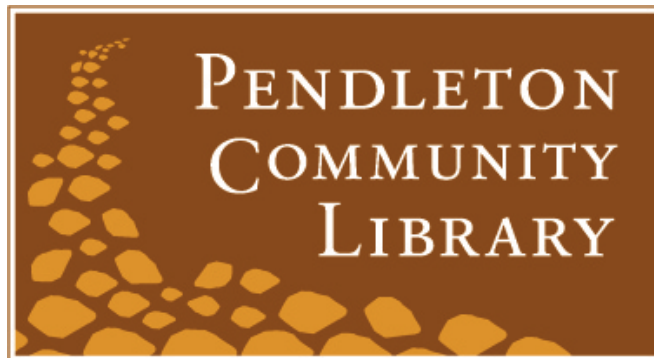# PENDLETON COMMUNITY PUBLIC LIBRARY
LONG-RANGE PLAN
2022   2023   2024

Adopted by the Pendleton Community Public Library Board of Trustees
February 9, 2022

LIBRARY MISSION

The Pendleton Community Public Library provides traditional library services, creative initiatives, and up-to-date technology in a comfortable facility with a friendly, helpful staff.

THE PLANNING PROCESS

With the continuation of the global pandemic throughout 2021, the library did not host traditional community input meetings in person. Rather, surveys were distributed and feedback was solicited via social media and in person. With the recent influx of residents moving into the area, and the remodel of the library in 2020, many new patrons began to visit the library. We heard lots of feedback from them about what was offered. Most of it was positive. Feedback that was received was low-hanging fruit, such as suggesting that staff members wear nametags.

Survey questions attempted to gauge the navigability of the library as well as whether patrons were able to find what they needed. There were some "outward" looking questions on the survey, which asked local residents to share their hopes and concerns for the local community. Again, responses were overwhelmingly positive. But, there was a recurring theme of the area growing too quickly, and residents were concerned with losing that small-town feel. Although these same patrons demand modern conveniences and expect them from the library.

Additionally, every staff member completed a "patron experience" exercise where they were to use the library as a patron. They entered through the main doors, tried to find materials, used the restrooms, etc. Each staff member completed a feedback form that helped to gauge the usability of the library as a patron who wants to serve themselves. It was discovered that more signage was needed as well as better lighting, and consistent branding.

Finally, patrons and staff were invited to write suggestions on a white board that was placed in a highly-visible area. Questions were open ended, asking for general suggestions on how the library could improve in various ways. Feedback was mostly program-related where patrons recommended sessions where they could learn about everything from birdwatching and foraging mushrooms to meditation and drawing caricatures.

PLAN NARRATIVE

After a significant remodel and reopening in a pandemic, the library began to see new patrons and different types of patrons using the library. Before the events of 2020, most patrons visited the library to borrow materials, use a computer or attend a children's program. Now, patrons also visit to use the space. With more people teleworking amidst the pandemic, the library sees regular usage of its 11 new study and meeting spaces. Patrons use the library as workspace where they require basic office equipment as well as high speed internet and free wi-fi to attend virtual meetings.

The pandemic has also required more patrons to interact with the library remotely, and therefore efforts to enhance online interaction with the library will continue. Personalized online readers' advisory, payment options, and fun and educational programming opportunities will be offered online. The addition of a cloud-based integrated library system also allows more flexibility in taking library services outside of the facility to sign patrons up for library cards, check out or renew items, place holds, and more.

As more young families move into the library's growing service area, there is more diversity in the library's population base. It's important that the library focus on serving our new patrons by growing collections and updating policies that reflect the values of a community that is evolving to become more diverse and inclusive. Likewise, the library is committed to offering programs and services for all patrons, and all patrons are served with respect regardless of differences.

The COVID-19 pandemic has caused a strain on the library's financial resources, and the addition of a fire territory in the library's taxing district puts an additional burden on the library. Library administration will continue to pursue cost-saving initiatives that are as invisible to the library's patrons as possible. Additionally, the administration and Board are focused on the retention of staff and will work to grow its non-professional wages towards a livable wage in Central Indiana.

