Clarivate™

ORDER FORM

Order Form Date August 27, 2024

Innovative Interfaces Incorporated   ("Clarivate")
789 E. Eisenhower Parkway
Ann Arbor, MI 48108
United States

Your use of the products and services set forth below are governed by the Clarivate Terms here: https://clarivate.com/terms-of-business (the "Terms") which are incorporated by reference into this order form.

CLIENT DETAILS

Contracting Entity ("Client"): Camas Public Library

Client Address: 625 NE 4th Ave, Camas, WA 98607

PRODUCTS/SERVICES DETAILS

Product(s) / Service(s)
As described in the attached Pricing Exhibit and Statement of Work(s)

ADDITIONAL TERMS

GOVERNING LAW & JURISDICTION: Delaware

RENEWAL TERM: Auto renews for consecutive 12-month terms following the expiration of the overall contract term in the pricing exhibit ("Initial Term") unless either party provides at least ninety (90) days' notice of nonrenewal before the end of the then current term.

FEES: Payment terms are Net 30. Through the Initial Term, we may increase the fees each calendar year by up to 3%, and thereafter by 5% for any renewals. Fees will be co-termed to align your billing to the same Term.

LICENSE LEVEL: Your Authorized Users include your worldwide employees, third-party auditors, agents and contractors up to the maximum number of licenses purchased. Unless you have purchased a perpetual license, rights continue until the end of the term of the service.

PRODUCT SPECIFIC TERMS: Certain Products you are purchasing have additional terms which are attached as addenda to this Order Form. In the event of a conflict with the Terms, these Additional Terms will control solely for the applicable Product:

SIGNATURE

This Order Form is effective when signed and returned to us within ninety (90) days from the Order Form Date. We may, in our sole discretion, accept this Order Form if returned to us after such date. Modifications require our prior approval and void any previous signatures.

Signed on behalf of Clarivate

Signed on behalf of Camas Public Library

Signature:

Signature:

Print Name:

Print Name:

Title:

Title:

Date:

Date:

PRODUCT / SERVICE TERMS ADDENDA

In addition to the Terms, your use of the below listed products are subject to these additional terms and conditions:

Polaris, Sierra, Millennium, Virtua, or INN-Reach or Subscription and Perpetual Licenses

1. License. Client and, where applicable, its Authorized Users (defined below) may use the Software (including any client configurations) (i) only for the management of the library and for servicing its patrons (including permitting Authorized Users to search library catalogues), and not on an outsourced basis, as a service bureau, for resale, or similarly on behalf of or for the direct or indirect benefit of third parties, and (ii) only in accordance with the other terms of this Agreement. The license does not include hosting services, which must be purchased separately.

2. **Copies.** Non-production use includes training, development, testing, quality assurance, staging or preproduction provided that the copies of the Software are not used in a production environment or as a backup to production The license includes the right to use a single production instance and up to two (2) additional copies for non-production use at no additional charge. Non-production use includes training, development, testing, quality assurance, staging or preproduction provided that the copies of the Software are not used in a production environment or as a backup to production.

3. **New Releases**. The license granted to you pursuant to this Agreement will include, at no additional cost, a license to use all new scheduled major releases, service pack releases, and hot fixes of the software offered generally by Clarivate to its clients during the term of this Agreement (collectively, "New Releases"). "New Releases" do not include new or additional modules, applications or other software now or hereafter offered by Clarivate, each of which require a separate license and payment of additional license fees. Additional fees may be required for implementation of New Releases.

4. **Authorized Users**. For clarity, your patrons do not fall within the number of Authorized Users on your Order Form.

5. **Aggregated Data.** In addition to the rights set forth in the Terms, we may use your Content and otherwise collect information related to your use of our product to create and use aggregate, non-identifying and anonymized data ("Collected Data"). Client acknowledges and agrees that it will have no rights in any products or services created or sold by Clarivate or its affiliates that use Collected Data.

6. **Early termination.** Client may terminate this Agreement at any time during the Initial Term effective as of the date of the next annual anniversary of the term if Client's budget (funding) is eliminated and Client provides written evidence of the elimination of Client's budget (funding), such evidence to be in the form and substance reasonably requested by Clarivate.

