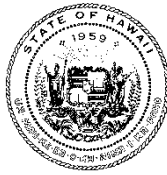


DAVID Y. IGE  
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CATHERINE PAYNE  
CHAIRPERSON

STATE OF HAWAII  
BOARD OF EDUCATION  
P.O. BOX 2360  
HONOLULU, HAWAII 96804

June 17, 2021

TO: Board of Education

FROM: Catherine Payne  
Chairperson, Board of Education

AGENDA ITEM: Board Action on State Librarian's evaluation for 2020-2021 School Year:  
end-of-year evaluation

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The Board of Education's ("Board") state librarian evaluation process, revised on June 18, 2020,<sup>1</sup> includes an end-of-year final evaluation of the state librarian's performance on predetermined professional standards based on the American Library Association's description of required skills for library directors and multiple public library director evaluations from across the country and annual state librarian priorities. On July 23, 2020, the Board adopted state librarian priorities for the 2020-2021 fiscal year.<sup>2</sup> The state librarian is to provide the Board with a self-assessment along with supporting documents and evidence to help inform its evaluation.

State Librarian Stacey Aldrich's materials related to the end-of-year self-assessment are attached as **Exhibit A**.

The evaluation process originally envisioned the Board conducting its end-of-year evaluation of the state librarian in executive session, taking action on the assessments in public, and publishing its ratings and comments on its website. However, on June 27, 2019, the Hawaii Supreme Court issued an opinion regarding discussion of personnel matters in executive session.<sup>3</sup> Based on this opinion, the discussion of the state librarian's performance should occur in public because there is no clear, legitimate privacy interest in highly personal and intimate information, as described in the opinion. Because the entire discussion will occur in public, it is more appropriate for the official meeting minutes to serve as the record of the evaluation rather than a separate summary document.

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<sup>1</sup> The memorandum on the revisions to the state librarian's evaluation is available at: [https://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM\\_20200618\\_Action%20on%20State%20Librarian%20Evaluation%20and%20Job%20Description.pdf](https://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM_20200618_Action%20on%20State%20Librarian%20Evaluation%20and%20Job%20Description.pdf)

<sup>2</sup> The memorandum on the state librarian's priorities for the 2020-2021 fiscal year is available at: [https://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM\\_20200723\\_Action%20on%20State%20Librarian%20Priorities%20\(With%20Cover%20Memo\).pdf](https://boe.hawaii.gov/Meetings/Notices/Meeting%20Material%20Library/GBM_20200723_Action%20on%20State%20Librarian%20Priorities%20(With%20Cover%20Memo).pdf)

<sup>3</sup> *Civil Beat Law Center v. City and County of Honolulu* is available here: <https://oip.hawaii.gov/wp-content/uploads/2019/07/CBLC-v-Honolulu-Police-Commission-Kealoha-exec-session.pdf>.

**Exhibit A**

**State Librarian Stacey Aldrich's 2020-2021 Self-Assessment and Supporting Documents and Evidence**

# STATE LIBRARIAN END-OF-YEAR EVALUATION WORKSHEET

## STANDARDS

Professional Standards	Ratings
Standard 1: Visionary Leadership and Organizational Culture	Effective
Standard 2: Operations, Resources, and Personnel Management	Effective
Standard 3: Board Governance and Policy	Effective
Standard 4: Communication and Community Relations	Effective
Standard 5: Ethical Leadership	Effective
<b>Component 1 (Professional Standards) Overall Rating</b>	<b>Effective</b>

### Justification

Pandemic leadership is going to produce a slew of new books and podcasts in reflection. Leading during the middle, and hopefully close to the end, of a pandemic has been a challenge for all leaders. There are days when you feel like you are being effective and days when you think you are failing miserably. Through it all, we have moved forward. We continued to safely open up our services and build partnerships with state and local organizations. This past year, the most effective work I have done has been around building support for our libraries as community hubs. Our public libraries are vital support for our State's recovery because we connect individuals and families to the physical and digital resources they need to be successful in education, digital literacy, work, health, and life of the mind.

## PRIORITIES

State Librarian Priorities	Ratings
State Librarian Priority 1	Effective
State Librarian Priority 2	(In progress)
State Librarian Priority 3	(Almost completed)
<b>Component 1 (Professional Standards) Overall Rating</b>	

### Justification

The pandemic continued to require a lot of energy to manage the ever changing environmental situation. Progress has been made, but not everything has been 100 percent completed. In some cases, we were not able to complete due to issues with getting resources or having to strategically place our energy in other areas to keep our organization moving forward. Priority 1 was completed. Priority 2 is still in progress as we continue to review our resources. Priority 3 is almost completed.

## BOARD ACTION ON STATE LIBRARIAN'S EVALUATION FOR 2019-2020 SCHOOL YEAR: END-OF-YEAR EVALUATION | JUSTIFICATION

The following are a few examples related to the standards and priorities set forth in this evaluation. As with my last evaluation many examples are related to the pandemic. In terms of the priorities, you will see that some were completed and others are still in progress. All of the work that has been done at the Hawaii State Public Library System could not have happened without an amazing team of dedicated staff. It has been a rough year, and people are tired, but they continue to press on and focus on supporting our communities. I am including examples of the great work staff have done.

## STANDARDS

### STANDARD 1: VISIONARY LEADERSHIP AND ORGANIZATIONAL CULTURE

**RATING:** Effective

**JUSTIFICATION:** There were more challenges in the middle of the pandemic. There were good days and bad days because everyone has been dealing with the trauma of the pandemic in different ways. Through it all our organization has continued to find ways to support our communities. The following are examples to highlight the work done in this area.

#### **1.1. Clearly aligns leadership actions, staffing, and resources to a patron-centered vision and ensures the vision is evident in the culture of public library branches;**

Our public libraries exist to provide access, resources, support, and places for our communities to connect. The question I have continued to think and act on is how to we continue to be this vital resource during the varying stages of the pandemic?

#### **Flexible Services**

Throughout the pandemic, we worked with staff to phase in our reopening to the public. We wanted to have a structure that would allow us to move forward and backward if needed. Each phase added new services based on what we could safely implement:

- *Library Take Out:* Patrons place a hold on a book, place a Picktime appointment for pick-up when they are notified that their books are ready, and pick up.
- *Computer Time at the Library:* Patrons could call and make a reservation to use a computer for a limited amount of time.
- *Wiki Visit:* Patrons could come into the library in limited numbers to browse and borrow, use a computer, use a copier, ask staff for assistance.
- *Opened with limited capacity* for patrons to browse and borrow, use a computer, use a copier, ask staff for assistance, and some limited seating.

We have an amazing staff. When our libraries are understaffed (due to budget, hiring freezes, and staff vacancies), they continue to want to provide some level of service. When staffing levels are low, and it is not possible to manage people in the building with all of the current protocols, our libraries shift to Library Take Out Services. This ensures that the public still has access to the resources they need. A menu of services sign at each library, is still used by some of our libraries share with the public the services available at the library.

### **Implementation of Services Based on Community**

While we have tried to create standard services across the staff, we also understand that sometimes our communities are different, and branches need latitude in the implementation of new services. When we moved into the *Opened with limited capacity phase with limited seating*, each branch phased in the addition of chairs based on their community and experiences. With limited capacity, we struggled with how to ensure that all patrons had a chance to use the library, and not create friction with patrons who may refuse to leave to allow others to come into the library. Each branch was able to build their plan for implementing based on experience and need. We only asked that all libraries implement limited seating by June 1. The branch managers of the libraries that implemented limited seating first were invited to share their experiences with their colleagues. This encouraged good discussion and sharing of strategies for supporting patrons.

### **Information for Patrons**

With the continued changes to services, staff wanted to make sure that patrons had the information they needed to understand what library services are available and additional FAQs. Staff from the branches and support offices worked together to create guidance for our community on our website about visiting and using our library services. In the last month, the page has been view more than 5,700 times.

[\*Attachment 1: Menu of Services\*](#)

[\*Attachment 2: Visiting & Using Library Services\*](#)

### **1.2. Creates an organizational framework that guides the library system in the development of people, place, collections, and services and programs;**

Our organization continues to use our HSPLS Framework for planning and communicating internally and externally. It helps us keep focused on what is important, but also leaves room for addressing the details. All of our communications have been designed around people, place, collection and services and programs. It provides a common vocabulary and simple way for us to think about and articulate our complex organization to stakeholders.

In the next fiscal year, we are looking forward to expanding the HSPLS Framework to include community driven areas of focus, through a strategic guide building process with our community stakeholders.

[\*Attachment 3: HSPLS Framework\*](#)

[\*Attachment 4: Legislative Informational Budget Briefing, January 13, 2021\*](#)

### **1.3. Nurtures an organization of working together, trust, and high expectations by supporting leadership and staff who work behind the scenes and in branches to make decisions that improve library services;**

The Executive Team and myself work to always keep communication open and encourage ideas from all levels. We began the pandemic by meeting three times per week with branch managers for Library Operation meetings. As we opened up services and staff needed more time working in the branch, we moved to once a week (or not if no agenda items). During Library Operation meetings, we have discussions about issues, use time to plan, get feedback, share experiences and important information.

Often times, we have discussions and ask the branch managers to talk with their staff and bring concerns or feedback to the next meeting.

Our path for moving forward during the pandemic has always been to get as much input as possible before we make any changes. We provide a starter scenario and then make changes as we understand the issues and concerns from the staff. When we do move to the next phase, we provide detailed emails and accompanying documents to support staff.

Before we launch new services system wide, we have smaller groups of libraries pilot and share learnings. For example, before we introduced our new HSPLS app, a small group of libraries offered to pilot in their libraries. They worked together to create signage and support for the public. They showed patrons how to download and use. Staff also asked patrons for feedback, which we were able to use that feedback to make small tweaks to improve the app. The pilot group then shared experiences and the signage created with the other branches before we launched statewide.

*Attachment 5: Example of a Library Operations Meeting*

*Attachment 6: Example of work done by the HSPLS new app pilot group*

**1.4. Leads and supports the use of quantitative and qualitative data to identify priorities, assess organizational effectiveness, identify effective practices and promote continuous organizational learning, and inform services and programs for administrators and library staff; and**

I continue to be a data nerd. I am always interested in the snapshots of information that helps us understand our organization, resources and services. Data is important for how we make decisions.

Last year, I mentioned the new data software BC Analytics. It is software that creates more visual data from our online catalog system. By the time you read this, branch managers will have received training on how to review the customized dashboards that have been created for their branches. This live data will enable our branch managers to review check outs, holds, library cards and more. It will help them understand what is happening locally and compare with other libraries.

We also implemented another collection data tool called Edelweiss. This online tool enables library branches to see live data about their collections. What is circulating? What genres are most used? What is not checking out? This data helps our libraries make more informed decisions about what they purchase. Edelweiss also provide top reviews of popular authors and books that staff can consider when purchasing for their libraries.

This year we implemented an appointment system, called Picktime, which helps our patrons make reservations for picking up items that they have on hold for Library Take Out. Claire Ikehara has been keeping reports since the beginning and reporting total numbers of reservations/pick-ups and data about the time and day of week of the pick-ups. This helps us understand the workloads of our branches, how some communities do not use, and also if as we open more if fewer people use the service because they can come into the library. Early on we could see for some communities that patrons preferred to call or stop by. As we are more open, we are starting to see a decline, but many patrons continue to report that they love the convenience of the service.

*Attachment 7: Example of Edelweiss*

*Attachment 8: Picktime Data*

**1.5. Ensures all staff receive relevant and continuous professional development, including leadership development, that directly enhances their performance.**

Pretty early into my professional career, I was responsible for developing professional development for library staff. I have always believed in the power of professional development and I support opportunities as much as possible.

Niche Academy is our platform for making training available. Not only can we add our own training, but we can add training from other member libraries who share their training with everyone. For example, staff mentioned that they wanted more training on making book repairs, so we were able to add to our list of online classes a Book Repair Clinic from the Northern Lights Library System in Alberta Canada for staff to take.

Danielle Todd, our Staff Development Coordinator, has continued to add new training to our Niche Academy and send out a learning newsletter with learning opportunities. She also has coordinated staff that attended conferences to share what they learned in a webinar with other staff.

We continue to use a train-the-trainer model for learning. We support small groups of staff to attend learning opportunities and conferences and then ask that they share their learnings with their colleagues.

In October 2020, a small group of staff attended a national training session specifically focused on How to get mask compliance and how to deal with other problem behaviors related to COVID-19. The staff created a presentation and shared with all staff. The training was recorded and is available on Niche Academy.

This past year, we have supported staff to attend national virtual conferences. Staff attended the Association of Rural Libraries Conference and Hawaii Library Association. We are grateful to the Hawaii Library Association for opening up access to our paraprofessional staff for free in 2020. We are also supporting two staff to attend the American Library Association Virtual Conference at the end of June 2021.

For our IT Staff, we work with Microsoft to obtain credits to support our technology staff to learn and improve their skills as they relate to Microsoft products. This year they focused on managing Microsoft Teams.

In this coming year, our Staff Development Coordinator, is working on an online Orientation to help onboard new staff.

*Attachment 9: Sample of Learning Newsletter*

*Attachment 10: Presentation by HSPLS Staff on How to Get Mask Compliance and How to Deal with Other Problem Behaviors Related to COVID-19.*

## **STANDARD 2: OPERATIONS, RESOURCES, AND PERSONNEL MANAGEMENT**

**RATING:** Effective

**JUSTIFICATION:** I am engaged and knowledgeable about my whole library system. I work with my colleagues to continue improving our operations and the use of our resources, so that we can serve our communities. The following are examples to highlight the work done in this area.

### **2.1 Monitors and evaluates the management of operational systems to ensure the effective and efficient use of human, fiscal, capital, and technological resources;**

The Executive Team is made up of leaders from HR, fiscal, capital, collections, library development, 49 branches, Hawaii State Library, Library for the Blind and Print Disabled and IT. We normally have weekly meetings to share information, plan, and discuss operations and projects. Having this group at the table ensures robust conversation and decision-making that is based on systems thinking. The best part about this group is that we don't always agree and we have robust discussions that help us make better decisions. I always listen, ask questions and am willing to make changes that best move our organization in the right direction.

I meet weekly with the Administrative Bureau Manager and we get frequent updates on the budget. We review personnel, operational and project costs. We prioritize needs and track expenditures. This year, we received additional \$127,000 in CARES Act Funding through the Institute of Museum and Library Services for COVID-19 and Digital Equity projects. The Executive Team reviewed the purposes of the funding and worked to determine priorities. We used the funding to support Plexiglas shields in our libraries to create another layer of COVID-19 mitigation and a Digital Literacy Assessment tool that will be available in all of our libraries by the end of Summer, as a part statewide efforts to support Digital Literacy.

I work closely with our HR department and speak frequently with them regarding our most important resource, our staff. We discuss issues, concerns, processes and recruitment. There is still much work to be done in the design of our organization to enable more focus and support for the system. We have too few people in some branches and support areas, who are expected to the job of 2-3 more people. This makes it difficult to focus energies and complete projects and it is exhausting for the staff. We have some simple plans for beginning and are hoping to implement in the next fiscal year, if the budget allows.

A month before the pandemic began, our official IT Manager left. Due to the pandemic, budget cuts, and hiring freezes, I have been managing IT directly. During this past year, we have completed numerous IT projects (examples: increasing WiFi access outside of library buildings, adding 16 Chromebook labs to every library, implementing a new app, and upgrading simple technology like adding wireless barcode readers to every branch for ease of use). I have also been leading a project to upgrade our network infrastructure for all 51 branch locations using USAC eRate funding that we successfully were awarded this past year. We were awarded about \$3.2M in eRate funds with a matching requirement of \$821,000. I worked closely with our Administrative Services Manager to identify funding that could be used to match, and worked with the Friends of the Hawaii Library to get grant support from the Weinberg Foundation for \$500,000 of the \$821,000 matching requirement. I am grateful to Nainoa Mau for leading the grant writing efforts and the Weinberg Foundation for supporting connectivity in our communities. [\*Attachment 11: eRate Funding\*](#)



**2.2 Develops and ensures the implementation of procedures and structures to support compliance with local, state, and federal laws and regulations;**

I continue to work closely with staff to ensure we are following the appropriate local, state and federal laws and regulations. I am very familiar with requirements for all of our federal funding and work with staff to make sure that we are spending funds appropriately.