The library's Read 'n' Feed program saw an overhaul in late 2021 and will operate in a new service model that does not require the space and expense of a cargo trailer. Additionally, home delivery services have begun to deliver food and books to those who are not able to leave their homes. The library had already been delivering food and books to patrons who request it, but requests have become significant enough that a more structured service model is necessary.

STATEMENT OF COLLABORATION
The library will continue to participate in the SRCS program as well as the statewide reciprocal borrowing program. These are both significant partnership agreements with Indiana Libraries.

In its efforts to help mitigate the financial impact of the proposed fire territory, the library is partnering with the South Madison Community Foundation (SMCF) to provide education and awareness about legacy estate planning. The library holds two funds with the SMCF, and the Friends of the Library also hold an endowment. The library is very well-regarded in Pendleton, and many loyal patrons are in their senior years. In the past, patrons have willed significant contributions to the library, and encouraging like donations in the future can help ensure the financial stability of the Pendleton Community Public Library.

Although this initiative doesn't fit neatly within a long range goal, the library is partnering with the Indiana Criminal Justice Institute to establish car seat safety inspection sites within Southern Madison County. The library will be one of these sites. The library was awarded a

grant from the South Madison Community Foundation and will use those funds to pay tuition for twelve local residents to go through training to become a certified car seat inspection safety technician. Currently the only other child car seat inspection site in Madison County is twenty miles away.

GOALS

1. Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.

2. Create a library environment that supports independent, self-driven use, inside the facility and in a virtual world.

3. Find viable means to deliver books and resources to homebound patrons.

4. Secure the financial stability of the library while growing wages and maintaining services.

GOAL ONE
ALIGN LIBRARY POLICIES AND PRACTICES WITH A CUSTOMER SERVICE PHILOSOPHY FOCUSED ON DIVERSITY, EQUITY, INCLUSION, AND ACCESS.

COMMUNITY NEED

The population of the library's service area, centered in Pendleton, Indiana, has seen significant growth in recent years. With this growth, comes a welcome diversity in its citizens. Pendleton has traditionally been a predominantly white community, and increased diversity provides opportunities for personal and communal learning and growth.

RESPONSE TO COMMUNITY NEED

All patrons need a safe place, where they feel like they belong. The library is focused on making sure that *all* patrons feel welcomed at the library. To this end, the library will examine everything it does to make sure that it is not exclusive in any way. All patrons, regardless of their demographic, should feel a sense of belonging at the library. The library's collections, policies, and practices will support that tenet.

ALA SERVICE RESPONSES
- Celebrate Diversity.
- Visit a Comfortable Place.
- Welcome to the United States.
- Understand How to Find, Evaluate, and Use Information.

OBJECTIVES
- Undergo administrative DEIA training to foster a working environment focused on equity culture.
- Use teachings from *Library Journal's* course, "Evaluating, Auditing, and Diversifying Your Collections" to ensure an easily searchable, well-rounded, and inclusive collection for all library patrons.
- Review policies through a DEIA lens to ensure that practices and policies don't favor any one patron over another.
- Become a fine-free library.

EVAULATION METHOD

As library administration goes through diversity training from several different providers, the intent is to learn how to foster a more inclusive library environment for library staff and patrons. Whereas the library feels that it has already made great strides to be more diverse, it is also recognized that authentic inclusion is a journey, and it will take time and a multi-faceted

approach to make sure a feeling of belonging is genuinely experienced by all staff and patrons. Organic communication among staff and soliciting feedback from patrons about their overall experience should help determine if the library's policies are in alignment with its customer service philosophy to welcome all patrons.