7. **Modules**. Your purchase and use of additional modules, tools or other applications from us with the Software are subject to the same terms as the Software.

Vega, Innovative Mobile, Innovative Phone Alerts or Software-as-a-Service

1. **License.** We will provide you with subscription access via a website to our Integrated Library System solution known as "Vega". Client and, where applicable, its Authorized Users may access and use Vega (including any client configurations) (i) only for the management of the library and for servicing its patrons (including permitting Authorized Users to search library catalogues), and not on an outsourced basis, as a service bureau, for resale, or similarly on behalf of or for the direct or indirect benefit of third parties, and (ii) only in accordance with the other terms of this Agreement.

2. **New Releases**. The license granted to you pursuant to this Agreement will include, at no additional cost, a license to use all new scheduled major releases, service pack releases, and hot fixes of the software offered generally by Clarivate to its clients during the term of this Agreement (collectively, "New Releases"). "New Releases" do not include new or additional modules, applications or other software now or hereafter offered by Clarivate, each of which require a separate license and payment of additional license fees. Additional fees may be required for implementation of New Releases.

3. **Aggregated Data.** In addition to the rights set forth in the Terms, we may use your Content and otherwise collect information related to your use of our product to create and use aggregate, non-identifying and anonymized data ("Collected Data"). Client acknowledges and agrees that it will have no rights in any products or services created or sold by Clarivate or its affiliates that use Collected Data.

4. **Authorized Users**. Patrons fall within the number of Authorized Users on your Order Form.

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OPERATIONAL MATERIALS ADDENDA

Software Support, Service Availability and Maintenance

This document outlines our Software support, maintenance and service availability for the following products ("Covered Products"):

Polaris, Sierra, Millennium, Virtua, or INN-Reach or Subscription and Perpetual Licenses

Support

Requesting support. Support includes issue analysis, support case management, prioritization of issues, tracking and investigation of issues and explanation of error messages. You must provide us with the information we need to resolve your problem. This includes relevant contact information, details about the problem, error messages, user IDs, and any other necessary information. If you have problems using our software, your designated administrators can contact us during normal hours. Your administrator will be provided an internal portal to report issues and review their status.

Support Access. If you host your own Software, you must provide us direct network internet access to the Software, including any firewalls. We require such access to correct Software bugs and carry out modifications of the Software for the purpose of maintaining the Software.

New Releases. Unless you have purchased our Hosting Services, additional fees at Clarivate's then-prevailing professional service rates will apply for implementation of New Releases.

Response. We will use commercially reasonable efforts to meet the service level objectives stated below. Target response times to confirm receipt and begin troubleshoot and diagnosis of the problem are below. Resolution times cannot be guaranteed, although we undertake every effort to resolve your issues as soon as possible.

Priority	Response	Criteria
Severity 1	1 Business hour	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down
Severity 2	4 Business hours	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data
Severity 3	2 Business Days	An issue (other than a Severity 1 or 2) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time-critical business processes.
Severity 4	as promptly as is reasonably practical	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests. These will be logged but no immediate action will be taken. We will generally monitor the situation but will not be obliged to provide any solution.

Escalation Path. If you do not receive a response within the timeframe designated above, please reach out to your Account Manager.

Hosting Services

The following terms apply to the extent you have purchased hosting services from Clarivate for one or more of the Covered Products.

Service availability

We endeavor to ensure 99.9% availability of our software and make commercially reasonable efforts to schedule maintenance and system upgrades during the weekends or outside regular business hours (i.e. after regular end of business Pacific Time and before start of business Eastern Time) with reasonable notice. Availability is calculated by dividing the number of minutes the software was available during the Measured Period by the total sum of the minutes in the Measured Period less any Excluded Downtime.

For the purposes of this calculation, (i) the Measured Period is a calendar year and (ii) the Excluded Downtime includes scheduled downtime for system maintenance and release updates, as well as any service unavailability attributable to your breach, any actions or omissions by you or your users, causes beyond our control, or separate instances of unavailability of less than 5 (five) minutes duration each, provided such instances are not of a persistent nature.

If availability falls below 99.9% in a month for three consecutive months, you will be entitled to a credit equal to the prorated amount of the fees for hosting services for any time during such three-month period in which the software was unavailable (other than Excluded Downtime). This credit will be your exclusive remedy for such unavailability.