We do work with staff to update them and ensure that they have the information that they need to be in compliance. For example, we have a staff member who has begun to do routine presentations for branch managers on the state and federal regulations we must follow to ensure we have safe and healthy buildings.

**2.3 Implements personnel procedures and programs to recruit, hire, and develop personnel;**

I work very closely with our HR department to ensure that we have the appropriate resources and procedures to support staff. We are constantly looking for new ways to improve these procedures within the limits of the state requirements.

This year was particularly difficult for staffing. Budget cuts, hiring freezes and increased staff vacancies due to retirements and departures depleted the number of staff available. We also had to cut student helpers and subs. Throughout the year, we have had to prioritize positions and funding available to make requests to fill to the Governor. All have been approved so far. The bigger challenge has been finding the right people to fill the most crucial of leadership positions.

It is clear to us that we need a program to start growing our own managers and leaders within the organization.

**2.4 Guides the process of fiscal planning and budget development, makes recommendations based upon the public library system's current fiscal position and future needs, makes sound fiscal decisions aligned with the library framework, and ensures all fiscal practices are clear and accountable;**

I continue to work directly with staff to build our budget requests as they relate to our framework. Our budget is not complicated. Eighty percent of our budget is people and twenty percent is basic operations. We have a small team, led by the Special Assistant to the State Librarian, that works to build and communicate our budget effectively with the Governor and Legislature. We have been successful over the past few years in our budget request because we focus on building each year and showing what we have been able to accomplish around people, place, collections and services and programs.

We spend time analyzing and balancing the budget and use of our Special Funds, which are made up of fines and fees, and used for our collections. We have to determine each year, based on predictions for the next year, how much we can spend, and still have funding in future years.

**2.5 Monitors facilities use and needs and works with staff to develop and implement strategies for creating spaces that are safe, well maintained, welcoming, and able to serve the library needs of each community;**

I first want to give my sincerest gratitude to Mallory Fujitani, Special Assistant to the State Librarian, for all of her blood, sweat and tears in managing all of our complicated facilities projects. I also want to thank her assistant, Dana Remigio, who helps keep us organized.

We have ongoing facilities meetings and discussions to make sure I am up-to-date on construction projects and other major issues. I am involved in the beginning of any major project to make sure I understand the project and that we can make sure important library related issues are addressed.

We have a list of projects for our libraries that is discussed and refreshed yearly with the Department of Accounting and General Services. When we have to shut down a library for an extended period of time, we do our best to “refresh” the library with new flooring, painting and furniture. I am happy to report that after 2 years of a complicated building renovation; we are finally reopening the Liliha Public Library to the Public in June 2021. We are excited about this library because not only have we made important building repairs, we have updated the library’s space to be flexible and open for the public. All of the shelving and furniture is movable, so that we can reconfigure as needed, and we have created a special Chinese Collection Room.

Along with the list of projects that we are working on to improve our library spaces, we currently have several building renovation projects and projects to build new libraries. The big projects currently are Kahului, McCully, and Naalehu. Kahului and McCully have been closed for big projects and now we are working on the refresh contracts. Naalehu was our smallest library in the state and was housed in a single trailer. After years of work, the library is now a triple wide with a bathroom. We are still tying up the final phases of the project and hope to open later this summer for the community.

Sample of other current projects include:

- Planning and construction funding for a new library to merge Mountain View and Keeau.
- Wrapping up planning for a new Paho Public Library, with potential to maybe build with a new transit hub.
- Working to acquire land for a new Waikoloa Public Library.
- Planning study to investigate the possibility of building a new Kahului Public Library in a mixed-use civic center complex on Maui. We are grateful to Ruby Edwards, who is a visionary community developer in the State Office of Planning, DBEDT, for her vision and support for this idea.
- Planning, design and construction for the expansion of the Makawao Public Library.
- Planning study to identify possible new locations for the Kapaa Public Library, which is in a flood zone. We are grateful to Representative Nadine K. Nakamura for her support of this project.
- Working with HECO to install an electric car charging station at our Wakiki-Kapahulu Public Library.
- Planning stages for a new mixed used facility that would include a new Wahiawa Public Library. Many thanks to Senator Donovan Dela Cruz for initiating this project and supporting our public libraries.
- Replacing the A/C for Kailua Kona.
- Beginning of planning and design for renovations of the Kaneohe Public Library
- We’ve initiated a master planning projects for Hawaii State Library, Hilo, Wailuku and Pearl City.

- We closed two cesspools and are completing requirements from the EPA.

## **2.6 Works with staff to develop collections that effectively balance local, island, and statewide resources;**

I work directly with the Technical Services Section Manager, who has been taking on a larger leadership role in collection development over the past year. We have discussions about the collection and how we can continue to improve our models.

This past year, Collection Hui's were formed across our islands. The purpose of the hui is to open discussion among libraries so that we can make better decisions about purchases. Small groups of libraries join together monthly to discuss collections, review Edelweiss data, order lists, and make decisions about what materials need more copies and what materials do they not necessarily need to purchase.

I continue to mostly be a digital user of our collections. It does help me understand what the patrons see and engage in good conversations from a patron's perspective. I can see that more people are using our digital collections because I am usually on a waiting list to get to the books I would like to read. To help offset the issue of the 21 days off the shelf, we implemented a new collection called the Lucky Day Collection. These items can only be checked-out for a loan period of seven days, so they are available quickly for those readers who love to dive in and read and move on.

I would highly recommend Octavia E. Butler's *Parable of the Sower*. She was a brilliant science fiction author.

## **2.7 Works with staff and community to develop programs and services that support the library needs of all community members; and**

We are always working with the community to develop programs and services that support our patrons. We have amazing leaders in our public libraries who also make connections that not only support programs in their local branches, but the system too. The following is a snapshot of some of our partners:

- As the legislature worked quickly to redesign the legislative session to accommodate the pandemic, we worked closely staffers to create a page on the HSPLS website to help guide people through the process for providing testimony. We also implemented a method for patrons to call and make an appointment to use our technology and connectivity to provide "in-person" testimony. While we hoped it would help create more access for the public, we did not have anyone ask to make an appointment to testify from the library.
- We continue to work with The Music for Life Foundation to continue to launch the ukulele borrowing program in libraries across the state. This was a great example of staff creating the connections. We are grateful to Kelsey Faradineh, Branch Manager for Nanakuli, for starting us this amazing journey. Leo Daguioag, Founder and Executive Director and Jake Shimabukuro, co-director of the ukulele sponsorship, are dedicated to getting ukuleles in all 51 of our library branches. This year, Jake Shimabukuro hosted virtual launches of the Ukulele Program on Maui and Kauai. For Kauai, 1980's pop star Glenn Medeiros, who is from Kauai, joined the virtual launch to discuss the importance of music and learning. Leo wanted to surprise him with a special video. He created words about the ukulele program

to the song Nothing's Gonna Change My Love for You. I was honored to be a part of the video, and apologize for those who had to listen to my voice.

The Music for Life Foundation has donated 312 ukuleles to date and we have them available in 24 branches. The goal is to get ukulele's in all of our libraries by the end of the year. Last fiscal year we had a total of 468 circulations of ukuleles.

I had the pleasure of running into a patron at the Wailuku Public Library in April, who was so excited to be able to check out an ukulele. The program is making a difference!

I want to thank Susan Nakata, Library Develop Services Director, for coordinating and managing this program.

- This year, I have been heavily involved in a statewide group called the Broadband Hui. It is led by Burt Lum, DBEDT, with the goal of creating Digital Equity for all who live in Hawaii. I have been a part of a smaller group that helped to create a Digital Equity Resolution for the State of Hawaii. Because we are libraries, and have been engaged in bridging the digital divide since the 1990s, we are recognized as an important hub for digital literacy. I was asked to help lead efforts around statewide digital literacy. I have lead a few statewide meetings and from the connections and discussions, a few partnerships have been formed:
  - Working with Kaala Souza of the Workforce Development Council to support digital literacy training in our public libraries and acquire a new digital literacy assessment tool called NorthStar, which will be available to anyone in Hawaii through our public libraries to use and assess their digital literacy skills. We will also be able to connect people with online and people resources to improve. NorthStar also has curriculum, which we are using in the in person training in the libraries. We are working to create as much continuity as possible to make it easier for people to learn. NorthStar will also provide us with basic data to help us identify where people need the most help, so that we can provide the resources people need.
  - Working with Sylvia Mann, Department of Health, and Christine Higa, Pacific Basin Telehealth Resource Center, UH to develop a Health Navigator's program that will be available in 15 rural public library locations. A new Health Project Librarian will be hired to manage project managers on each island, who will recruit staff to become health navigators at our libraries. The navigators will help patrons use technology to support their health. This will include things like how to connect to a telehealth appointment, how to navigate, and the basic digital literacy skills needed to successfully use technology. We will also use it as an opportunity to build awareness of all of the health resources that are available through our public libraries that can support them.
  - Working with Gina Watanabe, an amazing student, and Colby Takeda, Pearsuite, to develop a Digital Navigators program, which would provide online and in the future in person navigators to help patrons one-on-one and in small class settings.

*Attachment 12: Legislative Website*

*Attachment 13: NorthStar*

## **2.8 Guides the process of review of technology and implementation of new technologies that create more efficient and user-friendly services for the public.**

I work closely with staff to review and identify what technologies we are using, what could we be using to improve services, and implementation plans for improvement. The following are just a few examples of what we have done this year and a preview of what we are looking at implementing for next year.

- We implemented 16 Chromebook labs in every library branch. These Chromebooks can be used for classes or expand access to the public. So far, they have been used by our Digital Literacy Partners and we are planning to use them for telehealth access in our libraries. The Chromebooks enable us to easily manage them and if someone walks off with it, it will turn into a brick.
- Our new HSPLS app was launched this year. We moved to an application that is integrated with our online library system, and offers new capabilities for the patron. It is flexible and enables patrons to keep multiple cards in the app (especially great for families) and check out materials with their mobile phone.
- The COVID-19 pandemic and subsequent temporary closures of Hawaii's public libraries created unforeseen challenges to providing services to our home-bound patrons. HSPLS staff responded by creating a small suite of virtual programs for all ages that never before existed. The creation of virtual programs also revealed the lack of technical abilities and equipment to provide these online services. In order to provide more opportunities for all branches to participate in the creation of content, Virtual Program Kits have been created and are being sent out to each branch. Our goal is to use the kits to broaden and increase technology skills and meet job competencies, especially among staff who are currently less than proficient. Using peer-to-peer training and support, staff in all HSPLS branches will be assigned a kit and required to produce content for at least one virtual program every six months.
- Outside WiFi hotspots were created at all of branches to support patrons who have their own devices and just need connectivity. They have been very popular in areas like Hana, where connectivity is not always robust.
- Broadband connectivity is vital for our libraries and our communities. HSPLS applied for federal eRate funds administered by the Universal Service Administrative Company (USAC) to upgrade network equipment and connectivity to ensure all communities have the best connectivity and access. We are in the process of working with Hawaiian Telcom to upgrade all 51 locations with new hardware, new WiFi system, and connectivity of 1G or burstable to 1G access for every location. We will continue to use our INET connect for staff and as a backup network. With improved and manageable connectivity, we will be able to implement new mobile technologies and services.

*Attachment 14: New App Press Release*

**STANDARD 3: BOARD GOVERNANCE AND POLICY**

**RATING:** Effective

**JUSTIFICATION:** I understand the complexities of my organization and can articulate how it works. I am a systems thinker and realize that what may seem like simple changes are not always simple, but never a barrier to improvement. I am an effective communicator, and hope this year to work with the Board to identify best methods for keeping everyone informed. I am The following are examples to highlight the work done in this area.

**3.1 Understands and articulates the system of public libraries governance, differentiates between policy-making and administrative rules and roles, interprets and executes the intent of Board policies, and advises the Board on the need for new and/or revised policies;**

Articulating how our public libraries are organized and managed by policies and administrative rules is vital for communicating with all of our stakeholders. We are the only statewide public library system that is a State Agency in the United States. Because we fall within the EDN budget line, I still have to explain to people that we are not a part of the Department of Education, but we do report to the Board of Education. We are still in a “gray zone” for statewide communications because we on in the Executive side of government, but not part of Cabinet. The good news is we now have more contacts, so when we don’t get information we know who to contact.

Over the past six years, I have worked with multiple staff to review our administrative rules. We have identified all of the areas that need work to improve our services and programs. In the meantime, we have made small exceptions in our processes to support our patrons. This includes things like, not requiring a child to have to sign a card to get a library card or having to bring the book with you to renew it. We are working with staff to help create flexibility that is needed.

We will be asking for the Board’s support for changes in the future.

**3.2 Works with the Board to develop a vision, mission, and framework for continuously evaluating and improving public library services statewide; and**

I appreciate the feedback and support of the Board as we review the HSPLS Framework and focus areas each year. I look forward to working with you in FY22 to expand and build on the HSPLS Framework important community areas of focus. With a dynamic and ever changing world, our Framework is a flexible guide that enables us to pivot more quickly as the environment shifts.

**3.3 Provides professional advice to the Board with appropriate recommendations based on thorough study and analysis and keeps the Board informed with the data and reports that enable effective and timely decision making.**

I provide ongoing updates to the Board Chair and Executive Director to ensure there is communication regarding the positive news, challenges, and need for assistance.

I am more than happy to provide more data and reports as needed to help the Board understand our public libraries.

#### **STANDARD 4: COMMUNICATION AND COMMUNITY RELATIONS**

**RATING:** Effective+

**JUSTIFICATION:** I am engaged within our organization and within our community, and work to find ways to build synergy that supports the people we all serve. The following are examples to highlight the work done in this area.

##### **4.1 Uses effective public information strategies to communicate with all stakeholders in an appropriate and timely manner, promoting the value, programs, and services of the public library system with patrons, the media, state officials, and the community at-large;**

We continue to have a simple strategy for communication. We use our website, press releases, social media, and connections to get the word out about our programs and services. The challenge I think for all organizations in an information overload world, is finding the best ways to get to the most people.

We found this year that people do not always go to organizational websites to find information, which is our simple channel for information about HSPLS. But when people do visit our website they don't want to read a lot of text, so we began to simplify pages and create videos. The Library Development Staff did an amazing job of creating a video about Wiki Visits to share with the public how the library worked when we began to reopen to the public.

While we have provided information to state officials about HSPLS programs and services, we are working on a more concerted effort in the future, so that they can share with their constituents more consistently.

I also participate in interviews to support projects and talk about the programs and services of the Hawaii State Public Library System. This week (June 9) I will be on Burt Lum's Bytemarks Café with our Partners from DOH and UH to talk about the Health Digital Navigators Project. I've done a national presentation to highlight the work we are doing in Hawaii around artificial intelligence. I was honored to present with Ian Kitajima from Oceanit about our Aloha AI Project at the American Library Association's Midwinter Conference.

In FY22, we will launch a new online email newsletter to help keep our community informed about library news, programs, and services.

