXCELLENCE

SECURITY GATES

Specially designed for high traffic areas, rfidGATE EXCELLENCE sets a new standard for the protection of your library materials. rfidGATE EXCELLENCE pedestals can be positioned up to 63" apart, providing easy access for large groups, strollers, wheel-chairs, and deliveries. These gates deliver superior item detection and blend seamlessly into any library environment. With advanced field-detection technology, rfidGATE EXCELLENCE detects multiple tags and orientations in a single read—even at a wider distance.

COUNTING IN & OUT

Never miss a patron count. Get greater insight into the flow of your patrons with bi-directional, radar-based people counting and reporting.

ENERGY EFFICIENT

Detection when you need it. rfidGATE EXCELLENCE automatically activates when patrons are approaching, cutting down on your monthly energy costs.

REMOTE MANAGING

Peace of mind from any staff terminal. Remotely tune, configure, manage, and run all reports from a centralized administrative interface.

rfidGATE EXCELLENCE Specifications

Dimensions	W: 27.5" H: 67.3" D: 2.8"
Weight	65 lbs. (per pedestal)
Supply Voltage	24V DC (+/- 15%)
Power Consumption	Max 32 VA
Operating Frequency	13.56 MHz
Transponders	ISO 15693, ISO 100-3 Mode 1, NXP I-Code 1
Interface	USB Ethernet
Aisle Width	Up to 63" 59" recommended
Operating Temperature	-13° F to 122° F -25° C to 50° C
Storage Temperature	-13° F to 158° F -25° C to 70° C
Features	Configurable up to 3 aisles (4 panels) Large aisle widths of 59" (recommended) or wider Directional alarming Bi-directional, radar-based people counting Dynamic tuning antenna Remote diagnostics and configuration Power-save mode

Tech Logic

rfidGATE WAVE

SECURITY GATES

Designed to seamlessly integrate with any library environment, rfidGATE WAVE delivers the best item detection we've ever offered in a security gate system With advanced field-detection technology, rfidGATE WAVE detects multiple tags and orientations in a single read. With various installation options and multiple-aisle configurations available, rfidGATE WAVE is capable of covering over 30 feet of entryway with item security and bi-directional, radar-based attendance counting you can rely on.

FLEXIBLE WIDTH

Ranging from 43" to 51" from base to base, rfidGATE WAVE delivers additional coverage area for better protection of your library materials.

ENERGY EFFICIENT

Detection when you need it. rfidGATE WAVE automatically activates when patrons are approaching, cutting down on your monthly energy costs.

REMOTE MANAGING

Peace of mind from any staff terminal. Remotely tune, configure, manage, and run all reports from a centralized administrative interface.

rfidGATE WAVE Specifications

Dimensions	W: 27.5" H: 67.3" D: 2.8"
Weight	55 lbs. (per pedestal)
Supply Voltage	24V DC (+/- 15%)
Power Consumption	Max 32 VA
Operating Frequency	13.56 MHz
Transponders	ISO 15693, ISO 100-3 Mode 1, NXP I-Code 1
Interface	USB Ethernet
Aisle Width	Up to 51" 43" recommended
Operating Temperature	-13° F to 122° F -25° C to 50° C
Storage Temperature	-13° F to 158° F -25° C to 70° C
Features	Configurable up to 6 aisles (7 panels) Convenient aisle widths of 43" (recommended) or wider Directional alarming Bi-directional, radar-based people counting Dynamic tuning antenna Remote diagnostics and configuration Power-save mode

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Tech Logic

rfidTAG

RADIO FREQUENCY IDENTIFICATION

The first step to converting your library collection to RFID is choosing tags that deliver fast, reliable performance. Your tags are the key to faster transactions, better shelf management, and improved item security using RFID capabilities.

Tech Logic has worked with hundreds of libraries to complete RFID conversions. Our rfidTAG designs exceed industry standards with high quality materials available in formats for all types of library materials. Guaranteed for the entire life-cycle of the item it is affixed to, rfidTAG has set the benchmark for RFID tag quality and performance in the library industry.

LIBRARY STANDARD

13.56 MHz frequency labels are fully aligned with ISO/IEC 15693, 18000-3, and 28560 — the standard for RIFD tags used by all types of libraries.

MULTIPLE FORMATS

rfidTAG Solutions are available for printed materials, AV cases and individual discs, illustrated materials, tablets, and more.

CUSTOMIZED TAGS

rfidTAGs can be customized with library logos for owner-ship marking, barcode "buddy labels", pre-encoding of data on tags, and more.

rfidTAG Product Features

Base Material	White semi-gloss paper (thermal transfer printable) or clear PET Aluminum-etched antenna Specialized substrate for various applications Optional ISO 9706 paper, high gloss paper, clear PET, PP, or specialized label materials for specific applications
Adhesive and Liner	Acrylic adhesive on release paper liner
Chip Memory	NXP ICODE SLIX2 SLS2602 w/ 2560 bits memory/2528 bits user memory NXP ICODE SLIX SL2S2002 w/ 1024 bits memory/896 bits user memory**
Delivery Form	Book Tags (Booklite and Racetrack): Label face-out on unwinding direction CD Tag (Hub): Label face-in unwinding direction CD/DVD Overlay Tag (X-Range): Label face-in unwinding direction Tablet Tag (TOM): Singulated, in box
AFI (Application Family Identifier)	For multi-application support and/or check-in/checkout library item control Usable in plain mode or 32-bit password protected
EAS (Electronic Article Surveillance)	On-board feature to prevent shoplifting or pilferage of books, CD's or DVD's Usable in plain mode or 32-bit password protected
Product Thickness	Book Tags (Booklite and Racetrack): 0.32mm CD Tag (Hub): 0.35mm CD/DVD Overlay Tag (X-Range): 0.38mm Tablet Tag (TOM): 1.3mm
ESD	+2KV maximum peak, human body model (HBM) accordingly to chip specification
Product Quality	Electrical inspection on 100% of units
Product Options††	Clear PET Printed artwork (library logos for ownership marking) Barcode (single or dual, for "buddy labels") Chip encoding with static or dynamic information
Operation Temperatures	-20° ~ 70°C (-4° ~ 158°F), at <60% RH (according to and limited by chip specifications)
Reliability	Thermal Cycle Test: 100 cycles under -55° to 85°C (-67° to 185°F) 15 mins dwell Thermal Humidity Test: 168 hours under 85°C (185°F), 85% RH

**Table Tag (TOM) only available in SXP ICODE SLIX
††Available on all rfidTAGs except Tablet Tag (TOM)

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rfidTAG Racetrack (Book Tag)

RFID Inlay

Size (final cut-out)	80 x 50 mm
Thickness (over IC)	~ 280 µm
Thickness (over antenna)	~ 160 µm

RFID Chip

IC Code	NXP ICODE SLIX2 SL2S2602
RF Protocol	ISO/IEC 15693
Thickness	~ 120 µm
EEPROM Memory Size	2560 bits
User Memory Size	2528 bits

Antenna Substrate (HF 13.56 MHz Identiv Smart Inlays)

|	
Antenna Size	76x45 mm
Material	Aluminum etched on PET substrate **Optional Clear PET substrate
Cross-over Connection	Crimping process

Tag shown at actual size

Reliability

Operating Temperatures	-20° ~ 70°C (-4° ~ 158°F), at <60%RH (according to and limited by chip specification)
Thermal Cycle Test	100 cycles under -55°/85°C (-67°/185°F) 15min dwell
Thermal Humidity Test	168 hours under 85°C (185°F)/85% RH

Product Options

Clear PET

Printed Artwork (library logos for ownership marking)

Barcode (single or dual, for "buddy labels")

Chip encoding with static or dynamic information

Reel Delivery Format

Flange Size	OD 230mm: ID 76mm
Unwinding Orientation:	Chip trailing
Quantity/Reel (functional units)	1,500 Units

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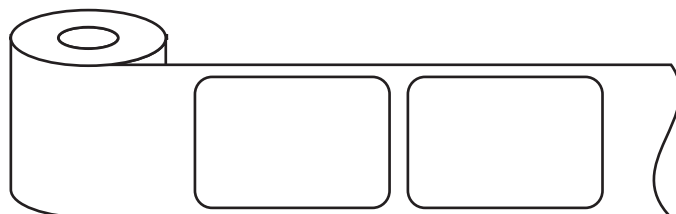
rfidTAG Booklite (Book Tag)

RFID Inlay

Size (final cut-out)	50 x 50 mm
Thickness (over IC)	~ 280 µm
Thickness (over antenna)	~ 160 µm

RFID Chip

IC Code	NXP ICODE SLIX2 SL2S2602
RF Protocol	ISO/IEC 15693
Thickness	~ 120 µm
EEPROM Memory Size	2560 bits
User Memory Size	2528 bits

Antenna Substrate (HF 13.56 MHz Identiv Smart Inlays)

Antenna Size	47x47 mm
Material	Aluminum etched on PET Substrate **optional clear PET substrate
Cross-over Connection	Crimping process

Tag shown at actual size
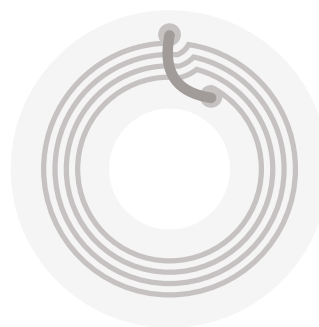
Reliability

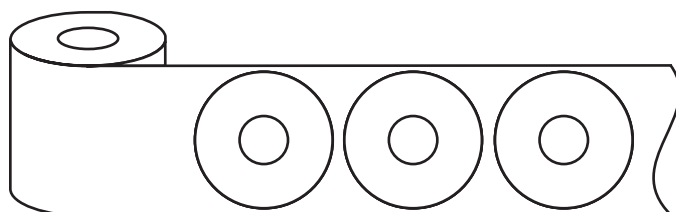|	
Operating Temperatures	-20° ~ 70°C (-4° ~ 158°F), at <60%RH (according to and limited by chip specification)
Thermal Cycle Test	100 cycles under -55°/85°C (-67°/185°F) 15min dwell
Thermal Humidity Test	168 hours under 85°C (185°F)/85% RH

Product Options

Clear PET

Printed Artwork (library logos for ownership marking)

Barcode (single or dual, for "buddy labels")

Chip encoding with static or dynamic information

Reel Delivery Format

Flange Size	OD 230mm: ID 76mm
Unwinding Orientation:	Chip trailing
Quantity/Reel (functional units)	2,000 Units

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rfidTAG X-Range (CD/DVD Tag)

RFID Inlay

Size (final cut-out)	OD ø116 mm, ID ø41 mm
Thickness (over IC)	~ 400 µm
Thickness (over antenna)	~ 280 µm

RFID Chip

IC Code	NXP ICODE SLIX2 SL2S2602
RF Protocol	ISO/IEC 15693
Thickness	~ 120 µm
EEPROM Memory Size	2560 bits
User Memory Size	2528 bits

Antenna Substrate (HF 13.56 MHz Identiv Smart Inlays)

Antenna Size	ø110 mm
Material	Aluminum etched on clear, PET Substrate
Cross-over Connection	Crimping process

Reliability

Operating Temperatures	-20° ~ 70°C (-4° ~ 158°F), at <60%RH (according to and limited by chip specification)
Thermal Cycle Test	100 cycles under -55°/85°C (-67°/185°F) 15min dwell
Thermal Humidity Test	168 hours under 85°C (185°F)/85% RH

Product Options

Printed Artwork (library logos for ownership marking)

Barcode (single or dual, for "buddy labels")