When staff members were going through the "Evaluating, Auditing, and Diversifying Your Collections" coursework, they were assigned actual audit assignments to see how easily patrons could locate diverse materials within the library's collection. Those exercises illuminated where work needed to be done. The library intends to engage a third party to perform an audit on the library's existing collection so MARC records can be updated to include more specific and inclusive subject tagging. After this work is complete, staff members will perform an audit similar to the one that was assigned to them with their coursework. Comparing the results of both of these audits, will determine whether the library's collection is more searchable for DEIA materials than it was prior to adding the subject tags.

If the library is successful in becoming a fine-free library, it will be a fine-free library. The plan is to begin with a phasing of fine-free policies, by starting with juvenile materials and materials checked out on juvenile cards. After some evaluation of this smaller rollout, adjustments may be made. The subsequent plan is to go entirely fine-free. However, the potential of the fire territory impacting the library's revenues may affect this objective.

GOAL TWO
CREATE A LIBRARY ENVIRONMENT THAT SUPPORTS INDEPENDENT, SELF-DRIVEN USE INSIDE THE FACILITY AND IN A VIRTUAL WORLD.

COMMUNITY NEED
Despite all the things that attempt to simplify life, day-to-day living is still hectic. The library shouldn't complicate matters. Not every patron is able to physically visit the library to attend a program, pay their fines, or talk with a librarian about their next great read. Yet that next great read is the very thing that some people need to slow down and live life to the fullest.

Some library patrons prefer to use the library independently, without having to interact with staff. This became especially apparent during the COVID-19 pandemic. The conveniences that were offered during the pandemic are expected services in the future. Patrons who appreciate and continue to use curbside pickup at their local grocery store also appreciate quick, self-driven options for library use.

LIBRARY RESPONSE TO COMMUNITY NEED
Not everything translates to the online world, but the things that do have become incredibly convenient. The library will continue to find ways to interact with patrons in an online environment and will expand services offered online to make life easier and preclude required visits to the library. Offering options for online payment and readers advisory helps the library to meet its patrons where they are.

The library will continue to improve its services and facilities to offer convenient, self-driven use of the library. Patrons will more easily be able to navigate their way throughout the library with better signage. A self-check station will welcome patrons to check out their own items, and held items will be available to pick up and check out without staff intervention. Fines can be paid at the kiosk or online. Wi-fi printing will also be available for patrons who visit the library using their own devices.

ALA SERVICE RESPONSES
- Connect to the Online World.
- Visit a Comfortable Place.
- Understand How to Find, Evaluate, and Use Information.
- Create Young Readers.
- Satisfy Curiosity.
- Get Facts Fast.

OBJECTIVES
- Improve library signage to assist with wayfinding.
- Implement self-service pickup and checkout.
- Offer a virtual option for in-person programs, when possible.
- Launch a personalized readers' advisory service.
- Offer a variety of payment options.
- Utilize LEAP for outreach flexibility.
- Implement wireless printing for patrons using personal devices.

EVLAUATION METHOD

When the library's annual staff development day was cancelled in 2021 due to Covid concerns, library administration supplemented with a series of professional development opportunities and assignments during the month of January, 2021. One of these was a "patron experience project" where staff members were encouraged to experience the library through a patron's eyes. They were to park in the patron lot, use the restroom, try to locate an item, and utilize the library's online resources, among other things. Patron surveys also asked if patrons were able to easily find what they needed and if they accomplished the purpose of their library visit. The feedback was helpful, and some improvements are still needed, even on the heels of the building project. For example, it was noted that lighting was not sufficient in some of the adult areas. Signage wasn't clear in other areas. And, some things weren't easy to find.

After objectives are met, library staff and patrons can take on a similar "experience project" where they just use the library as a patron for any variety of reasons. Whether it be a supervised visit, a work-related Zoom meeting, attending storytime, or finding the next great read, the library wants to create an environment where patrons and purposes co-exist. Feedback from these experience projects, compared to the ones performed in 2021 will help the library determine if this goal was accomplished.

GOAL THREE
FIND VIABLE MEANS TO DELIVER BOOKS AND RESOURCES TO HOMEBOUND PATRONS.