*Link to video:* [Wiki Visits Video](#)

##### **4.2 Works with staff and other community members to build mutually beneficial resources that support the needs of the community; and**

This year there are three examples that I would like to highlight that are focused on the public library as a resource for our communities:

1. A total of 35 staff supported DLIR and unemployment processing during the pandemic. We worked directly with DLIR to provide support during the early days of COVID-19. We transformed two areas in the Hawaii State Library (HSL) to provide the technology needed by 17 of our HSL staff to help with unemployment claims. Almost a fourth of the current HSL staff have continued to provide support, and will return fully to library work on June of 2021.

2. Through an initial partnership developed by Kat Bengston at the Princeville Public Library, we now have an official agreement with NOAA to establish and offer programming and learning opportunities in our libraries. This year's Summer Reading Program includes a few NOAA programs.
3. Michelle Young, Branch Manager for Waimea on Kauai, applied for and received a National Grant for Small and Rural Libraries from the American Library Association. The award comes with training for library staff on how to lead community conversations and a \$3,000 grant for the library to host a community conversation around an important topic. The Waimea Public Library will be partnering with the County of Kauai to engage residents in the planning process for the 417 acres recently acquired by the County, referred to as the "Waimea 400" site.
4. We have partnered with the City and County of Honolulu to build awareness of their Section 8 Housing lottery, and also be a place that people can come to get connectivity to apply online. I would like to thank Waipahu, Kalihi-Palama, Library for the Blind and Print Disabled and Wahiawa for being there to support the community.

*Attachment 15: NOAA Program*

*Attachment 16: Press Release for National Grant for Small and Rural Libraries*

**4.3 Establishes effective communication within the public library system, promotes interpersonal relations among staff, and creates a "spirit of aloha" atmosphere of openness, honesty, humility, and respect.**

Last year I wrote...

Communication is the number one challenge for all of us. It's part of the human condition for us all to find ways to understand each other and information, especially when we come to each other with some many different experiences and perspectives. While I work every day to build effective communication through emails, Teams meetings, webinars, visits, and just basic connecting with my colleagues, I know that there is more to do.

This continues to be true.

We strive to communicate through people and digital tools, but it is not always easy. While we tried to not engage in ongoing jarring changes, the uncertainty of what was next has been a challenge. It creates anxiety and stress.

My door is always open to all of my colleagues at HSPLS, and I am always open to listening and looking for ways to build the plane while we are flying it together.



**STANDARD 5: ETHICAL LEADERSHIP**

**RATING:** Effective

**JUSTIFICATION:** I believe the practice aloha is a form of ethical leadership. I listen and I look for ways to continue to improve myself and my environment. The following are examples to highlight the work done in this area.

**5.1. Demonstrates ethical and professional behavior, a high level of self-awareness, and reflective practice;**

I grew up in a family that valued ethical leadership, and I work every day to do my best to set a good example of ethical and professional behavior. I am always aware of my actions and usually spend commutes home thinking about the day and what worked and how I could improve. If I make a mistake, I apologize. I am not perfect, but I am always curious and always learning. I continue to work on the practice of the Aloha Response, and was honored to start a national group to share learnings with my state librarian colleagues. I am grateful to Pono Shim for his support and working with our state librarians Aloha Response Cohort.

**5.2. Encourages and supports high levels of performance and recognizes those who excel in the work they do for their community; and**

This year I am grateful to all HSPLS staff for doing amazing work despite all of the challenges. During the pandemic there have been many challenges, and I believe our staff have been doing the best that they can to provide services to the community. I continue to always thank staff and find ways to recognize those who have excelled.

**5.3. Recognizes and respects all members of the community and works to ensure that information and collections are accessible.**

Accessibility for everyone is important. Our public libraries are for everyone. We have amazing services like the Library for the Blind and Print Disabled for those who cannot read standard print. We have special collections like the Korean collection at the McCully-Moiilili Public Library to support the Korean speaking community and a Chinese Collection at the Liliha Public Library. We continue to learn and gain more understanding of our communities and work with partners to create more access.

As we think about collections and access, we are thinking about more than just books. The ukulele project is the beginning of a “library of things” that creates more opportunities for the public. In the coming years, we will continue to identify what are those collections that are important for our communities to have access to. Sewing machines? Shovels? Cake pans? There are so many collections that we could share.

# PRIORITIES

## **STATE LIBRARIAN PRIORITY 1: IMPLEMENT NEW STATEWIDE SERVICE PHILOSOPHY FOR CONSISTENT SERVICE**

**RATING:** Effective

**JUSTIFICATION:** Our organization spent several weeks learning and practicing our new Service Philosophy, which will be an ongoing journey. The work that has been done is documented below.

### **1.1. By June 1, 2021, Successfully implement training of Service Philosophy for all staff.**

Our Service Philosophy is “The Hawaii State Public Library System provides services with aloha. We value and welcome all into our spaces. We are courteous, helpful, knowledgeable and dedicated to serving our communities.” This statement was built with input from all staff.

Part of creating a patron centered culture is having a philosophy that we all take time to learn together and practice. We recognized that having a statewide service philosophy for our public libraries is important for not only setting expectations, but also creating consistency of services to our patrons and each other.

I would like to thank Danielle Todd, our Staff Development Coordinator, for developing and delivering our Service Philosophy training this year. To adapt to our current pandemic situation, she developed a hybrid model. All staff attended 5 – 90-minute interactive synchronous Zoom sessions that focused on the behaviors that demonstrate our Service Philosophy in the areas of value and welcome, courteous, helpful, knowledgeable, dedicated to serving our communities. In between each of the sessions, the staff would practice and share positive feedback with each other on sticky notes on special Service Philosophy posters. Danielle did a great job of weaving in ways for us all to think about be present and recognizing where we are at any moment and how that might influence our interactions. She also built in a lot of interaction with breakout

While there is much going on, it was important for us to make time to think intentionally about how we serve and work with the public and each other. During many of the sessions, we learned that we weren’t all on the same page. The discussions helped us to tease out challenges and begin to be more explicit about our mental models of what it means to be helpful or courteous.

As we all are coming out of the pandemic, there are a lot of challenges in how people are behaving with each other. This training was designed to help center us as an organization. No matter how others behave, our behaviors should be driven by our Service Philosophy.

The training was held between April 2021 May 2021, so we are all still learning and we will be sending out scenarios each month for staff to discuss and practice.

*Attachment 17: Sample of Service Philosophy Training*

**STATE LIBRARIAN PRIORITY 2: DEVELOP A COHESIVE STRATEGY FOR OUR VIRTUAL COLLECTIONS**

**RATING:** In progress

**JUSTIFICATION:** This year we focused on our ebook collections and being more strategic in how we order and offer collections using data.

**2.1. By June 1, 2021, develop a strategy for efficiently and effectively acquiring and maintaining and evaluating virtual resources, with sufficient input from staff, for review and completion.**

I learned this year I was lucky to have experience with [Smallify](#) process through the Broadband Hui. Basically, when you have a goal that is too big and not getting any traction, you break it down into smaller parts. Our virtual collections consist of ebooks, databases, online learning centers, and a variety of online tools. This year, we focused our energy on ebooks. This was mostly because during the pandemic we had a surge of new users and downloads. We were one of 65 libraries in the US that had a million circulations of ebooks last year through overdrive.

As I reported in my mid-year evaluation, our Technical Services Section Manager, Christine Weiss, has been gaining insight into the use of our collections. Our strategy is to use the data to continue to build access to collections. We learned that non-fiction is not as popular as fiction and we have a lot of people waiting in line for some materials. Given this knowledge, we continue to review the data and make adjustments to the collection to support our readers. This year we added a few different collections to meet the needs of our users through OverDrive. We added:

- Lucky Day Collections – popular books that can only be checked out for 7 days at a time, which increases opportunities for other patrons to have access.
- Unlimited comics and graphic novels to Overdrive to extend access to these popular genres.
- Native Hawaiian ebooks. Kamehameha Publishing has added some of their catalog of materials to OverDrive, so we have been adding to our collection. There have not been many Native Hawaiian ebooks available, and we are thrilled to be able to offer books in Olelo Hawaii.

As we move forward we are working on our budget and balancing the needs to provide digital and physical books. We are also looking for ways to provide more access to more eBook collections outside of OverDrive. We are currently looking at adding product called SimplyE, which will provide a seamless way for our patrons to connect to eBooks that reside on multiple platforms. SimplyE also just signed a deal with Amazon, which could open up even more eBook collections to the public.

The pandemic was a catalyst for the use of eBooks, and we know that we will need to continue to use data and be aware of the changing landscape so that we can continue to ensure our communities have the best access to ebooks.

*Attachment 18: Overdrive Comics and Graphic Novels*

**STATE LIBRARIAN PRIORITY 3: INNOVATE OUR SERVICES AND MANAGEMENT OF OUR RESOURCES AROUND THE NEW NORMAL**

**RATING:** Almost completed

**JUSTIFICATION:** We have completed most of this priority. There have been some technical hiccups with our Aloha AI project. It is taking us more time to implement.

**3.1. By March 1, 2021, develop a flexible methodology for efficiently and effectively training staff, delivering and managing all virtual programming to include synchronous and asynchronous.**

We have successfully implemented Niche Academy as our tool for delivering online training to staff. All of our training sessions are done in Microsoft Teams or Zoom and recorded. Those recordings are added to Niche Academy for those who miss, need a refresher or are new. Links for trainings are sent to staff.

**3.2. By June 1, 2021, evaluate all virtual programming data and sufficient input from patrons and staff to improve virtual content.**

During the pandemic, our staff wanted to keep providing good programs that we could not provide in person, so they began to create a lot nice virtual content. Staff were also able to find authors and speakers who were doing virtual tours. This was exciting because it creating more access for the public to opportunities to see, listen and ask questions of authors and experts.

This year HSPLS staff created 165 virtual programs that are available through our website or YouTube channel. There have been a total of 20,048 views between July 1, 2020 – June 8, 2021.

HSPLS produced 19 synchronous programs and had a total attendance of 896 viewers. We ask attendees to provide us with feedback on all of our programs.

Tae Keller Author Talk

*"It was a privilege to listen to Tae Keller and I intent to borrow her book. Thank you so very much for hosting her."*

*"Mahalo, this was such a treat! Huge congratulations to Tae and I appreciate the hard work you are all doing to keep us connected!"*

Nancy Pearl Author Talk

*"This was a great and inspiring author talk! It was wonderful to hear Nancy's Pearl's experience interviewing all of the authors and how she came to write the book. It was fantastic! Many mahalos!"*

### Genealogy Series

*"This was a great session. Overall, this series has been fabulous! I depend on the Hawaii Public Library System for my genealogy research. This webinar series was so helpful for the research."*

*"Mahalo to speaker and library staff for a wonderful and useful program and series. Although I am not actively researching any specific topic now, I feel that I have more knowledge of the resources that are available now. That's the value of your series and that I can go back to the videos as needed. Mahalo nui loa!"*

*"I will be using and passing on this information as our generation now has the kuleana to organize our next family reunion."*

The most attended session we have had so far is the Genealogy Series. And from the comments above you can see how patrons appreciated it.

We review the views, likes, number of attendees and the feedback, which is helping to drive what we create next. We continue to improve our programming from this data, and determine where we should create more content.

### *Attachment 19: Data of views of Youtube Channel HSPLS Content*

**3.3. By January 1, 2021, all 51 library branches will be installed with sensors to count the number of people in the building, whether people are wearing masks, and if people are social distancing. Staff will be trained in using the data dashboards and evaluating the data.**

We have been working with Oceanit for the past year to implement their Aloha AI technology. The main goal of the project is to implement a cost effective system for counting people. This helps us understand the number of people coming into our spaces and knowing how many people are in the building at once.

Aloha AI is a very simple device that uses AI to count people as they walk into a building. It does not collect any video or track individuals. It uses AI to identify that a person has entered and/or left the building. It took some time to get the equipment and now that we have the equipment, we have been running into issues with the placement of the cameras to get accurate data. Our entrances are all very different and don't always have the power or easy space for placement of the sensors. I am grateful to our technology staff who have been working with Oceanit to work out the kinks of placement to get accurate counts. Right now, staff are going to each branch and working directly with the Oceanit staff to calibrate the sensors to be most accurate. There are 36 of our 51 branches that have at least one sensor up and running.

Because we are still working on the basic people counting, we have not added additional features like people wearing masks or social distancing. This may not be an issue by the time we fully implement.

We plan on training all staff on the use of the dashboards after we have all of the Aloha AI sensors installed.

**3.4. By June 1, 2021, a minimum of 12 libraries will have implemented Aloha AI learning opportunities for students in their community.**

Once our sensors are fully installed and working properly and staff have been trained, Oceanit will be working with us to build cohorts of students to learn about AI through the Aloha AI project. I am thinking late Summer or early Fall we will have this program in place.

*Link to presentation: [Aloha AI PowerPoint](#)*

LIBRARY MENU OF SERVICES SIGN



**COVID-19 Related Information:****Safe Travels Hawaii Program | Safe Travels Platform Help | COVID-19 Vaccine | Labor FAQs | Human Services****ATTACHMENT 2**☒ **Search catalog**☐ **Search site**

Search books, ebooks, and more

or search old catalog

HOME	BROWSE ▾	READ ▾	LEARN ▾	RESEARCH ▾	CONNECT ▾	VISIT ▾
HOW DO I... ▾	I'M A... ▾					

## VISIT THE LIBRARY

Posted on: May 9, 2021 | Category: [Spotlight](#)

Welcome to your neighborhood library! The Hawaii State Public Library System is moving to the next phase of safely reopening our libraries. There will continue to be limited capacity, so we ask our patrons to limit your time so that your neighbors may use the library's resources. Here's the latest on our services.

**Starting May 10, 2021**, forty-seven (47)

public libraries will offer limited in-person services. These services include quick browse and borrow, computer access up to two (2) 60-minute sessions per day, wi-fi access, reference assistance, pick up of holds, printer and copier use.



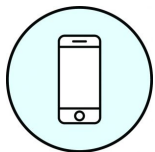
**For your health and the safety of others:** We are currently limiting the number of people entering our buildings. If we reach maximum capacity, you may be asked to leave so that your neighbors may use the library's resources. Thank you for keeping your visit as short as possible.

We appreciate your cooperation.



**Face masks** are required and must be worn completely covering the nose and mouth at all times during your visit. Anyone refusing to wear a mask will not be allowed entry or may be asked to leave. Maintain 6-feet physical distancing between individuals not in the same family. Hand sanitizer is available for use. Use self-checkout machines, where available. Restrooms and high-touch surfaces will be cleaned and disinfected periodically during the day.





**New! Quick and Contactless Checkout** is available by using the new [HSPLS app](#), which allows patrons to check out materials with their smartphone. Some library locations also have self-checkout stations.

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## Services:



**Quick Browse & Borrow:** Quickly browse our shelves, ask reference staff for assistance, pay fines and fees, request and borrow materials, and pick up reserved items. [Find a library.](#)



**Public Computer Access:** Use a public computer with Internet access for up to two (2) 60-minute sessions per day. First come, first served, walk in, call or make a [reservation online](#). A valid library card number is required to make a reservation.



**Wi-fi Access:** All libraries offer [free wi-fi](#) zones inside and outside the building during library branch open hours for anyone who needs free access to the Internet on their own device.



**Pick Time service:** Patrons may place holds on materials and schedule a [Library Take Out](#) appointment to pick up requested items at your convenience.



**Printer and Copier Use:** Copier fees are 20 cents per page for black and white copies, and computer printers are 15 cents per page. Patrons may bring their personal USB external drive to save files.

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**Closed for Renovations:** **Kahului**, **Liliha** and **McCully-Moiliili** Public Libraries remain closed for renovation and repair work.

The **Hawaii State Library** continues to offer Library Take Out only as staff continue to assist with unemployment processes to support our community.