Chip encoding with static or dynamic information

Reel Delivery Format

Flange Size	OD 300mm: ID 76mm
Quantity/Reel (functional units)	1,000 Units

Tag shown at actual size
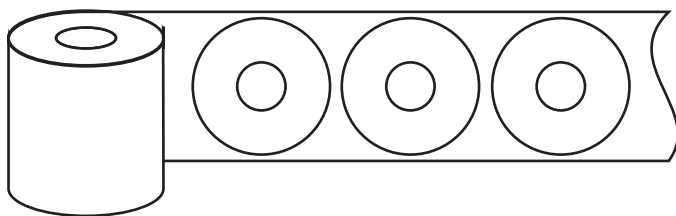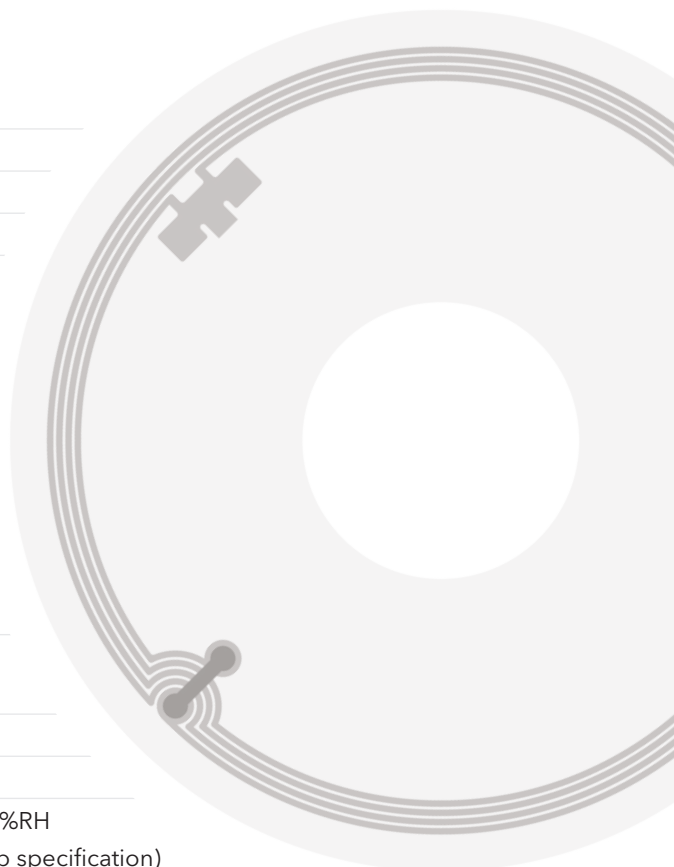
rfidTAG Hub (CD Tag)

RFID Inlay

Size (final cut-out)	OD ø42 mm, ID ø16 mm
Thickness (over IC)	~ 320 µm
Thickness (over antenna)	~ 200 µm

RFID Chip

IC Code	NXP ICODE SLIX2 SL2S2602
RF Protocol	ISO/IEC 15693
Thickness	~ 120 µm
EEPROM Memory Size	2560 bits
User Memory Size	2528 bits

Antenna Substrate (HF 13.56 MHz Identiv Smart Inlays)

Antenna Size	ø34 mm
Material	Aluminum etched on PET Substrate
Cross-over Connection	Crimping process

Tag shown at actual size

Reliability

Operating Temperatures	-20° ~ 70°C (-4° ~ 158°F), at <60%RH (according to and limited by chip specification)
Thermal Cycle Test	100 cycles under -55°/85°C (-67°/185°F) 15min dwell
Thermal Humidity Test	168 hours under 85°C (185°F)/85% RH

Product Options

Printed Artwork (library logos for ownership marking)

Barcode (single or dual, for "buddy labels")

Chip encoding with static or dynamic information

Reel Delivery Format

Flange Size	OD 230mm: ID 76mm
Unwinding Orientation:	Chip trailing
Quantity/Reel (functional units)	2,000 Units

Tech-Logic.com

800.494.9330 • info@tech-logic.com

rfidTAG CASE

RADIO FREQUENCY IDENTIFICATION

For more than two decades, Tech Logic worked exclusively with libraries to implement RFID technologies and conversions. We are happy to consult with your library and staff as you undertake your

RFID conversion. Using the same circIT software found in our staffCIRC PRO workstation, the rfidTAG CASE empowers staff and community volunteers to with an extremely simple workflow that requires no ILS connection. Simply place the RFID tag onto the antenna, scan the item's barcode, and apply the tag to the item.

SECURE CASE

The RFID Tagging equipment is secured and stored in a hard-sided aluminum case with handles for security and convenience for your staff.

LOCATE WEEDS

By uploading a text file at the beginning of your conversion, rfidTAG CASE can identify and isolate weed candidates during the tagging process.

EXTRA BATTERIES

With 4-6 hours of standard run time, rfidTAG CASE offers and additioanl external battery — delivering up to 4 additional hours of conversion power.

rfidTAG CASE

Tags	ISO 15693, ISO 18000-3
Barcode Scanner	Linear imager All library barcode symbologies
Computer	Dell Lattitude (or similar) Windows 10 Battery powered for optimal mobility. Power supply included.
RFID Equipment	13.56 MHz HF Reader (0.5W) ISO 15693, ISO 18000-3 Multi-Item capacity
Reporting	Centralized administrative reporting via Tech Logic baseCAMP *Feature Coming Soon
Software	Powered by circIT SUITE

rfidTAG TEAM

RADIO FREQUENCY IDENTIFICATION

The most time consuming and costly aspect of an RFID conversion is not the RFID tags themselves—it's the actual conversion process. If tasked to staff members, the RFID conversion process completely removes the assigned staff from their standard day-to-day, patron facing activities. The challenges can be exponentially greater for large-scale library systems trying to convert multiple branches simultaneously. For more than 20 years, Tech Logic has been working exclusively with libraries to implement RFID technologies and our rfidTAG TEAM can save countless hours of staff-time by implementing the conversion from start to finish.

PROJECT PLANNING

Tech Logic Project Managers will work with your Library from day one to establish and maintain a thorough project plan for the entire conversion.

LOCALIZED STAFFING

Tech Logic works with a number of organizations across the country to source, train, and manage a conversion staff that is local to your library.

GUARANTEED RESULT

With quality control checks during the entire conversion, Tech Logic ensures every item will be tagged correctly before the job is complete.

rfidTAG TEAM Tagging Services

For more than 20 years, Tech Logic has been working exclusively with libraries to implement RFID technologies. Tech Logic can implement the library's RFID conversion from start to finish. Our experts will make sure conversion is completed on-time, on-budget, and in-sync with other project elements.

What's included?

Tech Logic will provide technicians and a project manager on-site for a completion timeline that corresponds with project scope. All conversion equipment, project and personnel management, quality control, and shipping are covered in the quoted price.

Will it impact library operations?

Tagging the shelved collection should not impact patrons' use of the library. The mobile conversion stations are no more intrusive than a staff member pushing a book truck around the stacks to re-shelve items.

Tech Logic can coordinate tagging after hours or during library open hours. Most customers choose to have us complete tagging during open library hours, for cost effectiveness. If completed after hours, the library will only need to provide any desired library security or oversight for our staff working in closed buildings.

Behind the scenes, the library should anticipate having a staff member who coordinates with the tagging team about processes and handles any questions that may arise. The library will also need to coordinate with the tagging team to handle returned materials before they are re-shelved.

What's the process?

Users simply place the RFID tag onto the antenna, scan the item's barcode, and apply the tag to the item. If the library desires, we can use a library-supplied weed list to identify and isolate candidates for weeding while we tag. To calculate an estimate for the length of time to tag a location, we plan for each person (or pair) to tag 300-400 items per hour for books and 100 items per hour for CDs and DVDs using full-overlay AV tags. These figures, as well as library goals and timeline parameters, determine the size of the tagging team. In addition, 80% of a library collection is typically on the shelves at any given time; 20% is in circulation to be tagged on return. All new materials should be tagged during processing.

What about our other RFID equipment?

Until the tagging process is completed at a given location, that library should continue to operate as it currently does—using barcode technology to check out items. Once the tagging conversion is complete, the RFID system (self-checkout, gates, staff stations, shelf management scanning) at that location can go live.

Description	Price	Total Cost
Items for Tagging: to be determined	to be determined per item *	to be determined**
Tech Logic will provide technicians and project manager onsite. Price will include all labor, management, travel, tagging equipment (except tags), and on-site expenses.		

* Re-barcoding of any items without readable barcodes (optional service if desired by the library): $1.00 per item.

** Minimum total project cost is 90% of item count.

Region 10 ESC
RFP #R10-1118
Appendix II
Submitted by: TLC & Tech Logic

Contents

Library•Solution Integrated Library System
Hosted SLA

SCHEDULE I

Hosting Services Agreement

By execution of this Hosting Services Agreement the parties agree that TLC will provide Hosting Services to the Library by which as described herein TLC will install, implement, operate, and maintain System at a Host Location remote from the Library's premises and deliver access to and use of the System as a Hosted Solution by the Library over data communications lines, including the Internet. TLC's remote hosting is provided by Oracle Cloud.

1.   General.

TLC will provide to the Library Hosting Services for operation and delivery of the Hosted Solution over data communication lines substantially in accordance with applicable Documentation and TLC's then-current published product descriptions for the Hosting Services. As part of the Hosting Services, TLC will (a) configure, install, maintain, monitor and operate the System and Software components provided by TLC; (b) provide access to the Hosting Services; and (c) secure and maintain connectivity with third-party telecommunication providers, all as necessary to provide the Hosting Services and the Library's Database via the Internet. Institution is responsible for securing and maintaining its own Internet connectivity to access the System and the Hosting Services.

2.   Hosting Services Detail

TLC Hosting was designed to offer our products to libraries who desire a higher level of outsourced server hardware service and support.

Hosted Service & Maintenance includes:

- State of the art hosting facilities with redundant data communication lines and load balancing to ensure the best performance.
- Fully redundant power using redundant PDU's, battery backup and diesel generators
- Multi layered network security.
- Nightly backup
- Comprehensive 24x365 monitoring
- Operating System updating
- Database configuration and updating
- TLC Software updating
- The fastest possible response time for any server-related issues

In the event of an unrecoverable, localized disaster, such as an equipment malfunction, the customer's hosted solution would be restored to a standby server and any lost data would be restored from the nightly backups.

TLC Denver
1355 S. Colorado Blvd., Suite C800 • Denver, CO 80222
Phone: 877.694.1452 or 303.758.3030
FAX: 303.758.0606

TLC Headquarters • The Library Corporation
Research Park • Inwood, WV 25428-9733
Phone: 800.325.7759 or 304.229.0100
FAX: 304.229.0295
www.TLCdelivers.com

TLC International
112 Robinson Road #10-01 • Singapore 068902
Phone: 65.6236.1450 • FAX: 65.6220.9821

3.   **Service Level**.

TLC will use its best efforts to provide the Hosting Services and to establish, operate, and maintain the Hosted Solution in accordance with this Hosting Services Agreement. TLC's obligations under this Hosting Services Agreement are subject to materials and services provided by equipment, telecommunications and/or other suppliers and to delays by or actions of Institution or third parties. The Library acknowledges that the Hosting Services may be subject to temporary interruptions due to causes beyond TLC's reasonable control, and such temporary interruptions will not be deemed to be a breach of any obligations under this Hosting Services Agreement.

4.   **Uptime Commitment**

TLC will use its best efforts to ensure that the Hosted Solution is available 99.9% of the time (the "Uptime Commitment"). The Uptime Commitment will be measured as follows:

Uptime Commitment= (T-P-D)/(T-P) * 100%

T = the total number of minutes in the respective month

P = planned outages (which will not exceed four (4) hours per month), telecommunications or power disruptions caused by third parties, any other causes beyond TLC's reasonable control, and excluding other times described herein.

D = the total number of minutes of unplanned downtime in the month.

TLC agrees to notify the Library promptly of any factor, occurrence, or event coming to its attention that may affect TLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption of the Hosting Services.