Security Controls

We take reasonable and appropriate administrative, technical and physical measures to protect the confidentiality, integrity and availability of your data; however, security and compliance is a shared responsibility between you and Clarivate. Our responsibilities are described below. You should take into consideration any special configurations or third-party applications and your responsibilities depending on any applicable laws and regulations.

The table below sets forth the features of our standard cloud-based hosting option. Premium support may be available for an additional cost.

Feature	Standard
24x7 network monitoring	✓·
Dedicated production environment	✓·
99.9% guaranteed infrastructure uptime	✓·
Dedicated public IP address and custom URL	✓·
Operating system installation and management	✓·
Library software installation and upgrades	✓·
Data backups	Daily
Archive data backup retention	30 days

Network Systems Audit Logging. All firewall logon activity and password changes are logged, monitored, controlled and audited. All intrusion detection and firewall log monitoring is done through services provided by Innovative and those pertinent log files and configuration files are retained for ninety (90) days and can be made available upon request for audit and problem resolution, as may be required.

Network Monitoring. All network systems and servers are monitored 24/7/365. We will monitor its systems for security breaches, violations and suspicious (questionable) activity. This includes suspicious external activity (including, without limitation, unauthorized probes, scans or break-in attempts) and suspicious internal activity (including, without limitation, unauthorized system administrator access, unauthorized changes to its system or network, system or network misuse or program information theft or mishandling). Innovative will notify Client as soon as reasonably possible of any known security breaches or suspicious activities involving Client's production data or environment, including, without limitation, unauthorized access and service attacks, e.g., denial of service attacks.

Audit and Security Testing. Hosting Providers perform regular security audits and testing. You may not perform own audits of hosting providers.

Information Security Auditing/Compliance. Our hosting providers undergo SOC 1/SOC 2 Type 2/ISO 27001 audits each year by independent third-party audit firms.   We offer hosting options in datacenters located in the United States, Canada, United Kingdom, Ireland, Australia and the Asia-Pacific region, however, Clarivate reserves the right to increase, decrease and/or relocate its datacenters at anytime.

Disclaimer

Support services do not include visits to your site, any services for third party equipment or software, problems stemming from a change you made to the software, or consulting services related to client specific configurations or implementation (such as interactions between the software and your hardware, installations at your site, assistance with acceptance testing, client specific templates or reports, etc). We have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge.

We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is (i) your breach of the agreement; (ii) your failure to use minimum recommended browser standards for access to and use of the software; or (iii) outside of our control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the software. Any additional services which you may request and we may agree to perform will be billed on a time and materials basis subject to our current applicable rates.

Changes to Support Policy

This policy may be updated by us from time to time, in our sole discretion.

Software Support, Service Availability and Maintenance

This document outlines our Software support, maintenance and service availability for **Vega, Innovative Mobile, Innovative Phone Alerts or Software-as-a-Service**.

Support

Requesting support. Support includes issue analysis, support case management, prioritization of issues, tracking and investigation of issues and explanation of error messages. You must provide us with the information we need to resolve your problem. This includes relevant contact information, details about the problem, error messages, user IDs, and any other necessary information. If you have problems using our software, your designated administrators can contact us during normal hours. Your administrator will be provided an internal portal to report issues and review their status.

Response. We will use commercially reasonable efforts to meet the service level objectives stated below. Target response times to confirm receipt and begin troubleshoot and diagnosis of the problem are below. Resolution times cannot be guaranteed, although we undertake every effort to resolve your issues as soon as possible.

Priority	Response	Criteria
Severity 1	1 Business hour	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down
Severity 2	4 Business hours	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data
Severity 3	2 Business Days	An issue (other than a Severity 1 or 2) which (a) has no direct and material impact on business processes, (b) has an impact only on a segment of users, or (c) does not yet disrupt time-critical business processes.
Severity 4	as promptly as is reasonably practical	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests. These will be logged but no immediate action will be taken. We will generally monitor the situation but will not be obliged to provide any solution.

Escalation Path. If you do not receive a response within the timeframe designated above, please reach out to your Account Manager.