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## Frequently Asked Questions:

- [What are the hours of operation?](#)
- [Are libraries still closing for cleaning every hour?](#)
- [What safeguards should I address before visiting the library?](#)
- [Do I have to wear a mask even if I'm vaccinated?](#)

- [What if I don't wear a mask?](#)
- [Can I visit the library to convert my virtual library card to a physical card and activate full borrowing privileges?](#)
- [Has there been a change to fines and fees?](#)
- [Are all library services available?](#)
- [Will automatic renewal continue?](#)
- [Have programs and classes resumed at the libraries?](#)
- [Can I reserve a meeting room at the library?](#)
- [Can I submit a Passport Application?](#)
- [Are children able to visit the library?](#)
- [Can I still pick up my reserves at the door instead of coming inside the library?](#)
- [Are libraries still quarantining returns?](#)
- [Can I donate books and magazines to the library?](#)
- [When will all branches be open and offering full services?](#)

### **What are the hours of operation?**

Since Summer 2020, branch hours have changed. [View current branch hours.](#)

### **Are libraries still closing for cleaning every hour?**

No, the 15-minute cleaning period at the end of each hour has been discontinued. Small rural libraries will continue mid-day closures. Restrooms and high-touch surfaces will be cleaned and disinfected periodically during the day.

### **What safeguards should I address before visiting the library?**

Patrons should not visit the library if they are experiencing any of the following COVID-19 symptoms: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or loss of taste and smell. If you have been in close contact with someone confirmed to have COVID-19, you should stay home.

### **Do I have to wear a mask even if I'm vaccinated?**

Yes, the State of Hawaii's current mandate requires that everyone must wear masks indoors at all times. If you prefer not to wear a mask, you may access HSPLS's online resources such as [ebooks](#), [e-audiobooks](#), [The New York Times Digital Edition](#), or [streaming movies](#) from outside the library.

### **What if I don't wear a mask?**

Face masks covering the nose and mouth are required at all times during library visits

for everyone over the age of 5, except in cases of specific health conditions. Otherwise, anyone refusing to wear a mask will not be allowed entry or will be asked to leave.

### **Can I visit the library to convert my virtual library card to a physical card and activate full borrowing privileges?**

Yes, learn more [here](#).

### **Has there been a change to fines and fees?**

[Fines and fees](#) are now applicable and we encourage patrons to renew or return their materials on time. Download our new [LibrariesHI app](#) to manage your checkouts.

### **Are all library services available?**

No, not all services are available right now. We continue to phase in reopening of our libraries and currently offer our most essential services such as quick browse and borrowing, access to public computers and wi-fi, reference, copiers and printing. Children's toys and play areas are currently unavailable.

### **Will automatic renewal continue?**

All eligible items for renewal will be auto renewed up to two times. This means that if an item is NOT on hold for someone else, it will automatically be renewed for you. If an item is on hold for another person, the item WILL NOT be auto renewed. If multiple items are checked out, it is possible that one or more will not auto renew because they have a hold placed on them. Please be sure to review your account online or via the mobile app to review due dates. If you do not want the items you check out to auto renew, please let staff at your favorite library know. They can turn it off for you.

### **Have programs and classes resumed at the libraries?**

Programs and classes inside the library are not being offered during this phase of our reopening. During the summer, branches with outdoor spaces may reintroduce in-person programs for limited audiences. In the meantime, explore our collection of [virtual programs](#) including storytimes, craft programs, online challenges, booktalks, book clubs and author visits.

### **Can I reserve a meeting room at the library?**

No, meeting rooms are not available during this phase of reopening.

### **Can I submit a Passport Application?**

[Keaau Public and School Library](#) (Hawaii Island) has resumed new passport processing by reservation. The Hawaii State Library's passport service is currently suspended but will resume this summer.

**Are children able to visit the library?**

Yes, families and patrons of all ages are welcome to visit. However, keiki must not be left unattended.

**Can I still pick up my reserves at the door instead of coming inside the library?**

This service may vary depending on staffing at each location. Upon arrival, ask staff for assistance.

**Are libraries still quarantining returns?**

No, materials that are returned no longer need to be quarantined.

**Can I donate books and magazines to the library?**

No, donations of books and magazines will not be accepted at this time.

**When will all branches be open and offering full services?**

Additional services will be offered as part of our ongoing phased reopening. Updates will be posted on our website and social media.

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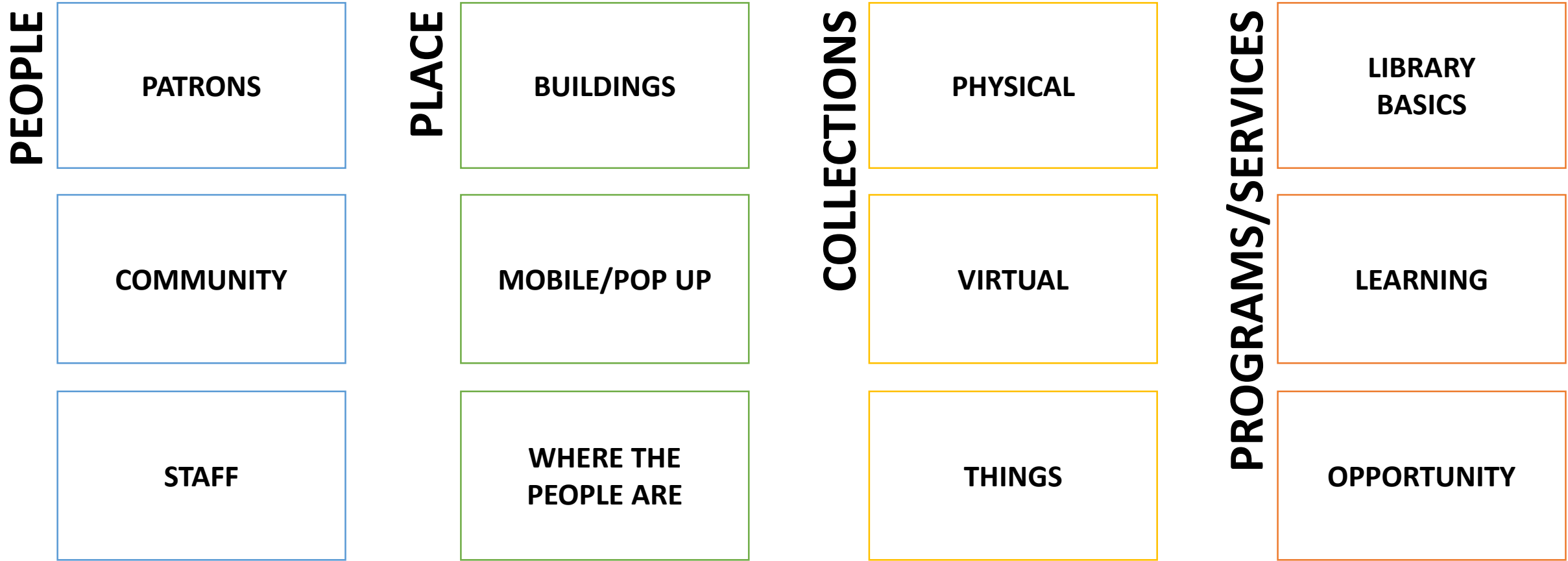
**You have questions. We have answers.  
We're librarians. (It's what we do.)**

Ask us a question

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# HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK



# HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK – AREAS OF FOCUS

## PEOPLE

### PATRONS

- Improving access
- Decrease points of friction
- Responding to needs

### COMMUNITY

- Partnerships that create opportunity for our communities

### STAFF

- Service Philosophy
- Training

## PLACE

### BUILDINGS

- Caring for facilities
- Improving our spaces
- Building sense of place
- Designing new spaces

### MOBILE/POP UP

- Creating more access through mobile libraries

### *WHERE THE PEOPLE ARE*

- Partnering to have services where people are located

## COLLECTIONS

### PHYSICAL

- Managing our collections
- Improving access

### VIRTUAL

- Managing our collections
- Improving access

### THINGS

- Managing new collections
- Creating access

## PROGRAMS/SERVICES

### LIBRARY BASICS

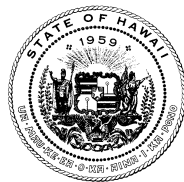
- Improving processes
- Improving access

### LEARNING

- Provide programs that support literacy and learning for all ages.

### OPPORTUNITY

- Provide programs and services that support our culture and communities



## ATTACHMENT 4

STATE OF HAWAII  
HAWAII STATE PUBLIC LIBRARY SYSTEM  
OFFICE OF THE STATE LIBRARIAN  
44 MERCHANT STREET  
HONOLULU, HAWAII 96813

Senate Committee on Ways and Means  
Informational Budget Briefing  
Wednesday, January 13, 2021  
State Capitol Room 211

**Mission Statement:** The Hawaii State Public Library System (HSPLS) nurtures a lifelong love of reading and learning through its staff, collections, programs, services and physical and virtual spaces.

### Equitable Access

Our public libraries ensure that all people have equitable access to opportunities and resources for learning 21<sup>st</sup> Century skills and literacies. We connect the collective stories in our communities and open the world of information and ideas through physical and digital technology and resources, providing spaces for community engagement. In order to remain flexible, HSPLS uses a Framework of People, Place, Collections and Programs/Services to make purposeful decisions to support our communities and to prioritize our resources.

## HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK – AREAS OF FOCUS



Using the Framework, we measure completion of projects, gauge the impact of new programs and services through community use and feedback, and review the data reflecting use of our physical and digital resources to ensure we are managing resources to meet the needs of our 51 unique communities statewide.

HSPLS continuously reviews and analyzes data related to our outputs of hours, physical and digital resources, partnerships and programs. We also regularly review the number of patrons and their use of physical and digital resources, technology, programs and spaces to identify areas for improvement and resource alignment.

### **Impact of Current Budget Request on Equitable Access**

The current budget request will impact our ability to provide equitable access to our physical resources, programs and spaces. With a budget that is \$3,545,809 less than the amount appropriated in Act 9, Session Laws of Hawaii 2020 and the continued hiring freeze, we do not have the staffing level necessary to prevent ongoing intermittent closures to the public which translates into fewer available days of service. An example of the direct impact is a family that does not have broadband connectivity at home, where the children need to use the library for student assignments and a parent who is applying online for jobs; reduced and inconsistent hours will reduce opportunities for access.

Fewer public service hours at library locations also directly impacts opportunities for government and non-profit partners (local, state, and federal) who use our libraries to connect people to important resources and services, such as programming for: financial support, jobs, taxes, telehealth, passports, and educational support.

While we have improved our digital collections, which are accessible 24/7, there are communities of users who do not have the technology or the connectivity to use these resources. The public libraries also provide locations where many community members learn and practice digital literacy skills necessary for employment in the 21<sup>st</sup> Century. This digital divide widens when our public libraries are not open to provide access to bridge that gap.

The loss of dedicated general funds for the acquisition of books and materials for our library system will also reduce our ability to provide resources to all communities. The public library system provides vetted information and resources that community members use to find information related to health, finances, education, employment and other life decisions.



Currently, the purchase of books and materials, databases, and other resources are paid for using a combination of general and special funds. With the budget reduction, the general fund budget for books and materials has been eliminated to meet the required general fund reduction. This means that all future purchases of books and materials will rely solely on special fines and fees collected by HSPLS. With the current economic crisis and public health restrictions caused by the pandemic, however, the revenue generated by our libraries will not be sufficient for the continued acquisition of books and materials for a statewide library system.

From a data perspective, the use of our resources will decline. It will not necessarily reflect a lack of need, but a lack of access.

### **State-wide Conditions Affecting Operations:**

#### **Library Access During the Pandemic**

Beginning in March 2020, when the pandemic closed our State, HSPLS continued to work with our staff to quickly pivot, to plan and adapt our services to better support communities.

Although our buildings had been closed, for months we continued to work with our staff to use existing funding to transform how we provide library services in light of the pandemic while also looking to accelerating long-desired improvements to our services.

We are proud to share that in a short amount of time, HSPLS staff has been able to quickly launch new electronic services like: online library card applications to create immediate access to digital resources like ebooks, e-audiobooks, and streaming media; set up access to Ancestry.com for Libraries; provide access to Scholastic Teachables, a free online database of tens of thousands of searchable and printable educational materials; and the launch of virtual programs. Increasing our digital resources has been a significant contributor to supporting families and the educational community.

Additionally, on May 19, 2020, HSPLS began to restart direct services to communities based on the safety and health protocols, including Library Take Out, outside WiFi access zones, Computer Time at the Library and now Wiki Visits, which enable a set number of patrons to come into the library and browse for materials or use a public computer for up to 45 minutes. Qualitative and quantitative data shows that our Hawaii communities have relied on access to HSPLS resources throughout the pandemic.

For example, between March 18, 2020 and May 22, 2020, there were 21,849 unique ebook users and 222,254 check-outs of ebooks. By November of 2020, we became the 65<sup>th</sup> library in the country to exceed 1,000,000 ebooks circulated in one year. It demonstrates how important our public library system is to our communities, particularly at a time when so many people are without resources. It is a testament to the desire of keiki, makua, and kupuna to enjoy the simple pleasure of reading and becoming absorbed in our collective stories to feel connected, even as we have been physically distanced.

If we review the number of requests made for library materials for the six-month period between July 2019 - December 2019 and July 2020 - December 2020, there was an huge increase from 636,059 to 974,365 requests. We continue to receive messages from our community like this one:

*“Thank you!! This HSPLS service is a godsend during these times...Mahalos for the library staff’s dedication! Stay Safe. Rowena” and*

*“I really appreciate the Gale Courses; I’ve taken several of them. Upon further investigation, I found that if I were to take these same classes through Ed2go, each one would cost \$149.00. The Hawaii State Library System offers these classes through Gale Course to it’s patrons at no charge. What a fantastic benefit!” Jeanne*

The Hawaii State Public Library System not only loans out our physical and digital collections, but our staff and spaces continue to support other government and non-profit agencies. Here are some examples:

- We were one of the first agencies to volunteer staffing and technology to DLIR to assist with processing unemployment claims. For more than nine months (since April 2020), sixteen HSPLS staff have been processing unemployment claims on behalf of the DLIR Unemployment Division and now provide more skilled technical support to the Unemployment Division and our communities.
- Early on in the pandemic, we loaned the Department of Health 30 laptops from our temporarily closed Ewa Beach Public and School Library for quick access to get their contact tracers up and running, while they waited for new laptops to arrive. Within three days, our IT staff worked to digitally clean and upgrade all 30 laptops for delivery to DOH.

- Our Wahiawa Public Library is temporarily housing Department of Human Services staff who provide services to Women, Infants and Children (WIC) program recipients because they lost their neighboring offices to a fire.
- The U.S. State Department has reached out to HSPLS to help provide additional passport processing services that would otherwise be lost as the federal government continues to reduce its in-person services for our communities.

## **Impacts on Operations**

While we have been able to provide services, there are several challenges that impact our ability to provide services and equitable access statewide.

1) **Staffing** | Eighty percent of the budget is for staffing and the remaining twenty percent is for current expenses (i.e. utilities) to operate 51 branch libraries and two administrative and support offices. With the current budget cuts for FY21, we have had to eliminate 170 student helpers and substitute workers that support operations, care of materials and movement of hundreds of thousands of library materials across 51 locations and six islands. In addition, 69 positions have been unfunded and due to staff leaving and retirements we now have additional vacancies that add up to more than 104 or about 1/5<sup>th</sup> of our positions being unfilled. We have been understaffed on the neighbor islands prior to the pandemic, and due to the hiring freeze and budget reductions, fewer staff means less equitable access for our communities.

Moreover, vital positions that were vacated within the last six months or had been in active recruitment must be filled to continue operations. For example, we have four regional branch manager positions that are vacant (Hilo, Kailua-Kona, Lihue, and Kapolei). These managerial positions are necessary for managing our largest buildings, and providing support for programs, services and resources for their island regions; in some cases, these positions provide island-wide support and direction. While we have requested the authority to fill these critical positions, the hiring freezes have created situations where we do not have the staff to manage our space and resources effectively, which ultimately impacts our system and the community.