Notice of scheduled maintenance shall occur 3 days prior to scheduled downtime.

In the event planned emergency maintenance is required, TLC will make best efforts to notify the Library as soon as possible in advance.

5.   **Hosted Solution Performance and Response Time Warranties, Testing, and Remediation**

TLC agrees and warrants that:

a.   The Software, System, Hosting Services, and Hosted Solution will perform substantially in accordance with the Contract Documents and this Hosting Services Agreement, and if the Hosted Solution fails to perform within the response-time performance levels or functions and capabilities described herein, then TLC will make whatever enhancement to the Hosted Solution that is necessary to provide the contracted levels of performance and functionality as specified by this Hosting Services Agreement within a reasonable time frame and at no cost to the Library.

b.   During operation of the Hosted Solution under normal business conditions during hours of operations of Library in which the activities of users are not scripted to create pre-defined transaction mixes for purposes of stress-testing licensed software or the response-time performance or capacity of the licensed software, the Hosted

       Solution shall perform transactions with average response times of ≤2 seconds as measured at workstations connected to the Hosted Solution server at the Host Location.

    c.   On demand during the term of this Hosting Services Agreement, a thirty (30) minute response time test can be conducted by the Library to determine whether the Hosted Solution is meeting response times of ≤2.5 seconds at the Library's locations for transactions using one (1) to three (3) workstations connected to the Hosted Solution.

    d.   If the Library determines that the Hosted Solution is performing transactions at a Library site with an average response time of >2.5 seconds, then TLC shall measure performance of transactions at the Host Location and if the average response time of the Hosted Solution is found to be >2 seconds, then TLC will make whatever enhancement to the Hosted Solution that is necessary to provide average response times of ≤2 seconds as measured at workstations connected to the Hosted Solution server at the Host Location.

6.   **Acceptance of the System, Hosted Solution, and Hosting Services**

    a.   TLC agrees that the Library may test the performance of the System, Hosted Solution, and Hosting Services for an Acceptance Test Period of thirty days from the Installation Date and notify TLC of any non-conformance in performance of the Hosted Solution with the functionality and response times as specified in the Contract Documents and this Hosting Services Agreement.

    b.   If, during the Acceptance Test Period the Library so notifies TLC of any such non-conformance, TLC shall use its best efforts to resolve each non-conformance, and the Acceptance Test Period will then be re-started, during which Library may begin again testing of the Hosted Solution for thirty days from that time. Such testing will continue until the Library notifies TLC that the Hosted Solution is acceptable or until the Acceptance Test Period has expired without notification by the Library to TLC of a non-conformance.

In the event that any non-conformance cannot be resolved to the Library's satisfaction, TLC and the Library agree to engage in negotiations to establish an understanding and basis for the Library's continued use and acceptance of the System, Hosted Solution, and Hosting Services.

ACCEPTED FOR THE LIBRARY   ACCEPTED FOR
                                     THE LIBRARY CORPORATION

By _____   By_____

Title _____   Title_____

Date _____   Date_____

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/22/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER				CONTACT NAME:	Nancy Stottlemyer		
Insurance Brokers of MD - Hagerstown				PHONE (A/C, No, Ext): (301) 790-0652		FAX (A/C, No): (301) 790-0962	
13126 Pennsylvania Ave.				E-MAIL ADDRESS: nancy.stottlemyer@ibmofmd.com			
PO Box 3767				INSURER(S) AFFORDING COVERAGE			NAIC #
Hagerstown		MD	21742	INSURER A : Twin City Fire Ins. Co.			29459
INSURED				INSURER B : Hartford A&I Co.			22357
The Library Corporation				INSURER C : Hartford Casualty Ins. Co.			29424
Carl Corporation and Tech-Logic Corporation				INSURER D : Hartford Fire Ins. Co.			19682
1 Research Park				INSURER E :			
Inwood		WV	25428	INSURER F :			

COVERAGES   **CERTIFICATE NUMBER:** 2021-2022   **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☒ LOC OTHER:	Y	Y	30SBAVK5698	05/08/2021	05/08/2022	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	Y	Y	30UECFP3134	05/08/2021	05/08/2022	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
A	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☒ RETENTION $ 10,000			30SBAVK5698	05/08/2021	05/08/2022	EACH OCCURRENCE	$ 6,000,000
							AGGREGATE	$ 6,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	30WECAD2KBN	05/08/2021	05/08/2022	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D	E&O, Information Risk, Media Liability & First Party Expense-Claims Made			30TE0336969-30	05/08/2021	05/08/2022	Aggregate Limit	$5,000,000
							Each Wrongful Act	$5,000,000
							Retention	$ 25,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance

CERTIFICATE HOLDER	CANCELLATION
 The Library Corporation 1 Research Park Inwood WV 25428	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Nancy L. Stottlemyer*

ACORD 25 (2016/03)

BUTLER
CASE STUDY

A ransomware attack threatened to cripple the Butler County Federated Library System at the height of their popular summer reading program.

Background

Located in Butler County, Pennsylvania, Butler County Federated Library System (BCFLS) provides library services to over 59,000 patrons. Additionally, ten physical library locations make up the consortium. BCFLS employs The Library Corporation's (TLC) automation and cataloging software: Library•**Solution** 4.2 R44. In July 2019, BCFLS

Butler County, PA

was maintaining on-premise servers, which permits the library sole responsibility for network and server security. At the height of their popular summer reading program, the library faced a major dilemma: ransomware.

Problem

During the early hours of July 17, 2019, a library staff member working at one of the library locations discovered a ransom message on both the library's computer and server. All ten of Butler County Federated Library System's libraries had been

infected with Ryuk Ransomware. Ransomware is a form of extortion in which an attacker uses a malicious computer program to encrypt the contents of a user's computer. Once the user comes into contact with the ransomware, the virus charges the user a fee to decrypt the data, thus only restoring the user's access to their files once the fee has been paid. Unfortunately, the most common way ransomware is employed is through email and attachments.

Often, hackers send spam or phishing emails in hopes that a user will open and run the attachment. While the user is distracted, ransomware begins encrypting by displaying a falsified warning message on the screen. Unfortunately, for many users, the attacker is the only one who knows the key to the information they're holding ransom. Generally, the user is left with two options: pay the ransom or lose all infected data. Aware of the damage taking place on their server, BCFLS reached out to The Library Corporation to implement immediate hosted services.

Solution

Staff at TLC worked diligently to restore data by accelerating the move timeline. The first of tasks included maintaining a clean backup from the library that could be used for a restore point. The backup files were scanned prior to being placed on

an in house server. As a 4.X client, the library required remote desktop connections to their virtual server in the hosted environment for cataloging and offline circulation processing. TLC ensured every effort was put forth to guarantee no customers were at unnecessary risk while hosting BCFLS as part of their recovery.

In the course of a ransomware crisis the library staff continued to provide manual checkouts to patrons. BCFLS also completed offline circulation while moving to the hosted service. Instead of directly transferring and processing files, initially, the library passed records to TLC staff who confirmed they were clean, and on the libraries' behalf, processed them for a period of time (during which there was a higher risk that they might become reinfected). In just 24 hours, the Butler County Federated Library System was completely restored to TLC hosted services.

After a close call with ransomware, the staff at BCFLS grew to understand that hosted services provide an extra layer of security. As a result, the library has decided to continue TLC hosted service indefinitely. With clients' safety in mind, TLC created Library•**Solution** 5.X, which introduces web-based cataloging, thus, removing a dependency on desktop cataloging software. BCFLS is in the process of moving from Library•**Solution** 4.X to the new and updated 5.X version.

> "*[I] can't say enough about how great it was to work with you all. That was amazing. Customer support and implementation was overwhelmingly great."*
>
> **-Cheryl Ferraro**
> System Administrator, Butler County Federated Library System

> "*The successful Butler hosted conversion from an environment with a known infection required a special process be designed and implemented in short order. I'm especially proud of the risk-reduction mindset our team proceeded with throughout. We staged the migration through a series of network and hardware-isolated environments, including endpoint protection, for a designated quarantine period to assess re-infection risk. Not only is Butler back online after a serious attack, but they have joined the Library•Solution hosted platform. TLC is now a direct, active partner in their operational security. Hosting with TLC also positions Butler to take advantage of our upcoming next-gen Oracle Cloud-based hosting environment with additional security capabilities."*
>
> **-Justin Duewel-Zahniser**
> Chief Technology Officer, The Library Corporation
> System Administrator, Butler County Federated Library System

> "*We provided them RDP access carefully by setting up new user profiles in client Cataloging in order to not contaminate the TLC environment."*
>
> **-Annie Kirkland**
> Project Manager, The Library Corporation

THE LIBRARY CORPORATION

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com
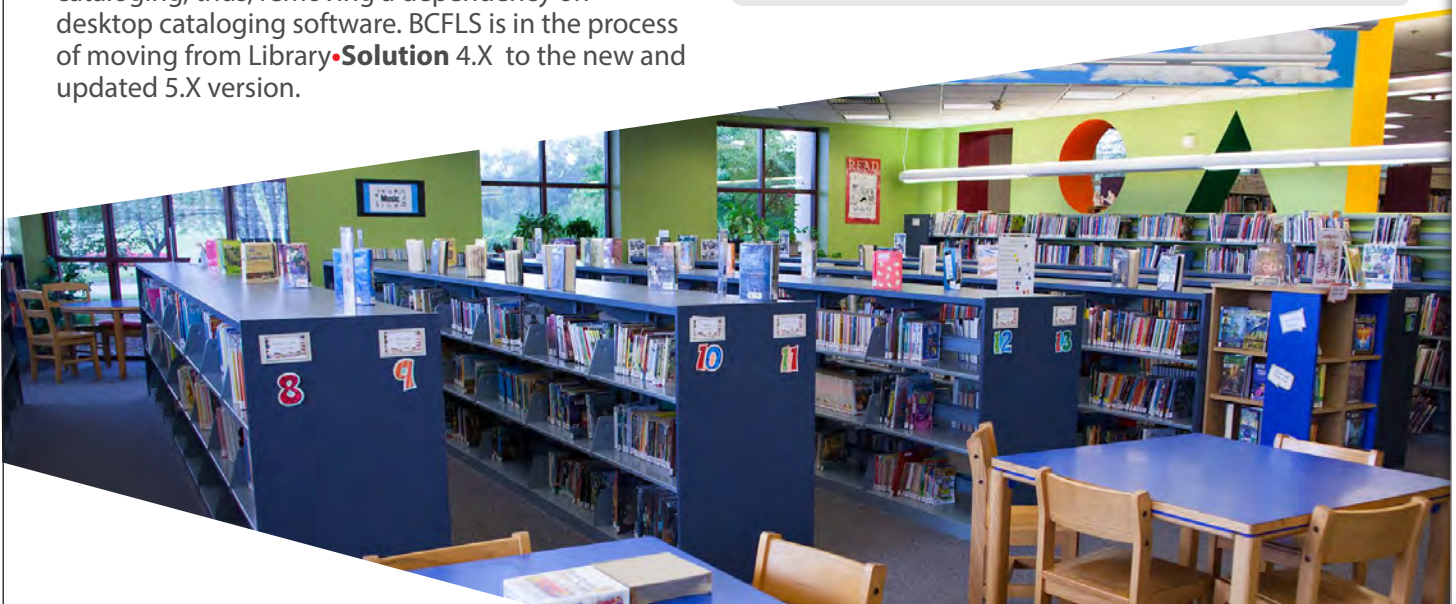
SULLIVAN BOCES
CASE STUDY

When New York State increased regulations regarding data security for students, Sullivan BOCES quickly implemented **TLC•Cloud Services**, the latest cloud hosting solution from The Library Corporation (TLC), to maintain compliance and secure student data without disruption to library services.