Hosting Services

Service availability

We endeavor to ensure 99.5% availability of our software and make commercially reasonable efforts to schedule maintenance and system upgrades during the weekends or outside regular business hours (i.e. after regular end of business Pacific Time and before start of business Eastern Time) with reasonable notice. Availability is calculated by dividing the number of minutes the software was available during the Measured Period by the total sum of the minutes in the Measured Period less any Excluded Downtime.

For the purposes of this calculation, (i) the Measured Period is a calendar year and (ii) the Excluded Downtime includes scheduled downtime for system maintenance and release updates, as well as any service unavailability attributable to your breach, any actions or omissions by you or your users, causes beyond our control, or separate instances of unavailability of less than 5 (five) minutes duration each, provided such instances are not of a persistent nature.

If availability falls below 99.5% in a month for three consecutive months, you will be entitled to a credit equal to the prorated amount of the fees for hosting services for any time during such three-month period in which the software was unavailable (other than Excluded Downtime). This credit will be your exclusive remedy for such unavailability.

Security Controls

We take reasonable and appropriate administrative, technical and physical measures to protect the confidentiality, integrity and availability of your data; however, security and compliance is a shared responsibility between you and Clarivate. Our responsibilities, including those managed by Clarivate hosting partners, are described below. You should take into consideration any special configurations or third-party applications and your responsibilities depending on any applicable laws and regulations.

The table below sets forth the features of our standard cloud-based hosting option. Premium support may be available for an additional cost.

Feature	Standard
24x7 network monitoring	✓·
Dedicated production environment	✓·
99.5% guaranteed infrastructure uptime	✓·
Dedicated public IP address and custom URL	✓·
Operating system installation and management	✓·
Library software installation and upgrades	✓·
Data backups	Daily
Archive data backup retention	30 days

Network Systems Audit Logging. All network logon activity and password changes are logged, monitored, controlled and audited. All intrusion detection and firewall log monitoring is done through services provided by the Hosting Provider. The pertinent log files and configuration files related to customer's hosted solution are retained for seven days and can be made available upon request for audit and problem resolution, as may be required.

Encryption. Encryption for data-in-transit is provided as a part of the Standard Plan.

Network Monitoring. All network systems and servers are monitored 24/7/365. We will monitor its systems for security breaches, violations and suspicious activity. This includes suspicious external activity (including, without limitation, unauthorized probes, scans or intrusion attempts) and suspicious internal activity (including, without limitation, unauthorized system administrator access, unauthorized changes to its system or network, system or network misuse or program information theft or mishandling). Innovative will notify Client as soon as reasonably possible of any known security breaches or suspicious activities involving Client's production data or environment, including, without limitation, unauthorized access and service attacks, e.g., denial of service attacks.

Physical Security. The physical infrastructure used to support the product (and other professional services purchased by you from Clarivate, as applicable), including the servers, storage, switches, and firewalls, are provided by the hosting provider. The hosting provider limits access to only authorized personnel, and badge and/or biometric scanning controls access. Security cameras placed in the hosting facilities provide video surveillance.

Audit and Security Testing. Hosting providers perform regular security audits and testing. You may not perform own audits of hosting providers.

Security Assessments. Client may perform vendor due diligence reviews of Innovative's security best practices. Innovative undergoes annual audits by independent firms and will share its security certifications, and audit reports under Non-Disclosure, as requested by Client.

Information Security Auditing/Compliance. Our hosting providers undergo SOC 1/SOC 2 Type 2/ISO 27001 audits each year by independent third-party audit firms. We also hold the internationally-recognized ISO 27001:2013 standard for its information security management system supporting the hosting solutions. We partner with hosting providers who are designed to satisfy requirements of most security sensitive customers with constant monitoring, high automation, high availability, and highly accredited to global security standards, including: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or

SSAE 16) and SOC 2. We offer hosting options in datacenters located in the United States, Canada, United Kingdom, Ireland, Australia and the Asia-Pacific region, however, Clarivate reserves the right to increase, decrease and/or relocate its datacenters at anytime.

Your responsibility. Client remains responsible for properly implementing access and use controls and configuring certain features and functionalities of the software that Client may elect to use in the manner that Client deems adequate to maintain appropriate security, protection, deletion, and backup of its data.