COMMUNITY NEED
As great as it would be for every resident to visit the library, it's simply not an option for some. For homebound patrons, books can be the best form of entertainment, keeping the mind active and continuing the path of lifelong learning. Using an electronic reading device may just not be an option for some patrons. Likewise, there are individuals who cannot leave the house to get food, and even if they could, they can afford little to get through the week.

LIBRARY RESPONSE TO COMMUNITY NEED
The library has a strong volunteer base, and some volunteers have expressed a desire to serve their community in unique and meaningful ways. This presents itself as an opportunity to serve a homebound community when the library staffing may not allow it. With a well-designed delivery model, the library can fill the community need to serve the homebound by coordinating deliveries and pick-ups of library materials and food, when needed.

The library is a unique entity that is well-respected in the community and can use its "friendly clout" to fill the gaps that are identified. Sometimes these gaps aren't traditionally filled by the public library, but that's how the Pendleton Community Public Library sets itself apart from others. With a well-rounded staff, a wealth of resources, and a big heart, the library looks to fill needs and improve lives.

ALA SERVICE RESPONSES
- Know Your Community.
- Stimulate Imagination.
- Satisfy Curiosity.

OBJECTIVES
- Purchase a vehicle that offers flexibility of usage for a variety of library purposes.
- Establish a process for delivery eligibility.
- Secure volunteers.
- Continue to evaluate and restructure Read 'n' Feed, based on current needs and resources.

EVALUATION METHOD
The evaluation method for delivering specific outreach objectives seems straightforward. When patrons request services offered by the library, they should be delivered. Evaluation towards meeting this objective will be based on how many requests are fulfilled vs. how many

requests are received. With a limited staff, meeting the delivery needs of patrons may require additional personnel. Volunteers will be considered and fully vetted, per the library's policy regarding Criminal Background Checks.

GOAL FOUR
SECURE THE FINANCIAL STABILITY OF THE LIBRARY WHILE GROWING WAGES AND MAINTAINING SERVICES.

COMMUNITY NEED
The community needs a library, and they need a library that will provide the services they expect when they move to a growing town like Pendleton, Indiana. With all the library has to offer, including a newly-remodeled library facility and a recently-launched app, the bar has been set high. The majority of the library's full-time staff is professional. Several of them hold advanced college degrees and all of them require professional State certification which is maintained through a credit system of continuing education. Professional library staff should be compensated for their education and experience. Support staff makes a starting wage of about $11.00 an hour, as that is what can be afforded by the library. Obviously, Pendleton residents have the basic expectation of fire and safety protection, provided by paid firefighters who work for a tax-funded fire territory. Unfortunately, this does not exist in Pendleton. The proposed addition of this territory puts a significant financial strain on the library, and it will be a challenge to mitigate this hit in the future while meeting the expectations of library patrons and also compensating employees at a living wage.

LIBRARY RESPONSE TO COMMUNITY NEED
The library will make every effort to offset the significant financial impact of the fire territory. Careful financial planning and the mindful building of reserves over the past years provides the library with some assistance to weather the storm. However, the library expects a loss in revenue, and that cannot be absorbed without a significant adjustment in the budget which will affect library operations and services to the public. The library will do its best to spend down reserves until the loss can be absorbed and minimize the impact on services. A variety of cost-cutting measures will be investigated and implemented.

ALA SERVICE RESPONSES
- All ALA service responses apply to this goal because the goal is to sustain the operations of the library, all of which serve to fulfill the entirety of ALA service responses.

OBJECTIVES
- Partner with South Madison Community Foundation to encourage legacy endowments to the library.
- Install solar array for energy cost savings.
- Cut back on workload of front desk staff.
- Grow wages towards $15/hour.

EVALUATION METHOD
Evaluating the financial stability of the library is dependent upon trends of cash flow and reserves. Over the past several years, the library has been mindfully reserving cash in anticipation of a fire territory absorbing some of the local tax revenue. After a period of years, the revenue should recover to a baseline that realizes a max levy growth quotient loss of about three years. The library needs the financial resources to weather the storm.