Helpful Information

A BOCES is a Board of Cooperative Educational Services that shares educational resources, programs, and services across a group of school districts in a particular region

Background

Sullivan BOCES, located 100 miles outside of New York City and made up of 8 school districts with 18 school libraries, has been using TLC's Library•**Solution**® *for Schools* software since August 2003 when school libraries began adopting Microsoft Windows Server-based centralized integrated library systems. Sullivan County is home to a population of 76,336 residents, a slight increase since the start of the COVID-19 pandemic as people relocated from New York City and the surrounding metro area to avoid the virus. With this increase of new residents, Sullivan BOCES has also seen an increase in the student population — and with it, student data.

Student data has been protected under New York State Education Law 2-D since April 2014, including personally identifiable information (PII) of students: the student's name, contact information, parental

information, social security number, student identification number, etc. Sullivan BOCES' usage of Library•**Solution**® *for Schools* utilizes some of this student information as it pertains to library account and transaction data.

> "TLC really stepped up and did all the research and all of the work in figuring out how to do this. We didn't see anything different happen on our end; it was totally invisible! So, in doing all of the things that TLC did to secure the data, I felt reassured that we were in compliance with New York State law, but also that we were protecting our student data from any outside non-entities."
>
> **Lynn Miller**
> School Library System Director
> Sullivan BOCES

Problem

During the spring semester of the 2019-2020 school year, New York State passed additional legislation to tighten the regulation and enforcement of Education Law 2-D for unauthorized release of student data and PII. In addition to naming a Data Privacy Officer to maintain compliance with the new regulations, Sullivan BOCES needed to audit how each of its third party vendors handled and maintained BOCES student data. Any vendor not able to guarantee compliance had to be released from contract by the start of 2020-2021 school year.

Solution

As not only a user of TLC's integrated library management system but also its data hosting services, Sullivan BOCES reached out to TLC to confirm compliance with Education Law 2-D. TLC inherently provides data security via their second-generation data hosting services, completing the data-in-motion encryption requirement. This new legislation also coincided with TLC's corporate initiative to migrate customers into their third-generation hosting solution: **TLC•Cloud Services**, providing additional layers of built-in security features.

Due to the time sensitivity of the request, TLC quickly scheduled a time to migrate the Sullivan BOCES data from the co-location hosting solution to the cloud hosting solution. The work was completed over a three-day weekend with ample time to spare. By the following Friday, Sullivan BOCES had signed off that TLC was in compliance with New York State Education Law 2-D for their student data, sharing sentiments that the majority of librarians did not even notice the change.

Through a quick response, an easily implementable service, and an attention to compliance detail, TLC was able to provide a solution with the highest level of performance and most secure environment to host library services and data. Sullivan BOCES can rest assured knowing their student data and PII is safely secured.

> "The Library Corporation has always had a stance regarding customer data that I find admirable and increasingly rare: We only use a customer's data for the express purpose of providing the service they contracted us for. It's our job in partnership with our customer to safeguard this information. We have to assure the individual who becomes a library user that they will benefit from the amazing services of the library, and not worry about the safety of their data or how it will be used."

Justin Duewel-Zahniser
Chief Technology Officer
The Library Corporation

> "We are extremely pleased that TLC could quickly resolve an emerging data privacy standard within NY State by migrating their library system infrastructure to TLC•Cloud Services, using Oracle Cloud Infastructure's security-first approach to enterprise Cloud hosting. And we are so pleased to have Sullivan County BOCES as our first K-12 partner taking advantage of this new option from TLC while protecting their students and staff members data privacy."

John Burns
Chief Operating Officer
The Library Corporation

SocialFlow Now Available to All Government Entities

The U.S. Government Services Administration has added SocialFlow to their list of pre-approved productsfor the federal government entities.

We're excited to announce The Library Corporation (TLC) has added SocialFlow to their U.S. Government ServicesAdministration (GSA) Schedule contract, which makes SocialFlow's social media content-distribution tool pre-approved for federal purchasing.

The GSA contract provides federal entities access to SocialFlow, the same powerful platform used by our largemedia clients and most prestigious libraries in the world.

SocialFlow's social publishing platform will allow government entities to manage, optimize and distribute contentacross their social networks. Our tool will be available to government entities via partnership with TLC, the exclusivedistributor of the social media management tool to the library marketplace and contracting agent for federal entities.

"We understand that the public sector has important content to communicate, similar to media companies and newsorganizations," said Michael Henry, SVP of Sales here at SocialFlow. "SocialFlow is eager to help our government'sagencies, bureaus and departments to simplify their social content distribution and workflow with our platform, whileimproving their each and engagement with the public on Facebook and Twitter."

Complete information about the contract and SocialFlow's availability for purchase are available in TLC's corporatelisting on the GSA eLibrary and will soon be available via GSA Advantage marketplace. Federal entities interested inpurchasing SocialFlow may also email sales@socialflow.com.

For more information on this release, here is the formal press release.

About The Library Corporation
TLC was established in 1974 to provide automation, cataloging and data solutions to libraries. Its products andservices are utilized by more than 4,500 libraries worldwide including the Los Angeles Public Library, DallasIndependent School District the National Library Board of Singapore, and Sault Ste. Marie Public Library in Canada.TLC, which is certified by the Women's Business Enterprise National Council and the WBENC-administered U.S.Small Business Administration's Women Owned Small Business Federal Contracting Program, is based in Inwood,W.V. and has additional offices in Denver, Singapore, and Ontario, Canada. For more information,visit TLCdelivers.com.

To discover how SocialFlow can elevate your library to new levels of interactivity and social community engagment, call TLC at 1.800.325.7759 or e-mail sales@TLCdelivers.com.

TLCdelivers.com
800.325.7759 • info@TLCdelivers.com

TLC partnership makes SocialFlow available to government entities

INWOOD, W.Va. (Feb. 28, 2017) – The Library Corporation has added SocialFlow to TLC's U.S. Government Services Administration schedule contract that makes SocialFlow's social media content-distribution tool pre-approved for federal purchasing. The GSA contract gives federal entities access to the same powerful platform currently used by the largest media companies and most prestigious libraries in the world.

"We understand that the public sector has important content to communicate, similar to media companies and news organizations," says Michael Henry, SocialFlow's senior vice president of sales. "SocialFlow is eager to help our government's agencies, bureaus, and departments simplify their social content distribution and workflow with our platform, while improving their reach and engagement with the public on Facebook and Twitter."

SocialFlow's social publishing platform will allow government entities to manage, optimize, and distribute content across their social networks. In addition to workflow solutions, the SocialFlow platform uses real-time data analytics to gauge when social messaging will be best seen and engaged with for optimized message delivery.

The SocialFlow tool will be available to government entities via a partnership with The Library Corporation, the exclusive distributor of the social media management tool to the library marketplace and contracting agent for federal entities. TLC's 10-year GSA contract, approved in 2011, has been amended to include the SocialFlow product for government entities. Complete information about the contract and SocialFlow's availability for purchase are available in TLC's corporate listing on the GSA eLibrary and will soon be available via GSA Advantage marketplace. Federal entities interested in purchasing SocialFlow may also email sales@socialflow.com.

About SocialFlow
SocialFlow is the leading social platform purpose-built for media companies. Our tools, products, and services help to easily distribute engaging social content and create monetization opportunities from social efforts. Through predictive data analytics, the company's SaaS suite accurately predicts which social media content will perform best, amplifies its distribution, and increases its audience engagement. Founded in 2009 and based in New York, SocialFlow's client roster includes half of the top 150 media companies including Condé Nast, Time, Inc., The Associated Press, and the BBC. To learn more, visit SocialFlow.com.

About The Library Corporation
TLC was established in 1974 to provide automation, cataloging, and data solutions to libraries. Its products and services are utilized by more than 4,500 libraries worldwide including Los Angeles Public Library, Dallas Independent School District, the National Library Board of Singapore, and Sault Ste. Marie Public Library in Canada. TLC, which is certified by the Women's Business Enterprise National Council and the WBENC-administered U.S. Small Business Administration's Women Owned Small Business Federal Contracting Program, is based in Inwood, W.Va., and has additional offices in Denver, Singapore, and Ontario, Canada. For more information, visit TLCdelivers.com.

TLC Denver
1355 S. Colorado Blvd., Suite C800 • Denver, CO 80222
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FAX: 303.758.0606

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Phone: 800.325.7759 or 304.229.0100
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TLC International
112 Robinson Road #10-01 • Singapore 068902
Phone: 65.6236.1450 • FAX: 65.6220.9821

TLC Providing SocialFlow Media Publishing Service to Library Marketplace

DENVER (January 21, 2015) - The Library Corporation has joined forces with SocialFlow to become its exclusive provider to libraries. SocialFlow is the leading social network distribution and optimization platform in the United States, providing a service that analyzes a customer's real-time conversational data within their social streams and automatically delivers relevant social media content to the right audience at the right time for maximum engagement. SocialFlow can optimize the social media presence of any library regardless of its automation system, and TLC is the only library vendor to offer such a service.

Since 2010, SocialFlow has been optimizing the way many high-profile companies and brands such as NBC, New York Times, BBC News, NPR and Yahoo distribute content across social networks like Facebook, Twitter, Google +, and LinkedIn. Library systems are beginning to experience the advantages of increased user engagement through social media content. The New York Public Library enlisted SocialFlow to build interest and traffic to their blogs via Twitter, and the impact of SocialFlow's real-time optimization technology has been unmistakable. The Dallas Independent School District will be implementing SocialFlow as part of its newly renewed service contract with TLC, and is eager to optimize the performance of their social media outlets.

Are you ready for your library system to benefit from increased user engagement and targeted exposure in the ever-expanding social media world? Visit TLC at Booth 3020 during the 2015 ALA Midwinter Meeting & Exhibits Jan. 30-Feb. 3 in Chicago to learn more about how TLC and SocialFlow can supercharge your library's social media efforts.

About TLC
The Library Corporation, a GSA-certified company, has operated continuously under the same ownership since its creation in 1974. TLC's automation and cataloging solutions are utilized by more than 4,500 libraries worldwide including Chicago Public Schools; Los Angeles Public Library; Ealing, Hammersmith, and West London College in the United Kingdom; Wellington City Libraries in New Zealand; the Ministry of Education in Singapore; and the American Embassy of Ethiopia and Madagascar. To learn more, visit TLCdelivers.com or call 1.800.325.7759.

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SOCIALFLOW | FOR LIBRARIES

More social media traffic with less effort

Intelligent algorithms ensure your content posts to the right audience at the exact moment it's most likely to be seen. Fully automated publishing lets your team focus on the content of your communications rather than worry about the best times to send your messages.

Make smart decisions based on actionable insights

Real-time monitoring and up-to-the-second reporting on key metrics give your library the precise information it needs to understand emerging trends in social media and the world at large. Weekly sessions with dedicated and knowledgeable SocialFlow account managers provide even more in-depth analysis and strategies.
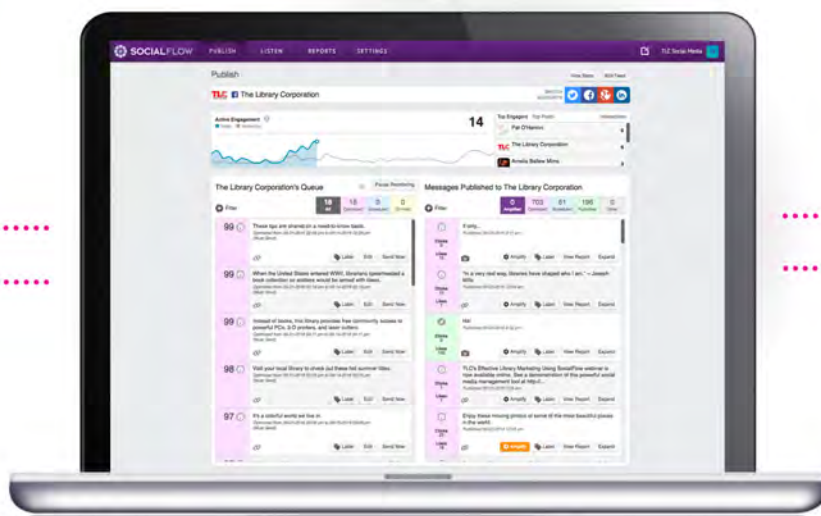
It's time for your library to join the world's top news, media, and publishing organizations that trust SocialFlow to power their reach, engagement, and audience growth on social media.