Disclaimer

Support services do not include visits to your site, any services for third party equipment or software, problems stemming from a change you made to the software, or consulting services related to client specific configurations or implementation (such as interactions between the software and your hardware, installations at your site, assistance with acceptance testing, client specific templates or reports, etc). We have no obligation to correct any error resulting from a failure by you to implement a third-party software modification or update recommended by us and provided to you at no charge.

We are not responsible for downtime or any other failure to meet the availability requirement if the root cause of the disruption is (i) your breach of the agreement; (ii) your failure to use minimum recommended browser standards for access to and use of the software; or (iii) outside of our control including, but not limited to, failures of hardware or software of upstream service providers or at your location or improper use of the software. Any additional services which you may request and we may agree to perform will be billed on a time and materials basis subject to our current applicable rates.

Changes to Support Policy

This policy may be updated by us from time to time, in our sole discretion.

innovative

Part of **Clarivate**

Innovative Interfaces Incorporated
789 E. Eisenhower Parkway
Ann Arbor MI 48108
United States

Pricing Exhibit

Date	8/22/2024
Quote #	EST-INC17610
Payment Terms	Net 30
Overall Contract Term (Months)	72
Contract Start Date	
Contract End Date	
Sales Rep	Dean Cooper
Site Code	campl
Expires	10/15/2024

Bill To

Camas Public Library
625 NE 4th Ave
Camas WA 98607-2109
United States

Ship To

Camas Public Library
625 NE 4th Ave
Camas WA 98607-2109
United States

Currency

USD

Item	Item Category	Qty	Description	Options	Original Rate	Discounted Rate	Amount	Discount
Library Experience Essentials Single Bundle for Polaris	Subscription	1	The Library Experience Essential Bundle includes Polaris ILS, Unlimited Polaris Staff Licenses, 30 SIP2 Licenses for Polaris, Polaris ZMARC Auto Authority, Hosting for Polaris, Vega Discover Premium, and Innovative Mobile with Self Check Out. Polaris ILS: Polaris is an integrated library system solution to manage physical and electronic resources and library patron accounts, combining library operational workflows with open architecture. Polaris includes Cataloging, Circulation, Acquisitions, Serials, ILL, Export Express, Simply Reports, Self-Check, Patron-Facing eCommerce, eContent Integration, Outreach, Community Profiles, Classic Collection Agency, Staff-Facing eCommerce, Integration with 3rd Party Vendors, & RESTful APIs), standard Language Packs (English, Spanish, French Canadian), Client Deployment Tool, and RFID Integration. Polaris Hosting: Hosting environment for Polaris in production enables libraries to eliminate the overhead of maintaining an on premise server for Polaris ILS When Polaris is hosted, Innovative takes responsibility for release upgrades, backups, and system / environment maintenance & security updates. Includes Terminal services, PAC services, Reporting services, Screwdriver services. Unlimited Staff licenses for Polaris: The Polaris Staff Client is licensed software that allows the end user to access all of the Polaris functionality based on the permissions that are set in System Administration. This includes Circulation, Patron Services, Cataloging, Acquisitions, Serials, Utilities and System Admin. A separate staff user license is required for each concurrent connection made from a staff client to the Polaris ILS server, including from Polaris Web Application (aka Leap). Polaris SIP2 Licenses: SIP2 is required for any 3rd party hardware connecting to Polaris for the purpose of Polaris transactions e. g. 3rd Party self-checkout, sorters, etc. 30 licenses included. Polaris ZMARC Auto Authority: Subscription to Polaris ZMARC includes regular update files of MARC bibliographic records, including for Audio-Visual materials. Vega Discover Premium: Discovery			58,333.00	

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Item	Item Category	Qty	Description	Options	Original Rate	Discounted Rate	Amount	Discount
			offering for patrons to uncover content and explore new titles and resources with interconnected search, context engine (linked data model), roll-ups, showcases, collection sites for custom scoping, advanced configurations and customizations, themed catalogs, Guides and adherence to accessibility standards. Syndetics Unbound subscription included.					
			Innovative Mobile with Self Check Out: Mobile library application designed to extend the walls of your library through advanced capabilities such as discovery, patron account access,"Click and Collect" which allows patrons to reserve items and then be notified when it's time to pick up and Self-Check out with RFID or barcode for the Innovative mobile app. Includes additional SIP2 licenses required for the implementation.					
Polaris IPA SMS (Out and In)	License - Term	1	With Polaris IPA SMS, circulation notifications are delivered as SMS messages to patrons' mobile phones and text message devices.		2,112	2,112.00	2,112.00	
Library IQ	SaaS	1	The LibraryIQ Platform is the easiest way to see and understand your library's data across key areas of operation - in a single dashboard and includes Real-Time Analysis and Data Insights, Metric Tracking & Goal Setting, Collection Management & Development, Foot Traffic and Patron Usage		9,333	8,000.00000018	8,000.00	14.2827%