Essentially, the achievement of this goal is dependent upon whether or not the library can maintain the services currently offered and can continue to grow by offering the best possible services for the local community. Achievement of this goal is also dependent upon growing wages for staff.

PROFESSIONAL DEVELOPMENT STRATEGY
The Pendleton Community Public Library Board and administration encourage and support professional development for staff members, at all levels. The library appropriates an annual budget for professional development, and the 2022 budget amount for professional development is $3,000. That appropriation does not include professional membership dues, which are also paid for by the library. Travel expenses related to professional development is a separate line item in the library's budget.

The library has 7 professional librarians on staff, and 8 non-professional staff, all performing a variety of work. Professional library staff are required to earn library education units (LEUs) and technical library education units (TLEUs) to retain their professional certification, as is required by the State of Indiana through the Public Librarian Certification Standards. Since maintaining the proper certification is a requirement of the job, library staff are supported in their efforts to earn and retain certification. Staff are regularly encouraged to attend national conferences, statewide conferences, regional meetings, webinars, and roundtables. These types of opportunities are shared with staff as they are announced.

The library performs competency assessments for all staff which helps administration determine what type of further training is required for each staff member's success on the job. Administration actively seeks out opportunities to help staff build their skills, particularly in areas that have been identified as needing improvement during the assessment process. Additionally, the library holds an annual staff development day for training and professional development.

The Pendleton Community Public Library is fortunate to have some staff members who excel in training others. In recent years, the library has started incorporating instructional videos made by staff to help new and existing staff learn things like how to use the Beanstack app and how to use the library's local history resources. This type of training has been effective in that it's easy to access, is uniformly presented to all staff, and is often entertaining to watch. The library plans to utilize more of this type of training, as it's also beneficial for onboarding new staff members.

FACILITIES ASSESSMENT

The beautiful Pendleton Community Public Library facility is located at 595 East Water Street in Pendleton, Indiana. The library is a 28,048 square feet facility which was remodeled in 2020. It is open and modern, yet warm and welcoming. A recent assessment of the facility confirms that it is completely ADA compliant and meets all requirements in the Indiana Public Library standards.

The Pendleton Community Public Library is open sixty-five hours per week and is completely accessible to handicapped patrons. As part of a staff development exercise in 2019, staff members engaged in a "wheelchair experience" to see how challenging it was to navigate the facility using a wheelchair. It was discovered that two of the six public restrooms were very difficult to access. The library installed handicapped door actuators at those restroom entrances to improve accessibility to all patrons.

The library offers a variety of meeting rooms and seating options. There is ample light, although some areas have been identified as needing additional lighting which is currently in the works.

There are dedicated spaces for adults, teens, and children, with a full-time staff member dedicated to serving each of the three patron groups. Each of these spaces houses collections, technology, and activity space appropriate for the intended audience.

Outside spaces were recently enhanced with a new parking lot surfacing and striping and the conversion of exterior lighting to LED. In the interest of environmental stewardship, a solar project is currently underway, which adds carports to the back parking lot. The solar project is expected to be completed in the spring of 2022. The library already utilizes a geothermal heating and cooling system.

The 2020 remodel added an outdoor wi-fi patio which is accessible to all patrons, 24/7/365. The patio offers free wi-fi to all patrons, and the wi-fi was designed to extend into the parking lot for those who choose to stay in their cars. The free wi-fi network is easy to access, and no password is required.

2022

Goal One: Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.
- Undergo administrative DEIA training to foster a working environment focused on equity culture.
- Use teachings from *Library Journal*'s course, "Evaluating, Auditing, and Diversifying Your Collections" to ensure an easily searchable, well-rounded, and inclusive collection for all library patrons. ($4,200)

Goal Two: Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.
- Launch a personalized readers' advisory service. ($2,000)
- Improve library signage to assist with wayfinding. ($8,000)
- Implement self-service pickup and checkout. (project already paid for)

Goal Three: Find viable means to deliver books and resources to homebound patrons.
- Purchase a vehicle that offers flexibility of usage for a variety of library purposes. ($50,000)
- Establish a process for eligibility.
- Continue to evaluate and restructure Read 'n' Feed, based on current needs and resources.