Acquire your audience intelligently and effectively

Smart recommendations based on key performance metrics take the guesswork out of what and when to post. This generates more shares and referral clicks so your content is seen by an ever growing number of social media users.
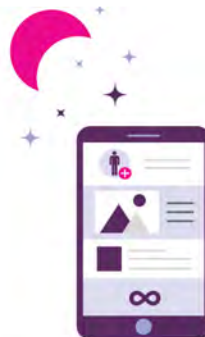
The news never stops, so neither do we

24/7 support and 99.9% uptime mean you can rest assured SocialFlow is there to ensure your news and content keeps flowing. If you experience any issues at all, dedicated account managers are available to help at a moment's notice.

To discover how SocialFlow can elevate your library to new levels of interactivity and social community engagment, call TLC at 1.800.325.7759 or email sales@TLCdelivers.com.

TLC
Solutions that Deliver
www.TLCdelivers.com

SOCIALFLOW | ABOUT
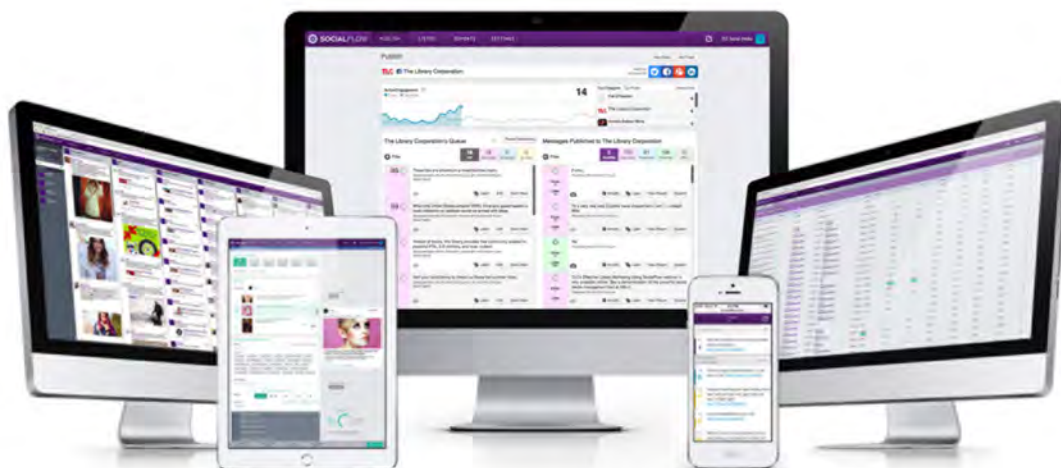
SocialFlow empowers libraries like yours to manage and distribute content and news to a variety of social media networks. Our software combines real-time data and the rules you set to determine what and when to publish to your social media channels to ensure maximum reach and engagement.

SOME OF OUR **CLIENTS INCLUDE:**

DALLAS ISD

LOS ANGELES PUBLIC LIBRARY

ALLEGANY COUNTY LIBRARY SYSTEM

The Economist

PINE BLUFF JEFFERSON COUNTY **LIBRARY SYSTEM**

CLPL Crystal Lake Public Library Learn • Enjoy • Explore

BBC NEWS

Mashable

CONDÉ NAST

YAHOO!

The New York Times

TIME

The Washington Post

Aol.

AP

SUPPORTED PLATFORMS

PARTNERSHIPS **& CERTIFICATIONS**

Marketing Partner

TWITTER CERTIFIED PROGRAM

MARKETING PLATFORM PARTNER

To discover how SocialFlow can elevate your library to new levels of interactivity and social community engagment, call TLC at 1.800.325.7759 or email sales@TLCdelivers.com.

TLC Solutions that Deliver www.TLCdelivers.com

First-Year Warranty: circTRAK, selfCIRC, staffCIRC, rfidGATE, rfidTAG

PRODUCT LIMITED WARRANTY. Tech Logic warrants to Purchaser that in normal and contemplated use and service, the equipment purchased from Tech Logic will be free from defects in material or workmanship for a period ending (i) one (1) year from the installation complete date, or (ii) upon the expiration of the time specified with respect to a particular item, whichever is applicable. Subject to the conditions and exclusions contained in this document, Tech Logic will, at its option, either repair or replace any defective equipment or part thereof, or refund the purchase price of the defective equipment. **Expendable and/or consumable items or parts included with the equipment (e.g. batteries, chargers, cords, receipt paper, etc.) are not covered under this warranty.** This limited warranty does not cover equipment that has been misused, altered, neglected, handled carelessly, or used for purposes other than its intended purpose. This limited warranty also does not cover loss or damage resulting from any casualty loss or from unauthorized use or service.

PRODUCT TO CONFORM TO SPECIFIED STANDARDS. In the event that standards for the product are specified on the purchase document accepted by Tech Logic, the product delivered to Purchaser is guaranteed to conform to the specified standards until expiration of the period of time described in the section titled "Product Limited Warranty."

PRODUCT TO CONFORM TO SAMPLE. In the event Tech Logic provided Purchaser with a sample or model of the product, the product delivered to Purchaser is guaranteed to conform to the sample or model identified on the purchase document which has been accepted by Tech Logic, in all material respects.

PURCHASER RESPONSIBILITY IN PRODUCT SELECTION. Purchaser is solely responsible for the selection, use, efficiency, fitness and suitability of Tech Logic's equipment and products for the Purchaser's intended purpose. The Purchaser assumes all risks and liabilities in connection with the use of Tech Logic's equipment and products.

WARRANTY SERVICE PROCEDURES. If, within the Warranty period, any product proves defective due to defects in material or workmanship, or fails to meet the written specifications as described in this Agreement, or (if applicable) fails to conform to the sample Tech Logic provided to Purchaser, Purchaser shall promptly notify Tech Logic of product defect via the contact methods outlined within Tech Logic's Customer Care Guidelines.

Depending on the product and the defect, and subject to confirmation of warranty coverage, Tech Logic's customer care team will either fix the issue remotely, help the Purchaser to return the equipment, or propose a schedule for onsite repair. Tech Logic will, within reasonable time, replace or repair the product at Tech Logic's expense, or refund the product's purchase price. If applicable, Tech Logic may require return of the defective product prior to refund or replacement.

First-Year Warranty continues on the following page

If return of equipment is necessary, Tech Logic will assign a return merchandise authorization (RMA) and notify the Purchaser. The Purchaser shall securely package the defective equipment and inform Tech Logic's customer care team that the equipment is ready for shipment. Tech Logic shall not be responsible for any loss or damage incurred in shipping. All returned merchandise must include the RMA number. Upon notification from the Purchaser, Tech Logic will send a call tag for pickup and return. When service is complete, Tech Logic will ship the repaired or replaced equipment back to the Purchaser via regular ground. Requests for expedited return/shipping will be accommodated when possible, at the Purchaser's expense—otherwise, all parts, labor, shipping, etc. will be at Tech Logic's expense.

In the rare case that an onsite service visit is required, Tech Logic will provide the Purchaser with an action plan including the anticipated travel and on-site time expected to correct the issue. Upon receiving authorization from the Purchaser, Tech Logic will proceed with the on-site service visit at Tech Logic's expense.

Following a warranty repair or replacement, this limited warranty shall continue in effect until the end of the original warranty period or for sixty (60) days after the repair or replacement, whichever is later.

RFID TAGS. Tech Logic warrants that RFID tags will be free from defects in material and workmanship, and each tag will function for the life of the library item to which it has been originally affixed. This warranty does not cover RFID tags that have been misused, altered, neglected, handled carelessly, or used for purposes other than their intended purpose. Any tag supplied by Tech Logic that proves defective within these parameters will be replaced at no cost to the Purchaser.

LIMITATION OF LIABILITY FOR CONSEQUENTIAL AND SIMILAR DAMAGES. In no event shall Tech Logic be liable to Purchaser for any indirect, special, or consequential damages, or lost prof- its, that are not the direct result of any act, omission, or negligence of Tech Logic or Tech Logic's agents. Unless related to an act, omission, or negligence of Tech Logic or Tech Logic's agents, liability for defective equipment is expressly limited to replacement or repair of defective equipment, subject to the equipment warranties currently in effect.

LIMITATION ON AMOUNT OF DAMAGES. In the case of liability, each party's liability to the other shall not exceed one hundred percent (100%) of the total Contract price. This limitation of liability shall not apply to damages arising out of or relating to a party's failure to comply with confidentiality obligations, if applicable; personal injury, including death, caused by the negligent or intentional acts of a party or its representatives; damage to tangible property caused by the negligent or intentional acts of a party or its representatives; damages arising out of any loss of data or other damage to data caused by any disabling code or virus; and either county's obligation to pay litigation costs and attorneys' fees of one or both parties if ruled accordingly by a judge or applicable authority.

OTHER LIMITATIONS. Tech Logic shall determine whether the components should be re- placed or repaired. Any damage to covered system(s) or their components caused by misuse, neglect, or unauthorized repair, maintenance, or modification of the equipment is specifically not covered under this Warranty program. Any warranty is void if the System is modified or altered with- out the knowledge and written permission of Tech Logic. The warranty herein shall remain in effect should the Purchaser move the Tech Logic products to another location only if said move is coordinated/acknowledged by Tech Logic. For security gates; should the gate(s) be removed for any reason and then re-installed by the Purchaser, additional charges may be incurred for reconfiguration and system optimization. Tech Logic accepts no responsibility for functionality after re-installation unless the gate(s) are reinstated by a Tech Logic certified technician.

ASSIGNMENT. This Warranty and all rights and obligations hereunder shall not be assignable by Purchaser except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This Warranty shall be binding upon each party's permitted successors and assigns.

MODIFICATION. Any modification or alteration of this Warranty shall be effective only upon written agreement of the parties thereupon.

NOTICES. To give notice under this Agreement, the Notice must be in writing and sent by post-age prepaid first-class mail, receipted courier service, or electronic mail to the address which appears be- low each party's signature below or to such other address as any party shall specify.

THE LIMITED WARRANTY AND REMEDIES SET FORTH IN THIS DOCUMENT ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO ANY PERSON FOR ANY DAMAGES OF ANY KIND AND NATURE, INCLUDING INCIDENTAL, CONSEQUENTIAL, OR SPECIAL, RELATED TO TECH LOGIC'S EQUIPMENT OR PRODUCTS, WHETHER ARISING FROM WARRANTY, CONTRACT, NEGLIGENCE, TORT, OR OTHERWISE . TECH LOGIC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PUR-POSE, OR ANY OTHER IMPLIED WARRANTY. NO WAIVER, ALTERATION, OR MODIFICA-TION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN EXECUTIVE OFFICER OF TECH LOGIC.

In the event any implied warranties (including, but not limited to the implied warranties of merchantability and fitness for a particular purpose) are found to exist, such warranties are limited (i) in duration to the period of the limited warranties set forth in this document, and (ii) in amount to the total amount paid to Tech Logic by the Purchaser for the product or equipment in question . Some states do not permit the exclusion of incidental or consequential damages, and in those states the foregoing limitation may not apply. The limited warranties as set forth in this document give the Purchaser specific legal rights and the Purchaser may have other legal rights which vary from state to state.