First Year Total   US$68,445.00

Pricing Exhibit

Innovative Interfaces Incorporated
789 E. Eisenhower Parkway
Ann Arbor MI 48108
United States

Date	8/22/2024
Quote #	EST-INC17611
Payment Terms	Net 30
Sales Rep	Dean Cooper
Technical Contact	CU10768 Camas Public Library : D...
Site Code	campl
Expires	10/15/2024

Bill To

Camas Public Library
625 NE 4th Ave
Camas WA 98607-2109
United States

Ship To

Camas Public Library
625 NE 4th Ave
Camas WA 98607-2109
United States

Currency

USD

Item	Item Category	Qty	Description	Options	Original Rate	Unit Price	Amount
Library IQ Platform Implementation Services	Services	1	Implementation services for the Library IQ Platform.		0	0.00	0.00
Polaris SMS Implementation	Services	1	Polaris SMS Implementation		5,000	5,000.00	5,000.00

Total Fees   US$5,000.00

Clarivate™

Statement of Work

This Statement of Work (the "SOW") dated August 27, 2024, is entered into pursuant to the Order Form between Camas Public Library ("Client") and Innovative Interfaces Incorporated ("Innovative") effective as of August 27, 2024 (the "Agreement"). Innovative and Client may each be referred to as "Party" from time to time or collectively as "Parties".

A. Purpose of this Statement of Work

The SOW provides an overview of the scope of the project and fees to complete the engagement based on Innovative's prior experience with similar projects and preliminary discussions with Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

B. Project Scope of Services

The Scope of the project includes the following professional services:

Innovative will perform the installation and implementation of Polaris SMS Alerts functionality for Client. A description of SMS alerts functionality is provided in Exhibit A of this SOW.

Services to be performed include:

- o Project management for the installation and configuration of SMS, including project scheduling, project risk management and mitigation, liaison with Client, provisioning and coordination of Innovative resources, and ensuring tracking and timely completion of project tasks.
- o Product profiling and configuration, including consultation with Client on desired configuration points, and entry and verification of profile and configuration.
- o System engineering, including software installation, ensuring correct integration with the Polaris integrated library system software, upgrade and reconfiguration of any installed Polaris components upon which the SMS product depends, and technical liaison with the Client.
- o Testing of the SMS software, with the assistance of the Client, to ensure that it is functioning as designed.

C. Innovative Services Team

The Services Team will have the following resources available for this project:

1. System Engineer: The System Engineer(s) shall work with the Client on software setup and configuration as well as installations, network connections, and infrastructure configuration.
2. Project Manager: The Project Manager is assigned to provide project management, resource management, risk mitigation and issue management. The Project Manager is the single point of contact throughout the implementation to coordinate work plans, schedules, and teams' work. The Project Manager will manage day-to-day operational aspects and ensure deliverables are met within a timely manner and according to the mutually agreed project plan.

D. Client Implementation Team

1. Librarian Lead – Works closely with Consultant to ensure requirements are complete and representative of the needs of the Library. The Librarian Lead will coordinate with key members of the team as required.

2. Technical Lead - Will be responsible for assisting with Client responsibilities related to system level duties required by Client.

3.

E. Implementation Assumptions

1. During and after implementation of SMS, the Client may identify software defects, or additional desired functional requirements. Client shall be responsible for working within Innovative's normal established support and enhancement request processes to report issues or provide input on additional desired functional requirements.
2. Client must provide the SMS configuration and profiling information specified in Exhibit B. Client will use settings which are closest to what they currently have in place with their existing notification system. The Polaris SMS configuration and profiling information can be summarized as:

> i. Confirmation of which notices the library will export for SMS.
> ii. Complete text for each SMS message that will be used. Up to 100 individual branch Hold Pickup messages may be configured within the scope of this SOW. Any branches added after completion of Services will be subject to a new SOW. Changes to messages after configuration may incur additional charges. For example, "You may pick up %%count%% book(s) at %%branch%% until %%date%%."
> iii. Client must allow outbound FTP (for transmission of the notice files) and inbound PAPI connections (for posting notices to the database).
> iv. Any additional information necessary to complete installation and implementation.