Goal Four: Secure the financial stability of the library while growing wages and maintaining services.
- Install solar array for energy cost savings. (funds already committed)
- Cut back on workload of front desk staff. ($2,000)

2022

Goal	Cost	Source
Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.	$4,200	General
Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.	$10,000	Const. General
Find viable means to deliver books and resources to homebound patrons.	$50,000	Const.
Secure the financial stability of the library while growing wages and maintaining services.	$2,000	General
Warranties and Software Licensing	$28,310	General
Total	$94,510	

2023

GOAL ONE: Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.
- Review policies through a DEIA lens to ensure that practices and policies don't favor any one patron over another.
- Become a fine-free library.

GOAL TWO: Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.
- Utilize LEAP for outreach flexibility.

GOAL THREE: Find viable means to deliver books and resources to homebound patrons.
- Secure volunteers.
- Continue to evaluate and restructure Read 'n' Feed, based on current needs and resources.

GOAL FOUR: Secure the financial stability of the library while growing wages and maintaining services.
- Partner with the South Madison Community Foundation to encourage legacy endowments to the library.

2023

Goal	Cost	Source
Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.	$0	
Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.	$0	
Find viable means to deliver books and resources to homebound patrons.	$0	
Secure the financial stability of the library while growing wages and maintaining services.	$0	
Warranties and Software Licensing	$23,735	General
Total	$23,735	

2024

GOAL ONE: Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.
- Become a fine-free library.

GOAL TWO: Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.
- Offer a variety of payment options. ($3,000)
- Implement wireless printing for patrons using personal devices. ($3,000)

GOAL THREE: Find viable means to deliver books and resources to homebound patrons.
- Continue to evaluate and restructure Read 'n' Feed, based on current needs and resources.

GOAL FOUR: Secure the financial stability of the library while growing wages and maintaining services.
- Grow wages towards $15/hour. ($20,000 ongoing)

2024

Goal	Cost	Source
Align library policies and practices with a customer service philosophy focused on diversity, equity, inclusion, and access.	$0	
Create a library environment that supports independent, self-driven use inside the facility and in a virtual world.	$6,000	General
Find viable means to deliver books and resources to homebound patrons.	$0	
Secure the financial stability of the library while growing wages and maintaining services.	$20,000	General
Warranties and Software Licensing	$22,560	General
Total	$48,560	

TECHNOLOGY VISION

The Pendleton Community Public Library provides patrons with the capability to utilize technologies that maximize their personal, academic, and professional productivity. The library's technology infrastructure is managed by a capable, local IT company, and the network supports the use of any variety of personal technology device. The library facility has ample seating and comfortable workspaces where wired and wireless networks are easy to access, and connection speeds are quick. The meeting rooms provide a variety of technology options for patrons utilizing the space for collaborative meetings, both virtual and in person. Accessible power outlets, data ports, and charging stations are located throughout the facility. A trained, knowledgeable staff member is always available to provide friendly assistance with technology. Internal operations are supported with the latest software and hardware, which is updated regularly to provide staff with the tools needed to excel in their jobs.

SOFTWARE
- The Microsoft Server 2012 R2 Operating System will be coming to an end of extended support period in the year 2023. Once this product reaches end of life, Microsoft will no longer be releasing security and feature updates for the product. The library has plans to upgrade or replace any servers running the 2012 R2 Operating System from production use before they reach end of life. The software licensing for this project is already owned by the library. Applicable servers are as follows:
  - *PCPLDC01, PCPLDC02, PCPLCA01, PCPLSQL01, PCPLSUS01, PCPLDATA01, PCPLDPS01, PCPLENV01, PCPLEXC01, PCPLPRT01, PCPLWDS01, PCPLAPP01, PCPLMINE01, PCPLPROD03, PCPLTS02*
- The library will be exploring the option to utilize Microsoft 365 products in 2022 through the newly developed Tech Soup Academic program.