First-Year Warranty: totalAMH

PRODUCT LIMITED WARRANTY. Tech Logic warrants to Purchaser that in normal and contemplated use and service, the equipment purchased from Tech Logic will be free from defects in material or workmanship for a period ending (i) one (1) year from the installation complete date, or (ii) upon the expiration of the time specified with respect to a particular item, whichever is applicable. Subject to the conditions and exclusions contained in this document, Tech Logic will, at its option, either repair or replace any defective equipment or part thereof, or refund the purchase price of the defective equipment. Expendable and/or consumable items or parts included with the equipment are not covered under this limited warranty (e.g. hold-slip paper). This limited warranty does not cover equipment that has been misused, altered, neglected, handled carelessly, or used for purposes other than its intended purpose. This limited warranty also does not cover loss or damage resulting from any casualty loss or from unauthorized use or service.

ONSITE MAINTENANCE VISIT. The complimentary first-year AMH warranty includes one onsite system health check visit. During the first year, a certified technician will schedule an onsite visit with the Purchaser to inspect the system, complete maintenance tasks, and make performance adjustments.

PRODUCT TO CONFORM TO SPECIFIED STANDARDS. In the event that standards for the product are specified on the purchase document accepted by Tech Logic, the product delivered to Purchaser is guaranteed to conform to the specified standards until expiration of the period of time described in the section titled "Product Limited Warranty."

PRODUCT TO CONFORM TO SAMPLE. In the event Tech Logic provided Purchaser with a sample or model of the product, the product delivered to Purchaser is guaranteed to conform to the sample or model identified on the purchase document which has been accepted by Tech Logic, in all material respects.

PURCHASER RESPONSIBILITY IN PRODUCT SELECTION. The Purchaser is solely responsible for the selection, use, efficiency, fitness and suitability of Tech Logic's equipment and products for the Purchaser's intended purpose. The Purchaser assumes all risks and liabilities in connection with the use of Tech Logic's equipment and products.

WARRANTY SERVICE PROCEDURES. If, within the Product Limited Warranty period, any product proves defective due to defects in material or workmanship, or fails to meet the written specifications as described in this Agreement, or (if applicable) fails to conform to the sample Tech Logic provided to Purchaser, Purchaser shall promptly notify Tech Logic of product defect via the contact methods outlined within Tech Logic's Customer Care Guidelines.

Depending on the product and the defect, and subject to confirmation of warranty coverage, Tech Logic's Customer Care Team will either fix the issue remotely, help the Purchaser return certain defective part(s), or propose a timeline for onsite repair. Tech Logic will, within reasonable time, replace or repair the product at Tech Logic's expense, or refund the product's purchase price. If applicable, Tech Logic may require return of the defective part(s) prior to refund or replacement.

If return of equipment is necessary, Tech Logic will assign a return merchandise authorization (RMA) and notify the Purchaser. The Purchaser shall securely package the defective part(s) and inform Tech Logic's customer care team that the equipment is ready for shipment. Tech Logic shall not be responsible for any loss or damage incurred in shipping. All returned merchandise must include the RMA number. Upon notification from the Purchaser, Tech Logic will send a call tag for pickup and return. When service is complete, Tech Logic will ship the repaired or replaced equipment back to the Purchaser via regular ground. Requests for expedited return will be accommodated when possible, at the Purchaser's expense—otherwise, all parts, labor, shipping, etc. will be at Tech Logic's expense.

Should Purchaser and Tech Logic agree that an onsite service visit is required, Tech Logic will provide the Purchaser with an action plan including the anticipated travel and on-site time expected to correct the issue. Upon receiving authorization from the Purchaser, Tech Logic will proceed with the onsite service visit at Tech Logic's expense.

Following a warranty repair or replacement, this limited warranty shall continue in effect until the end of the original warranty period or for sixty (60) days after the repair or replacement, whichever is later.

LIMITATION OF LIABILITY FOR CONSEQUENTIAL AND SIMILAR DAMAGES. In no event shall Tech Logic be liable to Purchaser for any indirect, special, or consequential damages, or lost prof- its, that are not the direct result of any act, omission, or negligence of Tech Logic or Tech Logic's agents. Unless related to an act, omission, or negligence of Tech Logic or Tech Logic's agents, liability for defective equipment is expressly limited to replacement or repair of defective equipment, subject to the equipment warranties currently in effect.

LIMITATION ON AMOUNT OF DAMAGES. In the case of liability, each party's liability to the other shall not exceed one hundred percent (100%) of the total Contract price. This limitation of liability shall not apply to damages arising out of or relating to a party's failure to comply with confidentiality obligations, if applicable; personal injury, including death, caused by the negligent or intentional acts of a party or its representatives; damage to tangible property caused by the negligent or intentional acts of a party or its representatives; damages arising out of any loss of data or other damage to data caused by any disabling code or virus; and either county's obligation to pay litigation costs and attorneys' fees of one or both parties if ruled accordingly by a judge or applicable authority.

NON-COVERED CONDITIONS. Component or system failures caused by lack of maintenance or by misuse of the System (including the introduction of non-standard items to the System); vandalism; and/or events that are not related to the functionality of the System and are out of Tech Logic's reasonable control including but not limited to natural disasters or acts of God, civil or military authority, civil disturbance, war, fires, other catastrophes, or other "force majeure" events are conditions that are not included in warranty coverage.

If Tech Logic determines that a Non-Covered Condition has caused a component or system failure, then the Purchaser shall pay for all costs of labor and materials to correct such failure at Tech Logic's standard rate for additional labor, and any associated travel expenses incurred by Tech Logic. Such payments for additional labor shall be due and paid by Purchaser within ten (10) days of such correction activity by Tech Logic.

OTHER LIMITATIONS. Tech Logic shall determine whether the components should be replaced or repaired. Any damage to covered system(s) or their components caused by misuse, neglect, or unauthorized repair, maintenance, or modification of the equipment is specifically not covered under this Warranty program. Any warranty is void if the System is modified or altered without the knowledge and written permission of Tech Logic. The warranty herein shall remain in effect should the Purchaser move the System to another location only if said move is engineered and coordinated by Tech Logic.

ASSIGNMENT. This Warranty and all rights and obligations hereunder shall not be assignable by Purchaser except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This Warranty shall be binding upon each party's permitted successors and assigns.

MODIFICATION. Any modification or alteration of this Warranty shall be effective only upon written agreement of the parties thereupon.

NOTICES. To give notice under this Agreement, the Notice must be in writing and sent by postage prepaid first-class mail, receipted courier service, or electronic mail to the address which appears be- low each party's signature below or to such other address as any party shall specify.

THE LIMITED WARRANTY AND REMEDIES SET FORTH IN THIS DOCUMENT ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO ANY PERSON FOR ANY DAMAGES OF ANY KIND AND NATURE, INCLUDING INCIDENTAL, CONSEQUENTIAL, OR SPECIAL, RELATED TO TECH LOGIC'S EQUIPMENT OR PRODUCTS, WHETHER ARISING FROM WARRANTY, CONTRACT, NEGLIGENCE, TORT, OR OTHERWISE . TECH LOGIC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR ANY OTH- ER IMPLIED WARRANTY. NO WAIVER, ALTERATION, OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN EXECUTIVE OFFICER OF TECH LOGIC.

In the event any implied warranties (including, but not limited to the implied warranties of merchantability and fitness for a particular purpose) are found to exist, such warranties are limited (i) in duration to the period of the limited warranties set forth in this document, and (ii) in amount to the total amount paid to Tech Logic by the Purchaser for the product or equipment in question . Some states do not permit the exclusion of incidental or consequential damages, and in those states the foregoing limitation may not apply. The limited warranties as set forth in this document give the Purchaser specific legal rights and the Purchaser may have other legal rights which vary from state to state.

totalAMH Maintenance Programs

After the first-year warranty, Tech Logic offers comprehensive maintenance and support programs to maximize system reliability and performance in accordance with the level of service that meets the library's specific business needs. Our full-service Warranty Continuation Program (WCP) applies the system's first-year warranty to subsequent years purchased by the library. For every year that the library purchases the WCP, they will enjoy the same coverage and benefits that they enjoyed through the first-year warranty. Alternatively, at a minimum, Tech Logic requires that libraries purchase our Preventative Maintenance (PM1) Program, which resembles the more basic and lower-cost preventative maintenance plan typically offered in the library AMH industry.

Please note: Tech Logic encourages the library to thoroughly compare and contrast each program offered by all AMH vendors, accounting for potentially unseen maintenance costs. Various vendors may offer maintenance programs that initially appear to be less expensive—however, those programs might or might not include the coverage that the library needs (e.g. software support, onsite preventative maintenance, parts, travel, etc.). For details regarding Tech Logic's maintenance programs, please see below. Please feel free to contact Tech Logic about any questions—we would be glad to speak with you.

Remote Technical Support is Included with <u>ALL</u> Programs

Both the Preventative Maintenance (PM1) Program and the Warranty Continuation Program (WCP) include remote technical support. For details regarding this support, please see the Customer Care Guidelines and the Software License. The following provides an overview of what's included with Remote Technical Support:

- Full support, troubleshooting, and issue resolution via remote proxy (with library permission for remote access) via the following contact avenues:

- Toll-free phone and email support, available as a standard service during normal business hours, per the Customer Care Guidelines

- A web-based ticket entry system that provides 24/7 online access and night/weekend support for critical emergencies, per the Customer Care Guidelines

totalAMH Maintenance Programs, continued

Preventative Maintenance (PM1) Program

Tech Logic's PM1 Program, which resembles a typical library industry service plan, includes one annual scheduled preventative maintenance visit conducted onsite by a certified technician. The program also includes full remote technical support (outlined above) and discounts on replacement parts. Additional onsite service calls (beyond the included preventative maintenance visits) are quoted under this program.

What is included with a PM1 Program?

- Annual onsite system review, maintenance, and performance adjustments. Labor is included for up to 8 hours onsite per annual maintenance visit, if necessary.
- Remote technical support (outlined above) for hardware and software (see TechLogic's Customer Care Guidelines for details).
- 5% discount on all parts required for maintenance and repair.

Preventative Maintenance Program (PM1) and Remote Technical Support	
Cost per year, beginning year two: Depends on System Size*	
Remote Technical Support and Software License; Please see the Customer Care Guidelines and the Software License for details	Included
Preventative Maintenance Visits (all expenses for up to eight hours onsite)	Included Annually
Onsite Service Calls (M-F 7am-6pm Central)	$225/Hr**
Onsite Service Calls (Nights/Weekends if applicable^)	$350/Hr**
Parts Required for Maintenance and Repair	5% discount
Standard Shipping	Not Included

* Annual Maintenance costs automatically increase 2% per year after year two if not prepaid at time of initial purchase.

** Service calls have a minimum two (2) hour charge.

^ Based on technician availability, best effort will be made for quickest dispatch based on Tech Logic's Customer Care Guidelines.

Warranty Continuation Program (WCP)

The Warranty Continuation Program (WCP) covers all expenses for two onsite maintenance visits per year, remote technical support (outlined above), onsite repair, parts, and shipping. This means maximum system uptime, performance, and lifespan for your totalAMH system at a predictable, consolidated cost—ultimately resulting in budgetary savings.

The Warranty Continuation Program (WCP) equates to a continuance of your first-year "bumper-to-bumper" warranty, in effect every year with NO additional costs for parts, software, labor, travel, nights, weekends, and/or overtime.

What is included with a Warranty Continuation Program (WCP)?

- Two onsite visits per year for system review, maintenance, and performance adjustments.
- Remote technical support (outlined above) for hardware and software (see TechLogic's Customer Care Guidelines for details).
- Expenses for any and all required onsite service including labor, travel, nights, weekends, and/or overtime.
- Parts for required maintenance or repair (including purchase and standard shipping).