2) **Collections** | As discussed above, the HSPLS provides access to physical and digital resources that support literacy, education, and access to the resources that help people find vetted information related to health, employment, financial skill and more, are hampered by reductions to general fund appropriations and a shrinking special fund. If the Legislature were to take all of our special funds – whose sole purpose is to support and fund the acquisition of library books and materials for statewide use - the Hawaii State Public Library System will not be able to continue to support our communities with the resources they need to continue their educational and work-related development.

We would also highlight that as we attempt to meet the growing needs of the community for new electronic resources, such as the expansion of our ebook and audio book collections, we are simultaneously increasing our costs and reducing our revenues. Publishers lease, but do not sell, digital content to us; the more popular a title, the higher the cost to us, as each lease only provides a limited number of uses. At the same time, our digital collection is always returned on time, thereby never generating overdue fines and fees.

**3) Budget Restrictions** | Each year we are restricted from using 5-10% of our budget appropriation. The HSPLS budget is simple. Eighty percent is for staffing and the remaining twenty percent is for current expenses (i.e. utilities). With the current proposed reduction to operate 51 public libraries and support offices with only \$33,578,267.00, an additional restriction of \$1.6M - \$3.3M would mean that we would have to consider some layoffs as it would be difficult to maintain library services without some resources to keep the buildings open and functioning.

While we can request the release of funding, the uncertainty of whether the funding will be available impacts our ability to hire and ensure that we have adequate staffing capacity to create safe spaces to support our communities. In most years, we don't receive all of the budgeted funding until the last couple of months. Receiving funding so late in the budget year has made it very difficult to utilize the funding to initiate projects, to support our payroll and/or fill critical vacancies.

#### **Federal Funds:**

HSPLS receives approximately \$1.3M through its only source of federal funds, the Library Services and Technology Act (LSTA) grant, provided by the Institute of Museum and Library Services (IMLS). The Grants to States program is a portion of LSTA funding and is distributed to all states based on a population formula; it requires a Maintenance of Effort (MOE) and matching funds on the part of the State.

HSPLS relies on general funds to meet the state match requirements, and any reduction in our budget would directly reduce the amount of federal funds Hawaii receives. LSTA funds completely support our technology, an integrated library collection management system, and online database and learning subscriptions for the public. All of these services are integral to maintaining library operations and supporting Hawaii's communities.

With the deep cuts to the funding for library services, HSPLS will not be able to meet future MOE and matching requirements, which will lead to a direct deduction in our LSTA allotment by the percentage reduction to the MOE. While we can apply for a waiver, they are no guarantees and there is a chance that Hawaii would leave some much needed federal funds on the table.

**Non-General Funds:** HSPLS reports to the Legislature may be viewed at:

<https://www.librarieshawaii.org/about-us/reports/annual-reports/>

**Budget Requests:**

The initial HSPLS budget request was proposed based on the constraints outlined in Finance Memorandum 20-15, Fiscal Biennium 2021-23 Executive Budget Request and Program and Financial Plan for the Period 2021-27, issued by the Department of Budget and Finance on October 2, 2020. A request was made for the operating budget ceiling in general funds for Fiscal Biennium (FB) 2021-2023. The Governor's final decision was a reduction of \$3,545,809 for a total of \$33,578,267 in general funds and a Capital Improvement Project appropriation for health and safety projects of \$5M for fiscal years 2022 and 2023.

With the proposed reduced level of general funds, we anticipate our ability to provide the same level of public services will be impacted in the following ways:

- reduction in the number of public service hours;
- reduction of available materials, public services and programs; and
- delayed building repairs and maintenance.

At this time, more details about specific impacts are not known as they are largely dependent on factors not within HSPLS' control, including: COVID-19 Recovery timeline; potential retirements; the continued hiring freeze; potential furloughs; and approval of the final budget, which may not occur until June 2021.

HSPLS fully recognizes the State's somber economic forecast due to the global COVID-19 pandemic. Our 51 public library locations on six islands are vital visible access points of community support. Now more than ever, as Hawaii seeks to endure and recover from the pandemic and economic crisis, our families and communities will need free, publicly-funded resources.

Our statewide public library system provides communities equal access to technology, high-speed internet, wifi, books, music, movies, education, job-seeking and training tools and classes, connection to local/state/federal services and programs, and places for our communities to gather and engage as we work our way toward recovery and growth.

Although tough decisions are going to need to be made, and everyone will need to figure out how to manage through the economic storm, we respectfully request that the reductions to the budget of the Hawaii State Public Library System do not cut so deep that there will not be equity of access to resources that support opportunities for resilience and recovery in our communities.

Thank you for your support of our public library system.

# **Library Operations Meeting**

Library Leadership

March 10, 2021

# Let's...

- Stay on topic
- **TURN OFF** Chat during presentations only used when asked for discussion
- SHARE YOUR MANA'O with kindness



# AGENDA

- Service Philosophy Training Reminders
- Budget Reminder - Collections
- Census
- Auto-Renewals

# Service Philosophy Reminders

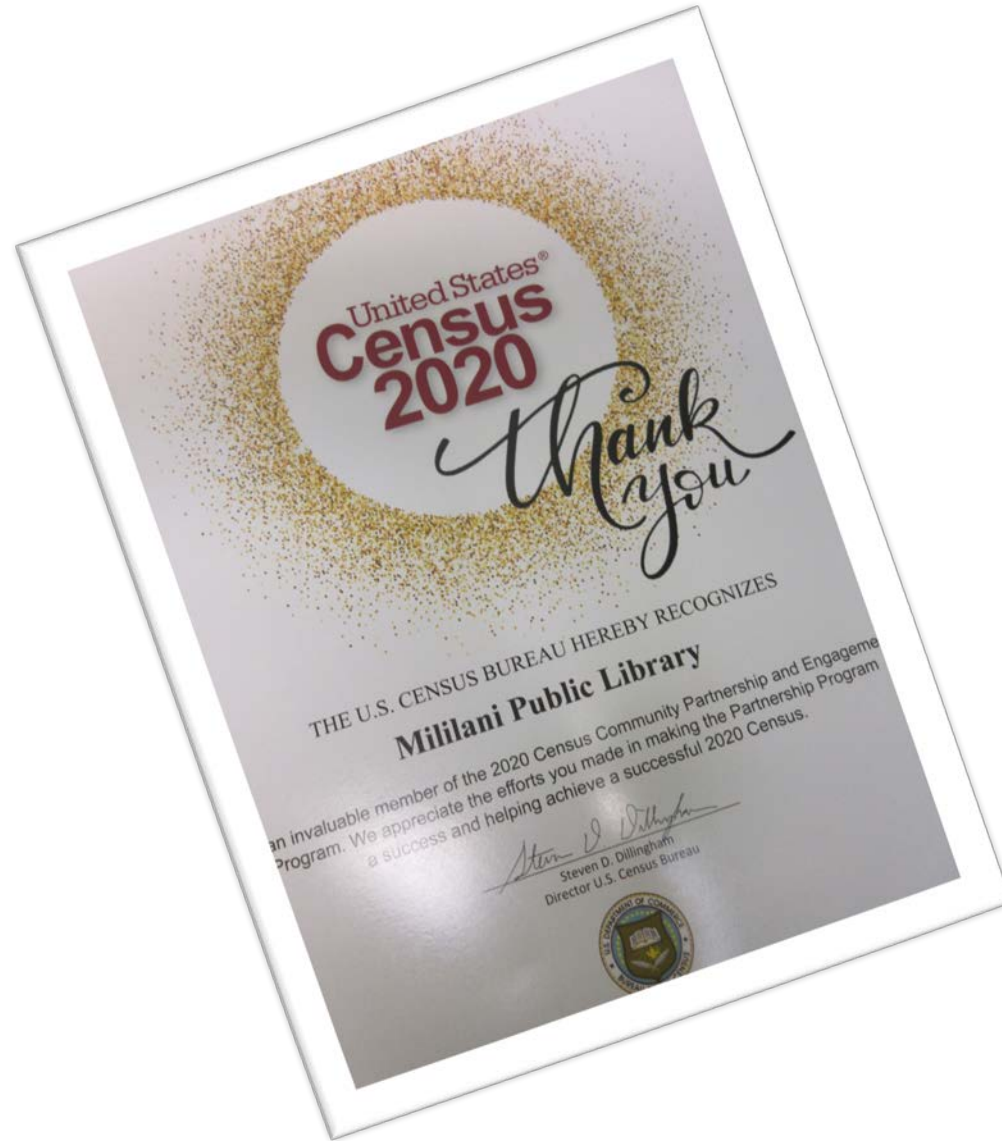
- All staff must register online.
- All staff must use the link that is sent to them to join the training via zoom.
- The training room will open at 8:30 am (30 minutes before the session begins) for people to check their tech.
- Remember you janitors!



# Budget Reminder - Collections

- When requesting budget transfers, we recommend that you not decimate budget categories where you still have items on order as there may be price increases to account for.
- There is no magic dollar amount, but retaining at least \$10 is advisable.
- Please be sure you have accounted for any expected individual magazine or newspaper subscriptions prior to moving subscription funds.

# Census



# Automatic Renewals

## ISSUES

- Not clear to all patrons.
  - Not sure how it works
  - Automatic renewal message is not clear
  - Email messages with items renewed comes the day that they are due. Some items not renewed, so that's confusing
- Automatic renewals are happening when people have turned items in and they can see them on their records.
- Some patrons are very happy with automatic renewal, so turning off for everyone would not work.



# Automatic Renewals

## WHAT WE CAN DO

- Not clear to all patrons.
  - Not sure how it works – [PROVIDE BETTER INFORMATION](#)
  - Automatic renewal message is not clear – [CHANGE THE MESSAGE](#)
  - Email messages with items renewed comes the day that they are due. Some items not renewed, so that's confusing – [OFFER TO TURN OFF FEATURE](#)

# Automatic Renewals – Change the message

## **This is the new message**

### Automatic Renewal

Some or all of your checked out items have been automatically renewed for your convenience. Items with holds or which exceed our renewal maximums are not renewed, and issues with your patron record can also block renewal.

The following items have been renewed. Please see the new due date below.

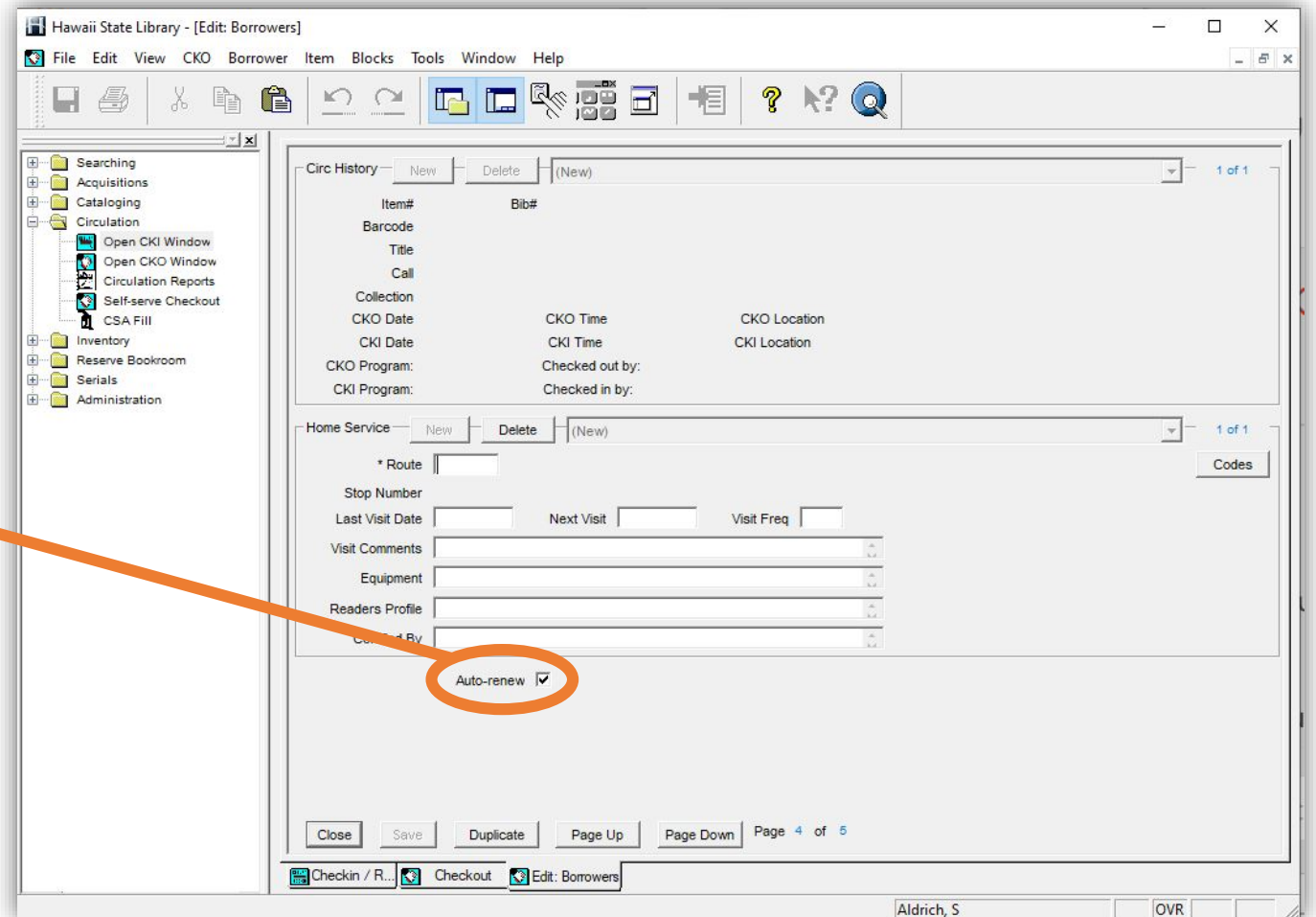
Due Date:03/25/2021	Renewed
Barcode:10-1196834	Title:Cindy's Test Title

\*\*\*\*Special Alert\*\*\*\*

Returned items are quarantined for five (5) days before being checked in.

# Automatic Renewals – Turn off Auto Renew

If a patron is does not want to have automatic renewals done, you can go into the patron record and uncheck the Auto Renew box.



The screenshot shows the 'Hawaii State Library - [Edit: Borrowers]' window. The left sidebar contains a tree view with categories like Searching, Acquisitions, Cataloging, Circulation, Inventory, Reserve Bookroom, Serials, and Administration. The main area is divided into sections: 'Circ History' (with 'New' and 'Delete' buttons), 'Home Service' (with 'New' and 'Delete' buttons), and a form for patron details. The 'Auto-renew' checkbox is checked and circled in orange. An orange arrow points from the text on the left to this checkbox.

Item#	Bib#
Barcode	
Title	
Call	
Collection	
CKO Date	CKO Time
CKI Date	CKI Time
CKO Program:	Checked out by:
CKI Program:	Checked in by:

Home Service: New Delete (New) 1 of 1

\* Route: [ ] Codes

Stop Number: [ ]

Last Visit Date: [ ] Next Visit: [ ] Visit Freq: [ ]

Visit Comments: [ ]

Equipment: [ ]

Readers Profile: [ ]

Current By: [ ]

Auto-renew ☒

Close Save Duplicate Page Up Page Down Page 4 of 5

Checkin / R... Checkout Edit: Borrowers

Aldrich, S OVR



# Automatic Renewal - Possibility

## NOW

- Automatic renewal happens on items that are available for renewal.
- The system waits to make sure no one has requested an item before generating the auto renewal email until the due date.
- It means, if you play chicken with your items, you might not win and then overdue fines start to kick in.