HARDWARE
- The library plans to replace the existing wireless infrastructure in 2022.
- The library plans to replace the core network router in 2022 as it becomes end of support status within Cisco.
- The library plans to install a Palo Alto firewall in summer of 2023 to replace the Cisco ASA firewall currently in place. This will increase both security and performance on the network. This is an eRate eligible item.
- The library plans to renew Cisco SmartNET contracts in the summer of 2023 to provide warranty and maintenance services on various network equipment. This is an eRate eligible item.

TECHNOLOGY OBJECTIVES TIMELINE & REPLACEMENT SCHEDULE

The Pendleton Community Public Library has a standard practice of budgeting for regular replacement of computers and hardware. The library's IT consultants at eKeeper Systems help the library plan the financial resources to keep the library's public computers and internal hardware up-to-date and functioning smoothly. The items below are already budgeted and do

not incur an additional financial responsibility outside of the library's regularly budgeted expenses.

2022
- Begin rolling upgrade of all 2012 R2 servers
- Replacement of the core router
- Research the option of implementing Microsoft 365 products
- Replace 4 children's public PCs

2023
- Complete rolling upgrade of all 2012 R2 servers
- Purchase and install Palo Alto Firewall
- Renew Cisco SmartNET contracts
- Replace 8 adult public PCs, and 6 teen PCs.
- Replace 4 staff PCs, or as needed.

2024
- Begin preparing for server replacement in early 2025
- Replace 4 public PCs in Quiet Room.
- Replace 4 staff PCs, or as needed.

WARRANTIES AND SOFTWARE LICENSING

2022

PRODUCT	COST
PowerEdge R630 Warranty Extension	$2,000
Deep Freeze Enterprise Cloud (3 years)	5,000
Veritas Backup Exec	250
Broadcom Endpoint Protection (65 licenses)	2,275
Envisionware PC Res and LPT One	800
Polaris Support	9,100
Wildcard SSL Certificate (for Communico app)	800
Malware Bytes (31 licenses)	1,085
Replacement Core Router – C4331 (eRate eligible)	7,000
TOTAL	$28,310

2023

PRODUCT	COST
PowerEdge R630 Warranty Extension	$2,200
Veritas Backup Exec	250
Broadcom Endpoint Protection (65 licenses)	2,275

Envisionware PC Res and LPT One	800
Polaris Support	9,100
Wildcard SSL Certificate (for Communico app)	800
Core Router – SmartNET (eRate eligible)	1,200
L-AC-APX-3Y-S1 (AnyConnect) (25 licenses)	625
WS-C3650-24PS-S SmartNET Coverage (eRate eligible)	1,600
Palo Alto PA440 Firewall Device	1,200
Palo Alto Subscription Services - Pro Bundle 1Y	900
WS-C2960X-48FPS-L SmartNET (eRate eligible) (2 licenses)	1,800
MalwareBytes (31 licenses)	1,085
TOTAL	$23,735

2024

PRODUCT	COST
PowerEdge R630 Warranty Extension	$2,400
Veritas Backup Exec	250
Broadcom Endpoint Protection (65 licenses)	2,275
Envisionware PC Res and LPT One	800
Polaris Support	9,100
Wildcard SSL Certificate (for Communico app)	800
Core Router – SmartNET (eRate eligible)	1,200
L-AC-APX-3Y-S1 (AnyConnect) (25 licenses)	625
WS-C3650-24PS-S SmartNET Coverage (eRate eligible)	1,600
Palo Alto Pro Bundle for Firewall	900
WS-C2960X-48FPS-L SmartNET (eRate eligible) (2 licenses)	1,800
MalwareBytes (31 licenses)	1,085
TOTAL	$22,560