Warranty Continuation Program (WCP) and Remote Technical Support	
Cost per year, beginning year two: Depends on System Size*	
Remote Technical Support and Software License; Please see the Customer Care Guidelines and the Software License for details	Included
Preventative Maintenance Visits (all expenses)	Included Twice Annually
Onsite Service Calls (M-F 7am-6pm Central)	Included
Onsite Service Calls (Nights/Weekends if applicable^)	Included^
Parts Required for Maintenance and Repair	Included
Standard Shipping	Included

* Annual Maintenance costs automatically increase 2% per year after year two if not prepaid at time of initial purchase.

^ Based on technician availability, best effort will be made for quickest dispatch based on Tech Logic's Customer Care Guidelines.

totalAMH Maintenance Programs continue on the following page

totalAMH Maintenance Programs, continued

totalAMH Maintenance Program Terms

This document is only an overview. Ultimately, all parameters are subject to the final executed contract between the Library and Tech Logic.

What is <u>not</u> included with any totalAMH maintenance program (PM1 or WCP)?

- Bins are not covered under these programs and are the responsibility of the library after the first-year warranty.

- Recertifying equipment, where a gap has occurred between warranty/maintenance periods, is not included.

- ILS migration, upgrade support, and software customization are not included. These are quotable activities based on scope of work.

- Routine weekly/monthly maintenance/cleaning as described in the user's manual and maintenance manuals is not included.

- Non-covered conditions or situations (e.g. vandalism, natural disaster, etc. detailed in the AMH Maintenance Program Terms, below) are not included.

For details regarding customer care hours, contact information, technical support procedures, resolution benchmarks, and other parameters guiding facilitation of these totalAMH Maintenance Programs, please see Tech Logic's Customer Care Guidelines as well as the Software License.

totalAMH maintenance programs are offered beginning in year two (2), upon expiration of the library's first-year totalAMH warranty. If there is a lapse of more than two months from warranty to maintenance program subscription, or if the library does not conduct routine cleaning/maintenance as prescribed in the system manual, then a recertification visit (quoted) will be required in order for maintenance programs to become available again for the system. Maintenance programs are available to all customers (subject to recertification if applicable).

PURCHASER RESPONSIBILITY IN PRODUCT SELECTION. The Purchaser is solely responsible for the selection, use, efficiency, fitness and suitability of Tech Logic's equipment and products. The Purchaser assumes all risks and liabilities in connection with the use of Tech Logic's equipment and products.

LIMITATION OF LIABILITY FOR CONSEQUENTIAL AND SIMILAR DAMAGES. In no event shall Tech Logic be liable to Purchaser for any indirect, special, or consequential damages, or lost profits, that are not the direct result of any act, omission, or negligence of Tech Logic or Tech Logic's agents. Unless related to an act, omission, or negligence of Tech Logic or Tech Logic's agents, liability for defective equipment is expressly limited to replacement or repair of defective equipment, subject to the equipment warranties currently in effect.

LIMITATION ON AMOUNT OF DAMAGES. In the case of liability, each party's liability to the other shall not exceed one hundred percent (100%) of the total Contract price. This limitation of liability shall not apply to damages arising out of or relating to a party's failure to comply with confidentiality obligations, if applicable; personal injury, including death, caused by the negligent or intentional acts of a party or its representatives; damage to tangible property caused by the negligent or intentional acts of a party or its representatives; damages arising out of any loss of data or other damage to data caused by any disabling code or virus; and either the Library's obligation to pay litigation costs and attorneys' fees of one or both parties if ruled accordingly by a judge or applicable authority.

NON-COVERED CONDITIONS. Component or system failures caused by lack of maintenance or by misuse of the System (including the introduction of non-standard items to the System); vandalism; and/or events that are not related to the functionality of the System and are out of Tech Logic's reasonable control including but not limited to natural disasters or acts of God, civil or military authority, civil disturbance, war, fires, other catastrophes, or other "force majeure" events are conditions that are not included in warranty coverage.

If Tech Logic determines that a Non-Covered Condition has caused a component or system failure, then the Library shall pay for all costs of labor and materials to correct such failure at Tech Logic's standard rate for additional labor, and any associated travel expenses incurred by Tech Logic. Such payments for additional labor shall be due and paid by Library within ten (10) days of such correction activity by Tech Logic.

OTHER LIMITATIONS. All warranties given by Tech Logic are limited to replacement or repair of defective components including hardware and computer software. Tech Logic shall determine whether the components should be replaced or repaired. Any damage to covered system(s) or their components caused by misuse, neglect, or unauthorized repair, maintenance, or modification of the equipment is specifically not covered under this Warranty program. Any warranty is void if the System is modified or altered without the knowledge and written permission of Tech Logic. The warranty herein shall remain in effect should the library move the System to another location only if said move is engineered and coordinated by Tech Logic.

totalAMH Maintenance Programs, continued

ASSIGNMENT. The selected maintenance program and all rights and obligations hereunder shall not be assignable by Purchaser except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. The selected maintenance program shall be binding upon each party's permitted successors and assigns.

MODIFICATION. Any modification or alteration of the selected maintenance program shall be effective only upon written agreement of the parties thereupon.

NOTICES. To give notice under this Agreement, the Notice must be in writing and sent by postage prepaid first-class mail, receipted courier service, or electronic mail to the address which appears below each party's signature below or to such other address as any party shall specify.

Optional Extended Hardware Warranty: selfCIRC, staffCIRC, rfidGATE

Optional Extended Hardware Warranty Program costs begin in year two, should the Purchaser choose to purchase this service. These costs are billed annually, unless prepaid by the Purchaser.

EXTENDED HARDWARE WARRANTY. Defective hardware falling within the Extended Hardware Warranty Program will be repaired or replaced—via PRODUCT SERVICE PROCEDURES and/or ONSITE SERVICE (QUOTED) sections shown below—with those of like-kind and quality, and may be new, non-original manufacturer, or remanufactured. Expendable and/or consumable items or parts included with the equipment (e.g. batteries, chargers, cords, receipt paper, etc.) are not covered under this program.

PRODUCT SERVICE PROCEDURES. If, within the Extended Hardware Warranty period, any hardware proves defective due to defects in material or workmanship, Purchaser shall promptly notify Tech Logic of product defect via telephone (1-866-880-9981 or 651-389-4990), email to customercare@tech-logic.com or via the contact methods outlined within our Customer Care Guidelines.

Depending on the product and the defect, and subject to confirmation that the equipment meets Tech Logic's warranty requirements, Tech Logic's Customer Care Team will either fix the issue remotely, help the Purchaser to return the equipment, or propose a schedule for onsite repair. Tech Logic will, within reasonable time, replace or repair the product at Tech Logic's expense, or refund the product's purchase price. If applicable, Tech Logic may require return of the defective product prior to refund or replacement. If return of equipment is necessary, Tech Logic will assign a return merchandise authorization (RMA) and notify the Purchaser. The Purchaser shall securely package the defective equipment and inform Tech Logic's Customer Care Team that the equipment is ready for shipment. All returned merchandise must include the RMA number. Tech Logic shall not be responsible for any loss or damage incurred in shipping. Upon notification from the Purchaser, Tech Logic will send a call tag for pickup and return. When service is complete, Tech Logic will ship the repaired or replaced equipment to the Purchaser via regular ground. Requests for expedited return will be accommodated when possible, at the Purchaser's expense—otherwise, all parts, labor, shipping, etc. will be at Tech Logic's expense. Following a warranty repair or replacement, this limited warranty shall continue in effect until the end of the original warranty period or for sixty (60) days after the repair or replacement, whichever is later.

ONSITE SERVICE (QUOTED). Should the Purchaser and Tech Logic agree that an onsite service visit is required rather than hardware return shipment (please note that scenarios requiring onsite service are very rare for security gates, self-checkout units, staff stations, and other similar solutions) Tech Logic will provide the Purchaser with an action plan including the anticipated travel and on-site time expected to correct the issue as well as a quote for the onsite service call. Upon receiving authorization from the Purchaser, Tech Logic will proceed with the onsite service visit.

Optional Extended Hardware Warranty, continued

PRODUCT SERVICABILITY. If Tech Logic finds that a solution is no longer serviceable because parts are not available due to the age of the equipment, end of product life, or discontinuation by the manufacturer, then Tech Logic will notify the Purchaser and will advise of new purchase options. Upon distribution of Purchaser notification, discontinued parts and/or products will be removed from the warranty program. Tech Logic may elect to discontinue certain products for reasons including but not limited to the following: the product is obsoleted at the end of its life cycle, key product components are no longer being manufactured, vendor obsolescence or technology obsolescence.

ROUTINE WEEKLY MAINTENANCE NOT INCLUDED. Routine weekly maintenance as described in the original maintenance documentation provided at the time of sale shall continue to be the responsibility of the Purchaser. Lack of required machine maintenance may preclude and/or cancel this Extended Hardware Warranty program.

FINANCE CHARGE. Delinquent payments shall incur a finance charge of 1.5% per month, with service being suspended until the account is cleared.

LIMITATION OF LIABILITY FOR CONSEQUENTIAL AND SIMILAR DAMAGES. In no event shall Tech Logic be liable to Purchaser for any indirect, special, or consequential damages, or lost profits, that are not the direct result of any act, omission, or negligence of Tech Logic or Tech Logic's agents. Unless related to an act, omission, or negligence of Tech Logic or Tech Logic's agents, liability for defective equipment is expressly limited to replacement or repair of defective equipment, subject to the equipment warranties currently in effect.

LIMITATION ON AMOUNT OF DAMAGES. In the case of liability, each party's liability to the other shall not exceed one hundred percent (100%) of the total Contract price. This limitation of liability shall not apply to damages arising out of or relating to a party's failure to comply with confidentiality obligations, if applicable; personal injury, including death, caused by the negligent or intentional acts of a party or its representatives; damage to tangible property caused by the negligent or intentional acts of a party or its representatives; damages arising out of any loss of data or other damage to data caused by any disabling code or virus; and either county's obligation to pay litigation costs and attorneys' fees of one or both parties if ruled accordingly by a judge or applicable authority.

OTHER LIMITATIONS. Tech Logic shall determine whether the components should be re- placed or repaired. Any damage to covered system(s) or their components caused by misuse, neglect, or unauthorized repair, maintenance, or modification of the equipment is specifically not covered under this Extended Hardware Warranty program. Any warranty is void if the System is modified or altered without the knowledge and written permission of Tech Logic. The warranty herein shall remain in effect should the Purchaser move Tech Logic solutions to another location only if said

Optional Extended Hardware Warranty, continued

move is coordinated/acknowledged by Tech Logic. For security gates; should the gate(s) be removed for any reason and then be re-installed by the Purchaser, additional charges may be incurred for reconfiguration and system optimization. Tech Logic accepts no responsibility for functionality after re-installation unless the gate(s) are reinstated by a Tech Logic certified technician.

ASSIGNMENT. This Extended Hardware Warranty Program and all rights and obligations here- under shall not be assignable by Purchaser except with the prior written consent of Tech Logic. A change in control shall be deemed an assignment subject to this subsection. This Extended Hard- ware Warranty Program shall be binding upon each party's permitted successors and assigns.

MODIFICATION. Any modification or alteration of this Extended Hardware Warranty Program shall be effective only upon written agreement of the parties thereupon.

NOTICES. To give notice under this Agreement, the Notice must be in writing and sent by postage prepaid first-class mail, receipted courier service, or electronic mail to the address which appears below each party's signature below or to such other address as any party shall specify.

AUTOMATIC RENEWAL. The Extended Hardware Warranty Program commences on the Effective Date and, subject to this Extended Hardware Warranty Program, continues from year to year in automatic renewal to be invoiced yearly at anniversary date. Either Party may give written notice to the other not fewer than thirty (30) business days before the annual anniversary of the Effective Date of this Extended Hardware Warranty Program for renewal to be declined.