## POSSIBLE

- Email messages could be sent sooner, like the day before items are due.
- BUT...patrons would lose 1 day of check because the system would auto renew two days before to generate the notice 1 day a head of the due date.

# Automatic Renewal

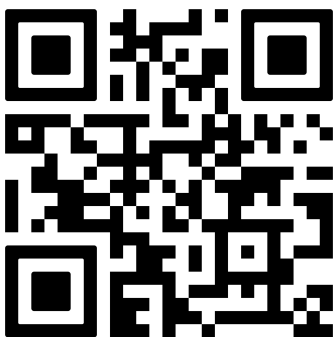
- Automatic renewal to provide notice the day before items are due? This means one less day from the original check-out. Most with few reservations.
- Number of total renewals
  - Renew until they don't need?
  - 1
  - 2
  - 3

## ATTACHMENT 6



**Download your  
new app!**

**LibrariesHI for iOS:**

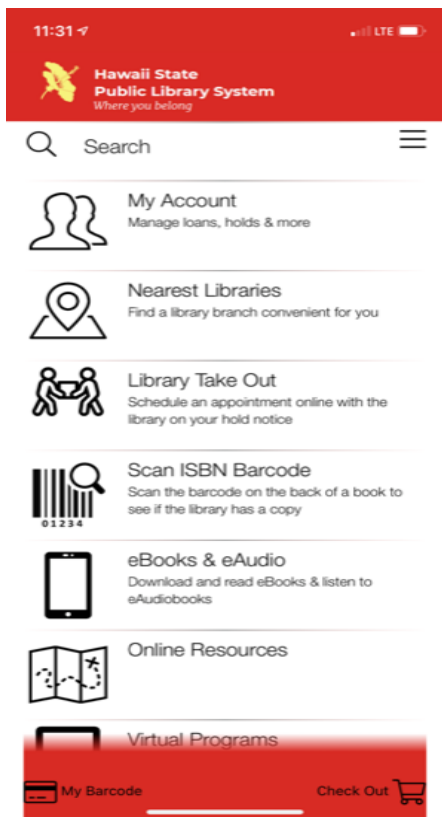


**LibrariesHI for Android:**



# Check out what you can do with your new app!

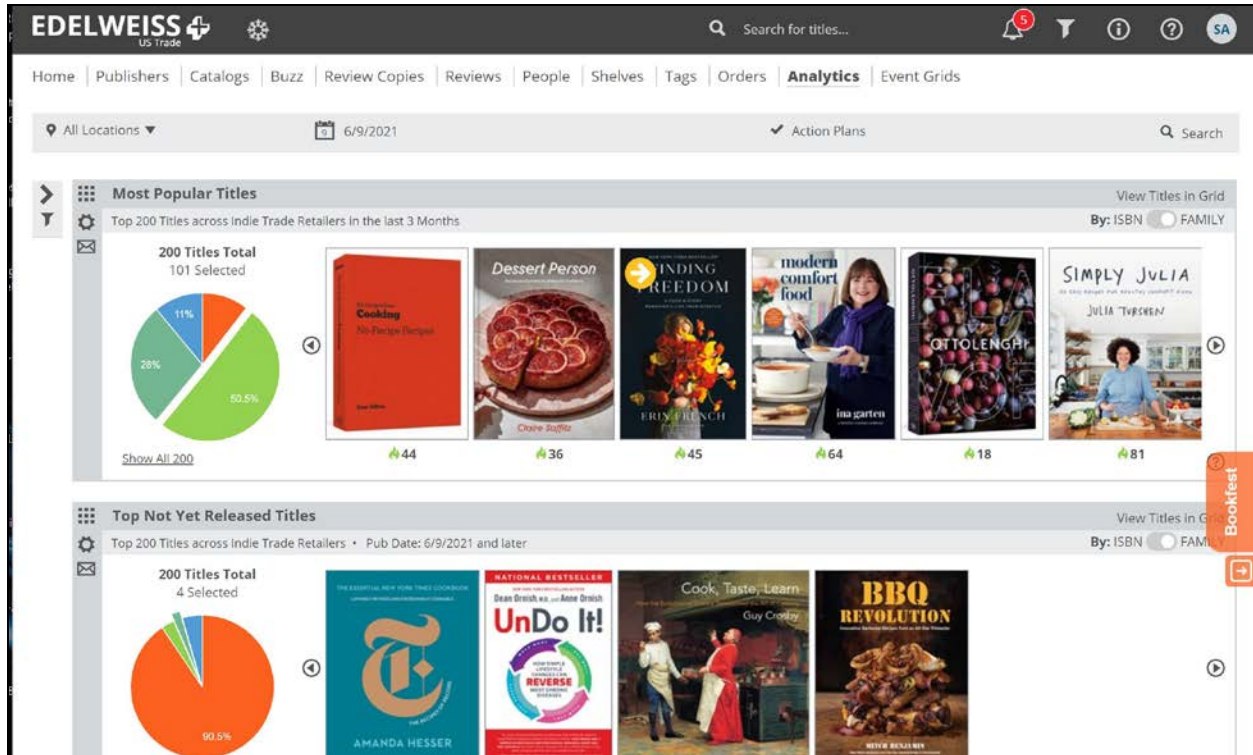
- Check out library materials directly from your phone
- Store and use multiple cards
- Customize your menu
- Place Holds on Physical materials or eBooks and eAudio
- Track due dates with e-receipts



## ATTACHMENT 7

### Edelweiss Example

This sample shows the fresh rate of our collection right now that we own across Indie Trade Retailers in the last 3 months.



# ATTACHMENT 8

PICK TIME	1-Jun	2-Jun	3-Jun	4-Jun	5-Jun	Total 54	TOTAL
Hilo	4	29	23	23	18	97	16,717
Honokaa	0	0	1	1		2	448
Kailua-Kona	0	9	7	4	9	29	4,341
Keaau	0	1	1	5		7	2,258
Kealakekua	1	2	0	0		3	1,539
Laupahoehoe	0	0	0	1		1	923
Mountain View	1	0	0	0		1	274
Naalehu		3		3		6	538
North Kohala	18	11	13	8		50	2,739
Pahala	0		0			0	56
Pahoa	1	1	0	0		2	1,125
Thelma Parker	0	4	1	4	4	13	3,100
Hanapepe	2	2	2	6	2	14	1,270
Kapaa	0	0	2	1		3	1,926
Koloa	0	2	1	3		6	854
Lihue	2	0	1	5		8	2,668
Princeville	0	0	2	2	2	6	1,429
Waimea	1	1	0	0		2	630
Hana	0	0	0	0		0	67
Kahului						0	908
Kihei	0	1	2	3	2	8	2,936
Lahaina	1	2	3	1	2	9	1,486
Lanai	0	1	0	0		1	210
Makawao	2	15	12		16	45	8,146
Molokai	0	0	0	0		0	209
Wailuku	1	6	3	8		18	3,130
Aiea	0	11	10		8	29	5,510
Aina Haina	2	5	11	7	6	31	4,268
Ewa Beach	0	4	5	7		16	1,322
Hawaii Kai	1	7	4		7	19	5,407
HSL	24	41	50	13	42	170	11,047
Kahuku	1	1	4	2		8	1,064
Kailua	3	8	8	10	7	36	7,131
Kaimuki	7	17	19	18		61	8,549
Kalihi	0	6	2	3	5	16	2,397
Kaneohe	2	19	7	9		37	6,311
Kapolei	3	14	7	0	10	34	5,935
LBPD	0	0	1	6		7	112
Liliha						0	0
Manoa	0	10	6	7	13	36	7,040
McCully						0	0
Mililani	2	3	3	10	7	25	3,405
Nanakuli	0	0	0	0	2	2	813
Pearl City	2	4	7	4		17	3,059
Salt Lake	3	3	4	3	4	17	4,648
Wahiawa	2	4	2	3	1	12	1,074
Waialua	0	3	0	3	0	6	1,619
Waianae	3	2	2	5	0	12	1,460
Waikiki	0	5	5	5	8	23	3,715
Waimanalo	1	1	2	2	1	7	1,140
Waipahu	1	2	4	2	5	14	1,712
	91	260	237	197	181	966	148,665

## INTRODUCTION

Welcome to the HSPLS Learning Opportunities Newsletter! The goal is to provide you access to free library related webinars and events for your professional enrichment. Participation is optional and should be done with the approval of your supervisor. The newsletter is organized by learning opportunities that fall into the categories of people, place, collections, programs/services.

### PEOPLE

#### [Affecting Change in a Middle Management Role \(PLA\)](#)

Tuesday, June 1 (8:00-9:00am HST)

Program coordinators, department heads, and other supervisors are the leadership of public libraries on the front lines, but they don't always have a seat at the table when administrators talk about change within the library. Attendees of this panel discussion will hear from public librarians representing libraries of varying sizes, geographic regions, and diverse populations who have affected change from their positions in middle management through effective communications, advocacy, and storytelling.

#### [Re-Weaving the Culture through Inclusive Norms in the Public Library \(PLA\)](#)

Thursday, June 3 (7:00-8:00am HST)

The history of public libraries is deeply rooted in white supremacy, and white cultural norms still dominate management practices in public libraries today. In order to create more inclusive workplace cultures in public libraries, new norms must be established by creating decision-making processes and modes of communication that honor the cultural norms of BIPOC staff members.

As libraries emerge from the COVID-19 pandemic with an increased awareness of racial inequities in the communities we serve, the time has also come to look inward at the ways our own management systems and structures perpetuate inequities among those who work in public libraries. By dismantling and re-weaving organizational culture norms to decenter whiteness, we can work together to create a better, more inclusive future.

This panel discussion will provide background on white cultural norms in librarianship, illustrated by examples from the lived experience of the panelists. Attendees will develop a deeper understanding of the way that these norms marginalize, silence, and harm BIPOC library staff members.

#### [Building Connections with Community Assets \(WebJunction\)](#)

Thursday, June 3 (9:00-10:00am HST)

The Aspen Institute's influential report, *Rising to the Challenge: Re-Envisioning Public Libraries*, (2014) predicted that the most effective public libraries will be the ones with services that prioritize and support local community goals. The COVID-19 pandemic and ongoing racial reckoning around the country require even more flexibility and adaptability as community needs change and as libraries more intentionally deploy resources in the communities they serve. This webinar will provide an opportunity to contrast traditional community outreach with community engagement principles and discuss community asset mapping as a tool for engagement. Presenters will also share lessons learned about community networking in the context of COVID-19 and encourage participants to share their own experiences.

#### [Ten Tips for Managing Conflict \(InfoPeople\)](#)

Wednesday, June 9 (9:00-10:00am HST)

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As libraries begin to open their doors and people begin to re-engage in the community, the transition to normalcy may take time. The lack of socialization caused by the pandemic may impact the ability of community members to engage in the public space skillfully. Library staff may be faced with a demanding public as they themselves are adjusting back to work.

This webinar will focus on Ten Tips for Managing Conflict highlighting the ideas and practices that help us navigate the challenges we find in communicating with others. These tips include ideas about what we are thinking, what we are saying, and how we are hearing what the other has to say. As each tip is shared, real-world examples will be highlighted.

## [Community Homelessness: What Can Libraries Do? \(Niche Academy\)](#)

Wednesday, June 16 (8:00-9:00am HST)

Join Julie Ann Winkelstein for a brief overview of who is unhoused, the numerous ways community members experience homelessness, and insights into its impact on people's lives, including daily trauma. Julie will share actions library staff can take and provide specific examples of the various ways in which libraries are addressing the physical, emotional and practical needs of their unhoused community members.

## [On Implicit Bias and Communication \(WebJunction\)](#)

Thursday, July 8 (9:00-10:00am HST)

Reflect on how life experiences, traditions, and beliefs impact communication and explore strategies for facilitating deeper discussions and stronger connections as steps toward developing a more community-centered library.

## PLACE

### [Designing Libraries to Meet Evolving Community Needs \(Library Journal\)](#)

Tuesday, June 8 (8:00-9:00am HST)

Even before COVID, libraries sought to better serve their patrons through design considerations and improvements. And now, with spaces opening up and a new normal in front of us, each community faces its own set of evolving needs and challenges.

Join this webcast to learn from leading library architects as they discuss: flexible design, pandemic lessons, workforce development and retraining, food resources, outdoor spaces, and more.

### [Users at the Center of Everything: Service Design in Rapidly Changing Libraries \(Niche Academy\)](#)

Wednesday, July 7 (8:00-9:00am HST)

Join Callan Bignoli and Lauren Stara for an exploration of service design – what it is and how it can make your library better by keeping users at the center of every decision. Digital, physical, and even philosophical: it's all about service.

## COLLECTIONS

### [BCALA's Best of the Best Booklist: Diversity in Public and School Libraries \(Follett\)](#)

Thursday, May 27 (9:00-10:00am HST)

Learn from experts within the Black Caucus of the American Library Association (BCALA) as they share the Best of the Best Booklist and help you build community with library collections that promote true equity and diversity. This enlightening presentation will share the 'Best of the Best' Booklist from the Black Caucus of the





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American Library Association (BCALA). These experienced library professionals will share books written and illustrated by Black authors and artists.

## [2021 Michael L. Printz Celebration \(Booklist\)](#)

Thursday, May 27 (1:00-2:00pm HST)

Help us Celebrate the recipients of the 2021 Michael L. Printz Award! Come listen to the award-winning authors speak about their writing, followed by a Q&A. The annual award is administered by YALSA and sponsored by Booklist magazine.

## [Amazing Audiobooks \(Booklist\)](#)

Tuesday, June 1 (8:00-9:00am HST)

Listen up! We know you love to read, but why not give your eyeballs a break and pop in your earbuds for some amazing audiobooks? Timed to coincide with the start of Audiobook Month, this webinar will spotlight exciting new and forthcoming audiobooks from Dreamscape Publishing and HarperAudio—and industry data and insights from nonprofit arts organization L.A. Theatre Works.

## [Queer Peers: Representation in Comics \(Booklist\)](#)

Friday, June 4 (8:00-9:00am HST)

Library worker Vincent (Vincey) Zalkind interviews some of the most prominent queer voices in comics about their works and the importance of representation in the medium, including Steve Orlando (*Commanders In Crisis, Kill A Man*), Sina Grace (*Getting It Together*), Jen Hickman (*Lonely Receiver*), Hazel Newlevant (*Embodied: An Intersectional Feminist Comics Poetry Anthology*), and Lela Gwen (*Nightmare In Savannah*).

## [New Books by New YA Authors! \(Booklist\)](#)

Monday, June 7 (8:00-9:00am HST)

Is there anything more exciting than reading an incredible debut novel? No! Because in the book world, we're always excited to celebrate new voices, and these three YA authors are no exception. Join #1 New York Times bestselling author of *The Wrath and the Dawn* and *The Beautiful Series*, Renée Ahdieh and Penguin Young Readers on Monday, June 7 at 1PM CT/2PM ET for this free, hour-long discussion where debut authors will be introducing attendees to their first novels and participating in a panel discussion about YA, publishing for the first time, and how they're excited to work with librarians to meet readers.

## [Picture Book Palooza \(SLJ\)](#)

Thursday, July 15 (4:00am-11:00am HST)

Join us July 15 for our very first SLJ Picture Book Palooza, an all-day, free virtual celebration of authors and artists dedicated to the visual dance and extraordinary craft of picture books! Come for a day packed with keynotes, author panels, and illustrator spotlights with visionary creators. Visit the exhibit hall, chat with authors and publishing teams, download digital galley, and be prepared to be inspired as you build your collection.