F. Fees and Payment Terms

Fees for Services delivered under this SOW will be charged on a fixed price basis as set forth in the attached Pricing Exhibit herewith and are made in good faith based on the activities, approach, and assumptions contained within the SOW. Payment terms for this SOW are as set forth in the Agreement. Any additional Change Requests will be performed at a blended rate of $200 per hour for all resources. Additionally, Client is responsible for all reasonable out-of-pocket costs and expenses incurred during this SOW. Pricing assumes that deliverables in this Statement of Work are completed within six months or additional Services fees will apply.

Statement of Work

This Statement of Work (the "SOW") dated August 27, 2024, is entered into pursuant to the Order Form between Camas Public Library ("Client") and Innovative Interfaces Incorporated ("Innovative") effective as of August 27, 2024 (the "Agreement"). Innovative and Client may each be referred to as "Party" from time to time or collectively as "Parties".

G. Purpose of this Statement of Work

The SOW provides an overview of the scope of the project to complete the engagement based on prior experience with similar projects and preliminary discussions with the Client. The Client hereby acknowledges that the SOW is not meant to capture all detailed requirements but documents the high-level requirements and implementation approach discussed and that additional detailed requirements discussions will be required to outline the full scope of work between the Parties.

H. Project Scope of Services

The Scope of the project includes the following set of professional services:

1. **Milestone 1: Kick-off** (schedule within 3 days of contract completion)

    a. Meeting with end user to review onboarding timeline and expectations

    b. Provide onboarding workbook to be completed with and by the end user. The end user will be asked to complete the workbook within five (5) business days as it will be used throughout the onboarding process.

2. **Milestone 2: Data extraction and flow** (complete within 28 days of workbook completion)

    a. Establish flow of data from the ILS in combination with variety of sources:

Platform Tool	Onboarding specifics
PatronIQ	End user chooses to send patron registration information it will display Configure Patron Collection Use via electronic vendors and the ILS Configure and provide patrons in and out of service area
CommunityIQ	Configure community map to specific location of each branch, confirm patron details align with ILS
CollectionIQ Analyze	Utilize ILS data to populate charts
CollectionIQ Circulation	Utilize ILS data to populate charts as well as electronic vendor data
CollectionIQ Discover	ILS data combined with popular book lists
CollectionIQ Maintain	Utilize ILS data to populate charts
DiversityIQ	ILS data combined with diverse book lists
MetricsIQ	If end user chooses to utilize enter metrics, unique metrics scripts will be created to align with state reporting Configure Best Time data to align with location address

      b. Deliverables: Weekly update to end user on progress

      c. Project management and reporting

3. **Milestone 3: Testing**

      a. The testing process will include a review of all library data for errors or omissions. Upon successful testing, access will be provided to the end user and complete data review session

      b. Create user accounts

      c. Expectation: end user will participate in final data review

4. **Milestone 4: Training**

      a. Provide up to two (2) *, 60-minute training sessions for end users. Trainings will be recorded.

   *for consortium customers, up to two additional one-hour training sessions upon request

I. Project Schedule and Milestones:

Provide weekly updates to the Client during onboarding process. Correspondence will primarily be performed via email, and phone calls. Work will normally occur between the hours of 9am to 6pm on weekdays, ET

A Project Management gecko dashboard will be created to help keep track of milestones. The Client will have front facing access to the shared project to keep track of the workload, timelines, and progress.

   The following resources will be available to support onboarding:

- Library IQ Solutions Specialists – Project Lead

- Account Manager – lead support team member

- IT/ILS Lead

- Product Manager

J. Ongoing Support

      a. Fresh Desk ticket management system is used to monitor incoming requests. Service requests will receive a response within one (1) business day.

      b. Deliverables: The Client will have access to the ticket management system to review open tickets on demand.