COMPLETE AGREEMENT. This Extended Hardware Warranty Program constitutes the entire agreement between the parties with regard to the subject matter hereof. No other representations, understandings or agreements have been made or relied upon in the making of this Extended Hardware Warranty Program other than those specifically set forth herein. The parties herein acknowledge that they have read this Extended Hard- ware Warranty Program, understand it, and agree to be bound by its terms, and further agree that it is the complete and exclusive statement of the agreement between the parties.

Tech Logic Customer Care Guidelines

The following Customer Care Guidelines provide an outline of Tech Logic's overall customer service procedures and benchmarks for all Tech Logic warranties, software licenses, and maintenance programs. For detailed information about each specific warranty, license, or maintenance program, please see the corresponding program's terms. Wherever program-specific terms differ from these Customer Care Guidelines, the program-specific terms will govern.

Contacting Customer Care

Tech Logic offers comprehensive service and technical support to maximize product reliability and performance. Services include the following:

- Toll-free phone support, available as a standard service (1-866-880-9981).
- Email support via customercare@tech-logic.com
- A web-based ticket entry system that provides 24/7 online access
- Scheduled updates of Tech Logic software, included with Purchaser's First-Year Warranty and subsequent Software License

Normal Operating Hours and Contact Information

Our customer care team is available Monday–Friday from 8am–5pm CST. When you call our toll free number (1-866-880-9981) or email us at customercare@tech-logic.com, you are connected with Tech Logic's customer care team at our headquarters in Oakdale, MN. Or, if you make contact through our 24/7 web-based ticket entry system, the customer care team will reach out to you regarding the ticket.

Normal operating hours exclude company holidays defined as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day. Holidays falling on Saturday will be observed on the Friday before. Holidays falling on Sunday will be observed the Monday after.

Night and Weekend Service Hours

Tech Logic's web-based ticket entry system provides 24/7 online access to our customer care team. This ticketing system is monitored after hours and on weekends to ensure assistance during off hours for critical situations.

Procedures and Timelines

Tech Logic's customer care team will make every reasonable effort during Tech Logic's normal business hours (or off-hours for critical situations) to respond to and resolve all support requests as quickly as possible. The procedures indicated below initiate upon our service team's receipt of a properly submitted support request via telephone, email, or online web-based ticket entry.

Remote Technical Support

When the library makes contact with Tech Logic's customer care team during normal operating hours via our toll-free number (1-866-880-9981) or via email (customercare@tech-logic.com) the library will be connected with our customer care team. Or, if the library makes contact via 24/7 web-based ticket entry system, the customer care team will reach out to the library regarding the ticket. Once contact is made, the customer care specialist will activate remote access to the product (with the library's permission) to analyze the issue. The customer care specialist will, if at all possible, resolve the issue within the remote session. Otherwise, the customer care specialist will propose a plan of action, working closely with the library to secure a timeline and procedure for resolution based on the severity of the issue and corresponding with any relevant warranty, software license, or maintenance program considerations.

Escalated Support

Should the issue (received through our toll-free number, email, or via 24/7 web-based ticket entry system) require escalation beyond remote technical support (outlined above), the customer care specialist will escalate the case to Tech Logic's customer care manager and the team will contact the library to establish the resolution plan. Tech Logic will provide the library with an action plan including, if needed, any anticipated parts repair/replacement or onsite time as well as a quote, if applicable, for any part(s), shipping, or onsite service expenses (any or all such parts, shipping, or labor charges may be waived depending on applicable warranty and/or maintenance program terms).

If return of equipment is necessary, Tech Logic will assign a return merchandise authorization (RMA) and notify the library. The library shall securely package the defective equipment and inform Tech Logic's customer care team that the equipment is ready for shipment. Tech Logic shall not be responsible for any loss or damage incurred in shipping. All returned merchandise must include the RMA number. Tech Logic will send a call tag for pickup and return, with expense considerations depending on any relevant warranty, license, or maintenance pro- gram terms. Tech Logic will ship the repaired or replaced equipment back to the library via regular ground. Requests for expedited return will be accommodated when possible, at the library's expense. Other expense considerations for parts, labor, shipping, etc. will depend on the relevant warranty, license, or maintenance program terms.

Customer Care Guidelines, continued

Should onsite service be required, Tech Logic will seek authorization from the library to appear onsite. Tech Logic will dispatch a highly trained service professional to arrive onsite—generally within 24 hours, depending on the severity of the issue and on the time at which Tech Logic receives authorization for onsite service. Any charges for onsite service expenses may be waived depending on the relevant warranty, license, or maintenance program terms.

Response/Resolution Benchmarks

Tech Logic works diligently to resolve all support requests as quickly as possible upon receipt. Most situations are resolved by remote technical support within the first interaction. If needed, Tech Logic will assign a priority level to each support request and designate resources to resolve each issue according to its priority and resolution benchmarks (outlined below). Please note that, while we take every support request very seriously and make every effort to resolve each issue as quickly as possible, the resolution benchmarks shown here should not be construed as guarantees.

Priority 1

Priority 1 is a complete loss of service, meaning that the library is unable use the equipment. Typically, the issue has one or more of the following characteristics: Hardware failure makes the equipment unusable; Software does not start; Software crashes and is unrecoverable. **Priority 1 Benchmarks:** Resolution plan proposed no more than three hours from support request; Resolution implemented no more than one business day from support request (plus any applicable shipping time).

Priority 2

Priority 2 is a production-inhibiting problem that causes a software error or intermittent behavior that leads to partial loss of service. Operations, however, can continue in a restricted fashion. Typically, the issue has one or more of the following characteristics: Software fails, but restart or recovery is possible; Hardware failure, but a restart provides recovery of operation; Software performance is degraded; A major feature is broken that seriously impacts usability and productivity. **Priority 2 Benchmarks:** Resolution plan proposed no more than one business day from support request; Resolution implemented no more than two business days from support request (plus any applicable shipping time).

Priority 3

Priority 3 involves a question about a specific usage or feature of the product, or a problem that causes minor operational inconvenience. Typically, the issue has one or more of the following characteristics: Software or hardware issue for which there is an acceptable work-around; Software error or hardware issue in which the operational impact is minimal. **Priority 3 Benchmarks:** Resolution plan proposed no more than three business days from support request; Resolution implemented within a timeframe that is agreed upon with the library.

System Uptime

Tech Logic works diligently to ensure optimal and up-to-date function of our products within the library's IT ecosystem. Because the proposed Tech Logic solutions are on premise, system uptime will depend largely upon the performance of the library's server(s), network, hardware, and other infrastructure serving the library's premises. With this in mind, we are confident that our solutions will maintain excellent uptime. For more information, please see the Software License.

Tech Logic Software License

SOFTWARE SUPPORT REQUIRED. The purchase and annual renewal of software support (after the first-year warranty) is required for each Tech Logic software product in use by the Purchaser. Tech Logic reserves the right to refuse software support on unlicensed or unsupported copies of Tech Logic software.

SOFTWARE SUPPORT LICENSE INCLUDED WITH totalAMH MAINTENANCE PROGRAMS. The software license described herein is already included with the cost of Tech Logic's totalAMH maintenance programs. These programs are available after the complimentary first- year totalAMH warranty.

SOFTWARE SUPPORT FEES. Software support fees for subsequent years are subject to change (not to exceed 2% increase annually).

ACCESS TO ONLINE SUPPORT SERVICES. Under this software license, all Tech Logic customers have 24/7 access to online support services, including the ability to submit and view online help tickets. For details, see the Customer Care Guidelines.

ACCESS TO PHONE SUPPORT SERVICES. Under this software license, all Tech Logic customers have access to toll free phone and email support. For details, see the Customer Care Guidelines.

REMOTE AND ONSITE SERVICE SUPPORT. Purchaser will notify Tech Logic of any software is- sue via telephone (1-866-880-9981 or 651-389-4990), email to customercare@tech-logic.com or via online ticket submitted through the 24/7 customer portal. For details regarding this process, please see Tech Logic's Customer Care Guidelines.

Tech Logic will attempt to correct the issue via remote technical support. Tech Logic will seek permission from the Purchaser to access the system via remote proxy.

Should Purchaser and Tech Logic agree that an onsite service visit is required, Tech Logic shall provide the Purchaser with an action plan including the anticipated travel and on-site time expected to correct the issue as well as a quote for the onsite service call, unless onsite service is covered through the terms of a specific warranty or maintenance program (e.g. AMH Warranty Continuation Plan). Upon receiving authorization from the Purchaser, Tech Logic will proceed with the onsite service visit.

RESPONSE TIME. Tech Logic works diligently to resolve support requests as quickly as possible upon receipt. If needed, Tech Logic has established resolution benchmarks based upon the relative severity of each issue. For information about these benchmarks, please see our Customer Care Guidelines.

Software License, continued

TECH LOGIC SOFTWARE UPDATES AND UPGRADES. Under this software license, Tech Logic ensures optimal functionality of Tech Logic software within the library's IT ecosystem. Tech Logic takes care of all upgrades to our software, ensuring these updates are accomplished remotely by our customer care team with prior permission from the library for remote access. Upgrades to our software will be announced byTech Logic and scheduled with the customer at a mutually agreed upon date and time during operating hours of Tech Logic. Should special circumstances require scheduling outside of operating hours, services will be quoted and approved by customer prior to scheduling. Upgrades are done via remote session with the customer's permission. Should the customer request onsite upgrade assistance, Tech Logic will provide a quote for this service to be approved by the customer prior to execution. Transitions to entirely new software products/platforms are not included in this license.

Tech Logic software releases are based on customer's individual requirements, enhancement requests, or as a result of a bug fix impacting the functionality of the system. This is scheduled through Tech Logic's customer care team, who will work on behalf of the Purchaser with our software team.

Tech Logic installs LogMeIn on each PC prior to leaving the manufacturing facility in order to remotely access the machine to apply any patches and/or upgrades as needed. Updates are performed by either a member of our customer care team or by one of our software engineers. Tech Logic will always call and ask permission prior to logging in to ensure the Purchaser is aware we are accessing the system.

GENERIC (OS, CPU, NETWORK) MAINTENANCE AND UPDATES . When it comes to generic (e.g. OS, CPU, library network) updates, Tech Logic's solutions are on-premise software systems that will reside and operate on the library's servers (onsite or virtual) and on the library's network. Like other on-premise systems within the library, the proposed solutions will benefit from and depend on the library's network security, backup, remediation, restoration, and update policies and procedures. While Tech Logic can provide consultation regarding OS, CPU, security, and anti-virus updates, purview and responsibility belongs to the library's IT organization to decide what tools and practices they want to implement—within the bounds summarized in the Library Responsibilities and Tech Requirements section on page XX.

SYSTEM UPTIME. As mentioned above, Tech Logic's software solutions are on-premise systems that will reside and operate on the library's servers (onsite or virtual) and on the library's network. Tech Logic will work diligently to ensure optimal and up-to-date function of our products within the library's IT ecosystem. Because the proposed Tech Logic solutions are on premise, system uptime will depend largely upon the performance of the library's server(s), network, hardware, and other infrastructure serving the library's premises. With this in mind, we are confident that our solutions will maintain excellent uptime.

SPECIAL PROJECTS. Special projects, such as changes to ILS provider and any reconfiguration and/or testing specific to an ILS upgrade and/or conversion, will be a billable service to the Purchaser for software support. A quote for services will be provided and a scope of work determined for the project. Purchaser network issues are not covered under the support parameters of this program and are billable to the Purchaser if they are deemed necessary to make corrective action.

PRODUCT SERVICABILITY. If Tech Logic finds that a library's operating system is no longer serviceable due to the age of the equipment, end of product life, or discontinuation by the manufacturer, then Tech Logic will notify the Purchaser and will advise of new purchase options. Upon distribution of Purchaser notification, discontinued parts and/or products will be removed from the warranty program. Tech Logic may elect to discontinue certain products for reasons including but not limited to the following: the product is obsoleted at the end of its life cycle, key product components are no longer being manufactured, vendor obsolescence or technology obsolescence.