*\*Please know that sessions will be available for on-demand viewing within 24hrs, and the entire event will be accessible for three months from the event date.*

## PROGRAMS / SERVICES



www.librarieshawaii.org

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## [6 Essential Steps to Fun and Effective Phonological Awareness Instruction](#) (EdWeb)

Thursday, June 3 (8:00-9:00am HST)

Phonological awareness is a critical foundational literacy skill. In fact, multiple research studies indicate that phonological awareness skills are a strong predictor of a child's success in learning to read. During this fun and engaging edWebinar, attendees will learn a variety of engaging instructional strategies to teach six essential phonological awareness skills along the phonological awareness continuum.

## [The National Responsible Fatherhood Clearinghouse](#) (FDLP)

Wednesday, June 9 (8:00-9:00am HST)

This workshop will discuss the importance of fatherhood involvement and provide opportunities on how to get fathers involved in your programs.

## [Food Access and Seed Libraries in Rural Public Libraries](#) (WebJunction)

Wednesday, June 9 (9:00-10:00am HST)

Presenters from small and rural locations in South Carolina will share their experiences with seed libraries and community refrigerators.

Are you looking for ideas to "grow" a seed library and improve access to food for your community? Presenters from small and rural locations in South Carolina will share their experiences with seed libraries (inside branches, at outreach events, and on board a bookmobile) and community refrigerators, and highlight the value of partnerships. You'll gain knowledge on how to start a seed library from the ground up, how to collaborate with community organizations not generally considered as library partners, and learn better practices for making your library an access point for those experiencing food insecurity.

## [Government Supports Financial Literacy with Wealth of Resources](#) (FDLP)

Tuesday, June 15 (8:00-9:00am HST)

This session will pull together and present these resources. The goal of this session will be to showcase existing resources that can be used across a range of age groups and knowledge levels.

## [Eliminating Library Fines: Improving Community Access, Equity and Usage](#) (WebJunction)

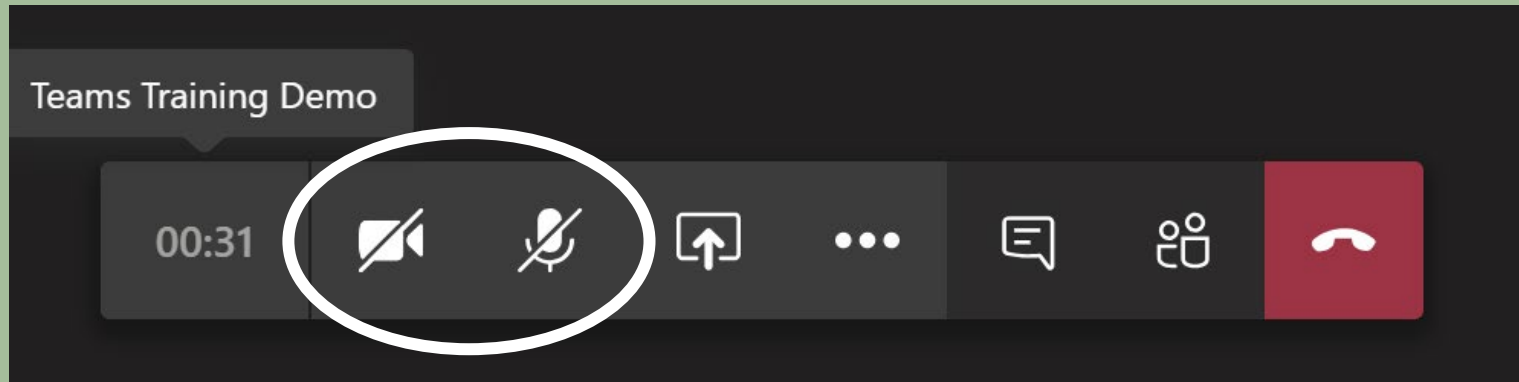
Tuesday, June 15 (9:00-10:00am HST)

The growing research and library case studies on the benefits of eliminating overdue fines indicate that the advantages to both library and patron far exceed the monetary value of the fines. This webinar explores going (and staying) fine-free as a social justice issue---- and as a revenue issue. Presenters will discuss considerations such as the barriers to access for those facing financial insecurity, the cost to collect fines often exceeds the revenue they bring in, and that many libraries report that patrons return more items after going fine-free.

# Welcome!

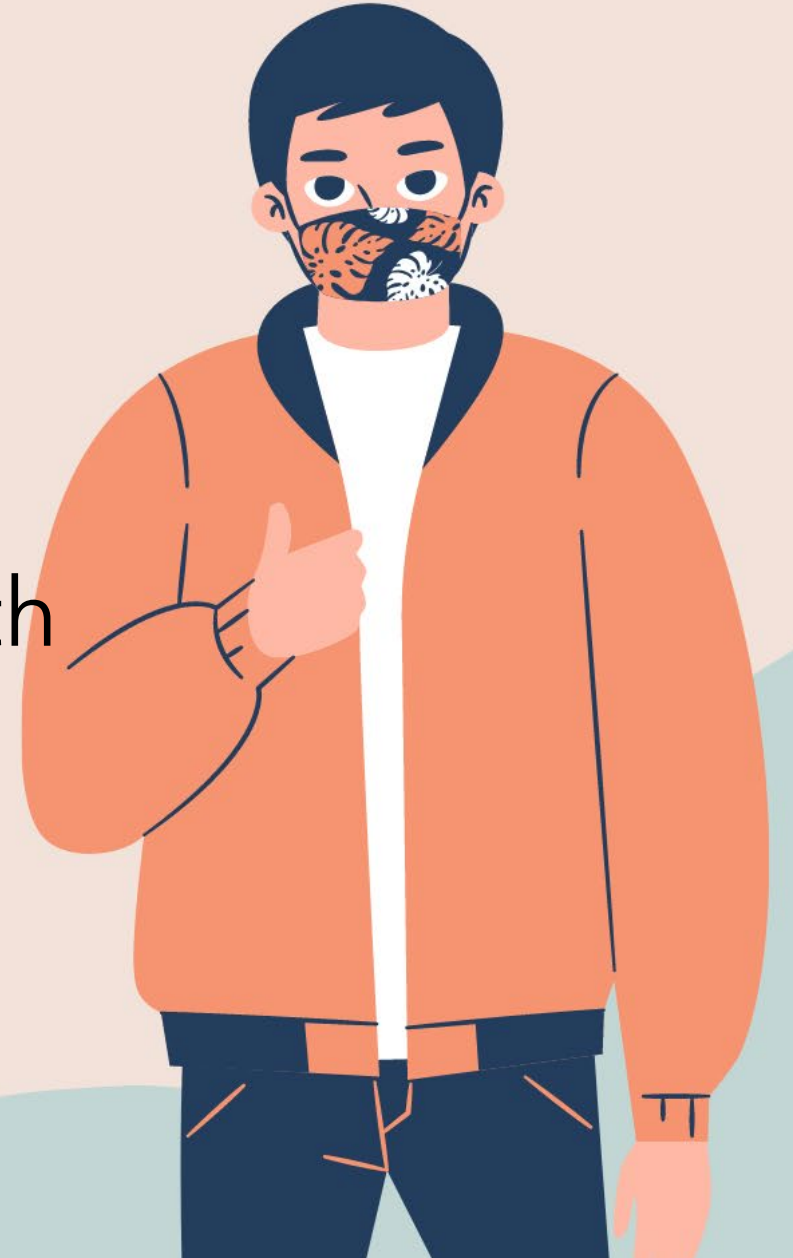
Before we begin:

- Mute your mic
- Turn off your camera



# COVID-19

How to get mask compliance and deal with other problem behavior related to COVID-19





# Outline

- Introduce ways to increase compliance and identify types of behavior
  - Five things to prevent COVID-related behavior issues.
  - Three-step strategy for the three types of people who don't wear masks or social distance.
- Loopholes, masks and the ADA
- Scenarios/role play
- Questions
- Post webinar assessment





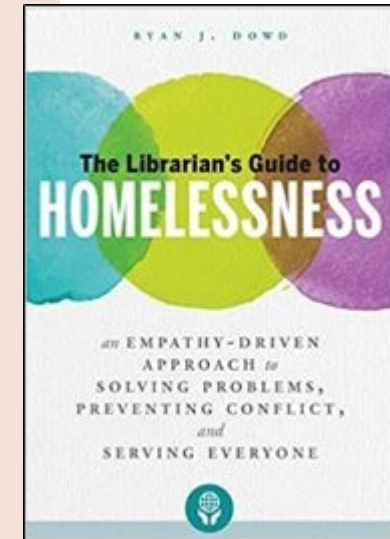
# Learning Objectives

By the end of this training, participants will be able to:

- Analyze their branch for factors that may increase or decrease compliance
- Identify the reasons behind mask noncompliance
- Execute best practices for obtaining mask compliance

# Ryan Dowd

- Executive Director of Hased House for 18+ years
  - Second largest homeless shelter in Aurora, Illinois.
- Experience in public health compliance
  - Tuberculosis outbreak
  - COVID-19 outbreak
- Author of *Librarian's Guide to Homelessness*






# Preface – Lead with Aloha

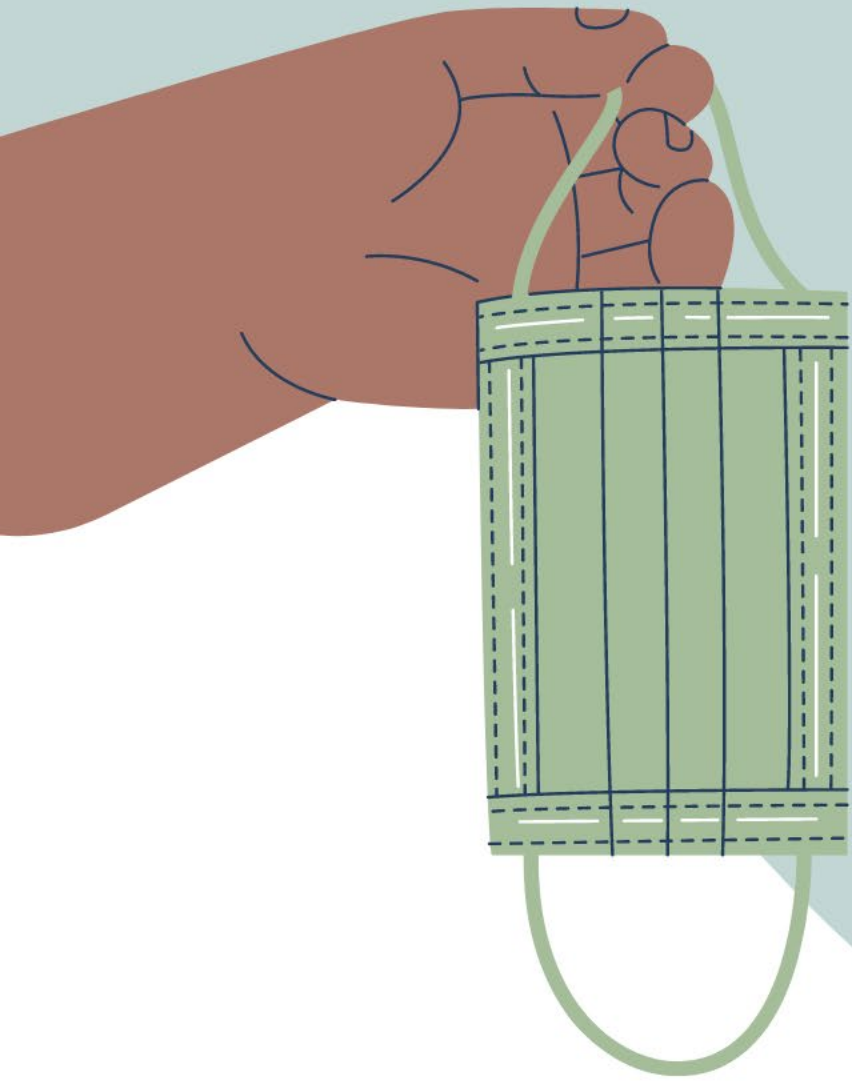
- Ryan shared "Empathy is the answer"
- Hawai'i = "Aloha is the answer."
- Aloha means more than just Hello & Goodbye
- The Aloha Spirit is:
  - Compassion
  - Kindness
  - Love
- Core values such as service & hospitality are inherent to our indigenous & local culture





Remember:  
COVID problems are  
NORMAL problems!





Five things  
staff will do  
to encourage  
compliance:



Model the behaviors we  
want guests to adopt,  
**100% of the time!**



Eliminate rules you are  
not enforcing.

Use “hard barriers”  
whenever possible.

Simple signage

Offer free masks.

# Types of Personalities



## **Rule Follower**

Agrees with the rule.



## **Rule Bender**

Finds the rule an inconvenience.



## **Rule Breaker**

Rule conflicts with personal values.



Rule Follower

Agrees with the rule:

They just made a  
mistake!



Rule Bender

They neither agree nor disagree:

They're just inconvenienced by masks.



Rule Breaker

The rules conflict with their values:

- Politics
- Orientation to Authority
- Conspiracy theorists





Always begin with the assumption that a patron is a Rule Follower. Don't escalate the situation if it's not necessary.

Remember: your tone of voice will influence patron behavior.





Tools to  
ensure compliance:



# Step One: Rule Followers

1. 'Pennies in the cup'
2. Friendly Reminder
3. Body Language



# Scenario

- One of your regular patrons, Mrs. Lum, comes in to pick up her holds. She has never forgotten her mask before today but walks up to the door without one.
- How do you approach Mrs. Lum?





# Step Two: Rule Benders

1. Sympathize (But Enforce)
2. Blame the Rules
3. Personalize the Risk



# Scenario



- A patron walks in with his mask below his nose but covering his mouth. You've seen him before, but you don't know his name. You overheard the guard reminding him to pull his mask up so it covers both his nose and mouth just a few minutes ago.
- How do you approach this patron?



# Step Three: Rule Breakers

1. Remember Your Goal
2. Sidestep the Argument
3. Give Options



# Scenario

- One of your regular internet patrons, Kevin, comes by to ask if the library is allowing patrons to use the computer again. Previously you've seen him wear a mask, but he isn't wearing one today. When you ask him to put a mask on, he gets defensive and goes into a spiel about how "You need to wake up, masks are making people sicker."
- How do you approach Kevin?



# Masks and the ADA



There is no medical exemption card for wearing masks. The ADA has not issued such a card.



1. Organization needs a clear, posted policy.
2. The ONLY question you can ask is "Are you unable to wear a mask due to a disability?"
3. If the answer is yes, we are required to make reasonable accommodations such as:
  - Curbside
  - No contact
  - Pen and paper for hard of hearing
4. We are NOT required to make unreasonable accommodations.



# How do I decide if the modification being requested is "reasonable"?

ADA requires businesses to provide *reasonable* modifications for disabled people:

- Does not pose an undue financial burden for the business
- Does not change the fundamental nature of the business
- *Does not cause a direct threat to the health and safety of others*

Since not wearing a face mask can pose a direct threat to the health of others, going mask-less is **NOT** considered a reasonable modification.



ADA is **NOT** an excuse for avoiding masks!



# PRO TIP:

If you must deny service to a patron who refuses a mask or a reasonable modification, immediately document it!

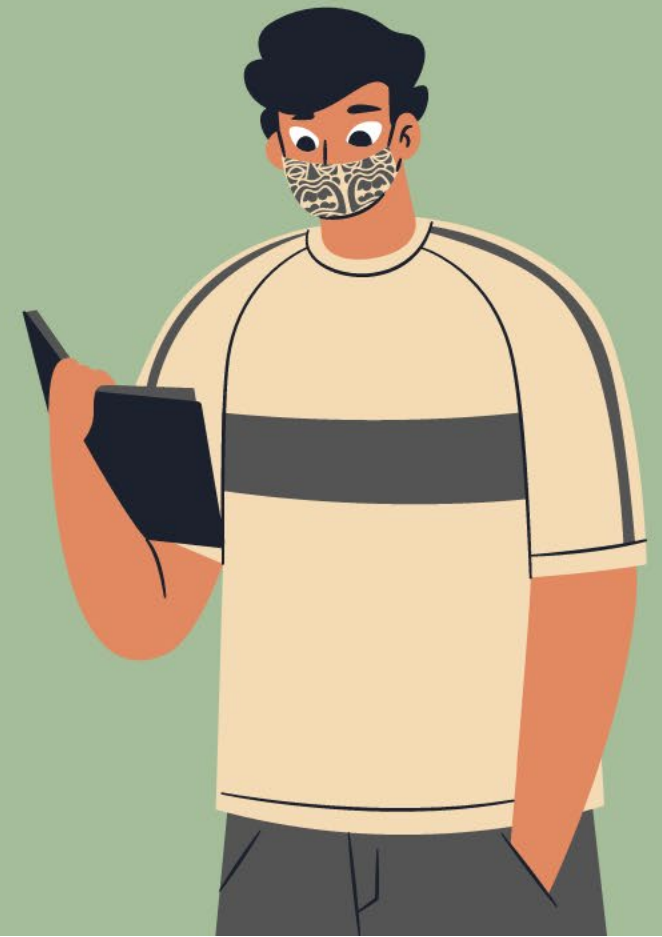


# Questions?

Raise your hand and be ready to  
unmute yourself!

Post Webinar Assessment:

[bit.ly/HSPLSQuiz](https://bit.ly/HSPLSQuiz)



# ATTACHMENT 11

## HAWAII STATE PUBLIC LIBRARY SYSTEM E-RATE PROJECT DETAIL FY 2020

HAWAII ISLAND														
Recipient Entity Name	Application		Product Type	Make	Equipment Model	FRN Line	FRN Line	FRN Line	FRN Line	FRN Line Total	Discount	FRN Line Total	FRN Line Total	
	Number	Service Provider Name				Ineligible	One-time	One-time	Eligible One	Pre-Discount		USAC Cost	Post-Discount	
						Costs	Cost	Quantity	Time Cost	Cost	Percentage		HSPLS Share	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$ 8,597.85	1	\$ 8,597.85	\$ 8,597.85	80%	\$ 6,878.28	\$ 1,719.57	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$ 8,600.00	1	\$ 8,600.00	\$ 8,600.00	80%	\$ 6,880.00	\$ 1,720.00	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$ 795.07	12	\$ 9,540.84	\$ 9,540.84	80%	\$ 7,632.67	\$ 1,908.17	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$ 129.00	12	\$ 1,548.00	\$ 1,548.00	80%	\$ 1,238.40	\$ 309.60	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$ 2,788.55	3	\$ 8,365.65	\$ 8,365.65	80%	\$ 6,692.52	\$ 1,673.13	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$ 307.45	3	\$ 922.35	\$ 922.35	80%	\$ 737.88	\$ 184.47	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$ 4,480.60	8	\$ 35,844.80	\$ 35,844.80	80%	\$ 28,675.84	\$ 7,168.96	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$ 492.35	8	\$ 3,938.80	\$ 3,938.80	80%	\$ 3,151.04	\$ 787.76	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$ 6,020.00	2	\$ 12,040.00	\$ 12,040.00	80%	\$ 9,632.00	\$ 2,408.00	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$ 709.50	2	\$ 1,419.00	\$ 1,419.00	80%	\$ 1,135.20	\$ 283.80	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$ 568.68	5	\$ 2,843.40	\$ 2,843.40	80%	\$ 2,274.72	\$ 568.68	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$ 55.90	5	\$ 279.50	\$ 279.50	80%	\$ 223.60	\$ 55.90	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$ 427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$ 427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$ 215.00	10	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$ 186.84	12	\$ 2,242.08	\$ 2,242.08	80%	\$ 1,793.66	\$ 448.42	
Hilo Public Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$ 5,034.48	1	\$ 5,034.48	\$ 5,034.48	80%	\$ 4,027.58	\$ 1,006.90	
TOTAL										\$ 111,923.75		\$ 89,539.00	\$ 22,384.75	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$ 2,147.85	1	\$ 2,147.85	\$ 2,147.85	80%	\$ 1,718.28	\$ 429.57	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$ 2,150.00	1	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$ 795.07	3	\$ 2,385.21	\$ 2,385.21	80%	\$ 1,908.17	\$ 477.04	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$ 129.00	3	\$ 387.00	\$ 387.00	80%	\$ 309.60	\$ 77.40	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$ 2,788.55	1	\$ 2,788.55	\$ 2,788.55	80%	\$ 2,230.84	\$ 557.71	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$ 307.45	1	\$ 307.45	\$ 307.45	80%	\$ 245.96	\$ 61.49	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$ 568.68	1	\$ 568.68	\$ 568.68	80%	\$ 454.94	\$ 113.74	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$ 55.90	1	\$ 55.90	\$ 55.90	80%	\$ 44.72	\$ 11.18	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$ 427.85	1	\$ 427.85	\$ 427.85	80%	\$ 342.28	\$ 85.57	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$ 215.00	1	\$ 215.00	\$ 215.00	80%	\$ 172.00	\$ 43.00	
Honokaa Public Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$ 538.52	1	\$ 538.52	\$ 538.52	80%	\$ 430.82	\$ 107.70	
TOTAL										\$ 11,972.01		\$ 9,577.61	\$ 2,394.40	
Kailua-Kona Public Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$ 2,147.85	1	\$ 2,147.85	\$ 2,147.85	80%	\$ 1,718.28	\$ 429.57	
Kailua-Kona Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$ 2,150.00	1	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
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Keaau Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00			
Keaau Public And School Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04			
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Keaau Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74			
Keaau Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18			
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TOTAL																				

Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00			
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Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00			
Mountain View Public And School Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70			
TOTAL															\$	11,972.01		\$	9,577.61	\$	2,394.40

Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71

Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Naalehu Public Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70

**TOTAL**

**\$ 11,972.01**

**\$ 9,577.61**

**\$ 2,394.40**

North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
North Kohala Public Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70

**TOTAL**

**\$ 11,972.01**

**\$ 9,577.61**

**\$ 2,394.40**

Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Pahala Public And School Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70

**TOTAL**

**\$ 11,972.01**

**\$ 9,577.61**

**\$ 2,394.40**

Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Pahoa Public And School Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70

**TOTAL**

**\$ 11,972.01**

**\$ 9,577.61**

**\$ 2,394.40**

Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00

Thelma Parker Memorial Public And School Library	201032465	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40
												\$	243,615.86		\$	194,892.69	\$	48,723.17

## KAUAI

						FRN Line	FRN Line	FRN Line	FRN Line	FRN Line Total			FRN Line Total	FRN Line Total
	Application					One-time	One-time	One-Time	One-Time	Pre-Discount	Discount			
Recipient Entity Name	Number	Service Provider Name	Product Type	Make	Equipment Model	Ineligible	Eligible Unit	One-Time	Eligible One	Cost	Percentage	USAC Cost	HSPLS Share	
Costs							Cost	Quantity	Time Cost	Cost				
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$ 2,147.85	1	\$ 2,147.85	\$ 2,147.85	80%	\$ 1,718.28	\$ 429.57	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$ 2,150.00	1	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$ 795.07	3	\$ 2,385.21	\$ 2,385.21	80%	\$ 1,908.17	\$ 477.04	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$ 129.00	3	\$ 387.00	\$ 387.00	80%	\$ 309.60	\$ 77.40	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$ 2,788.55	1	\$ 2,788.55	\$ 2,788.55	80%	\$ 2,230.84	\$ 557.71	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$ 307.45	1	\$ 307.45	\$ 307.45	80%	\$ 245.96	\$ 61.49	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$ 568.68	1	\$ 568.68	\$ 568.68	80%	\$ 454.94	\$ 113.74	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$ 55.90	1	\$ 55.90	\$ 55.90	80%	\$ 44.72	\$ 11.18	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$ 427.85	1	\$ 427.85	\$ 427.85	80%	\$ 342.28	\$ 85.57	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$ 215.00	1	\$ 215.00	\$ 215.00	80%	\$ 172.00	\$ 43.00	
Hanapepe Public Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$ 538.52	1	\$ 538.52	\$ 538.52	80%	\$ 430.82	\$ 107.70	
TOTAL										\$ 11,972.01		\$ 9,577.61	\$ 2,394.40	

Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Kapaa Public Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40

Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Koloa Public And School Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40

Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47

Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	3	\$	1,706.04	\$	1,706.04	80%	\$	1,364.83	\$	341.21	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	3	\$	167.70	\$	167.70	80%	\$	134.16	\$	33.54	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	10	\$	1,868.40	\$	1,868.40	80%	\$	1,494.72	\$	373.68	
Lihue Public Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	3,001.51	1	\$	3,001.51	\$	3,001.51	80%	\$	2,401.21	\$	600.30	
TOTAL													\$	66,727.79		\$	53,382.23	\$	13,345.56

Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	6	\$	4,770.42	\$	4,770.42	80%	\$	3,816.34	\$	954.08
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	6	\$	774.00	\$	774.00	80%	\$	619.20	\$	154.80
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	2	\$	5,577.10	\$	5,577.10	80%	\$	4,461.68	\$	1,115.42
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	2	\$	614.90	\$	614.90	80%	\$	491.92	\$	122.98
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	4	\$	1,711.40	\$	1,711.40	80%	\$	1,369.12	\$	342.28
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	3	\$	1,283.55	\$	1,283.55	80%	\$	1,026.84	\$	256.71
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	2	\$	430.00	\$	430.00	80%	\$	344.00	\$	86.00
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	2	\$	373.68	\$	373.68	80%	\$	298.94	\$	74.74
Princeville Public Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	1,888.10	1	\$	1,888.10	\$	1,888.10	80%	\$	1,510.48	\$	377.62
TOTAL												\$	41,975.08	\$	33,580.06	\$	8,395.02	

Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Waimea Public Library	201032654	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$ 11,972.01		\$ 9,577.61		\$ 2,394.40		
												\$ 156,590.91		\$ 125,272.73		\$ 31,318.18		

LANAI - MOLOKAI																		
Recipient Entity Name	Application		Service Provider Name	Product Type	Make	Equipment Model	FRN Line	FRN Line	FRN Line	FRN Line	FRN Line Total	Discount	FRN Line Total	FRN Line Total				
	Number						One-time Ineligible Costs	One-time Eligible Unit Cost	One-Time Quantity	Eligible One Time Cost	Pre-Discount Cost	Percentage	USAC Cost	Post-Discount	HSPLS Share			
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00

Lanai Public And School Library	201032679	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	476.32	1	\$	476.32	\$	476.32	80%	\$	381.06	\$	95.26
<b>TOTAL</b>												<b>\$</b>	<b>11,909.81</b>		<b>\$</b>	<b>9,527.85</b>	<b>\$</b>	<b>2,381.96</b>

Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Molokai Public Library	201032679	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	476.32	1	\$	476.32	\$	476.32	80%	\$	381.06	\$	95.26
<b>TOTAL</b>												<b>\$</b>	<b>11,909.81</b>		<b>\$</b>	<b>9,527.85</b>	<b>\$</b>	<b>2,381.96</b>
												<b>\$</b>	<b>23,819.62</b>		<b>\$</b>	<b>19,055.70</b>	<b>\$</b>	<b>4,763.92</b>

## MAUI

Recipient Entity Name	Application		Product Type	Make	Equipment Model	FRN Line	FRN Line	FRN Line	FRN Line	FRN Line Total	Discount Percentage	FRN Line Total		FRN Line Total
	Number	Service Provider Name				One-time Ineligible Costs	One-time Eligible Unit Cost	One-Time Quantity	Eligible One Time Cost	Pre-Discount Cost		USAC Cost	Post-Discount HSPLS Share	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$ 2,147.85	1	\$ 2,147.85	\$ 2,147.85	80%	\$ 1,718.28	\$ 429.57	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$ 2,150.00	1	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$ 795.07	3	\$ 2,385.21	\$ 2,385.21	80%	\$ 1,908.17	\$ 477.04	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$ 129.00	3	\$ 387.00	\$ 387.00	80%	\$ 309.60	\$ 77.40	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$ 2,788.55	1	\$ 2,788.55	\$ 2,788.55	80%	\$ 2,230.84	\$ 557.71	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$ 307.45	1	\$ 307.45	\$ 307.45	80%	\$ 245.96	\$ 61.49	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$ 568.68	1	\$ 568.68	\$ 568.68	80%	\$ 454.94	\$ 113.74	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$ 55.90	1	\$ 55.90	\$ 55.90	80%	\$ 44.72	\$ 11.18	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$ 427.85	1	\$ 427.85	\$ 427.85	80%	\$ 342.28	\$ 85.57	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$ 215.00	1	\$ 215.00	\$ 215.00	80%	\$ 172.00	\$ 43.00	
Hana Public And School Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$ 476.32	1	\$ 476.32	\$ 476.32	80%	\$ 381.06	\$ 95.26	
TOTAL										\$ 11,909.81		\$ 9,527.85	\$ 2,381.96	

Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	9	\$	7,155.63	\$	7,155.63	80%	\$	5,724.50	\$	1,431.13
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	9	\$	1,161.00	\$	1,161.00	80%	\$	928.80	\$	232.20
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	6	\$	2,567.10	\$	2,567.10	80%	\$	2,053.68	\$	513.42
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	4	\$	1,711.40	\$	1,711.40	80%	\$	1,369.12	\$	342.28
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	2	\$	430.00	\$	430.00	80%	\$	344.00	\$	86.00
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	2	\$	373.68	\$	373.68	80%	\$	298.94	\$	74.74
Kahului Public Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	2,167.53	1	\$	2,167.53	\$	2,167.53	80%	\$	1,734.02	\$	433.51
<b>TOTAL</b>												<b>\$</b>	<b>48,187.22</b>		<b>\$</b>	<b>38,549.78</b>	<b>\$</b>	<b>9,637.44</b>

Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00

Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	10	\$	7,950.70	\$	7,950.70	80%	\$	6,360.56	\$	1,590.14
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	10	\$	1,290.00	\$	1,290.00	80%	\$	1,032.00	\$	258.00
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	2	\$	5,577.10	\$	5,577.10	80%	\$	4,461.68	\$	1,115.42
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	2	\$	614.90	\$	614.90	80%	\$	491.92	\$	122.98
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	3	\$	1,706.04	\$	1,706.04	80%	\$	1,364.83	\$	341.21
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	3	\$	167.70	\$	167.70	80%	\$	134.16	\$	33.54
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	8	\$	3,422.80	\$	3,422.80	80%	\$	2,738.24	\$	684.56
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	4	\$	1,711.40	\$	1,711.40	80%	\$	1,369.12	\$	342.28
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	6	\$	1,290.00	\$	1,290.00	80%	\$	1,032.00	\$	258.00
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	6	\$	1,121.04	\$	1,121.04	80%	\$	896.83	\$	224.21
Kihei Public Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	2,239.31	1	\$	2,239.31	\$	2,239.31	80%	\$	1,791.45	\$	447.86
TOTAL												\$	55,991.29		\$	44,793.03	\$	11,198.26
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Lahaina Public Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	476.32	1	\$	476.32	\$	476.32	80%	\$	381.06	\$	95.26
TOTAL												\$	11,909.81		\$	9,527.85	\$	2,381.96
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Makawao Public Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	476.32	1	\$	476.32	\$	476.32	80%	\$	381.06	\$	95.26
TOTAL												\$	11,909.81		\$	9,527.85	\$	2,381.96
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Wailuku Public Library	201032689	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40
												\$	151,879.95		\$	121,503.96	\$	30,375.99



OAHU														
Recipient Entity Name	Application		Product Type	Make	Equipment Model	FRN Line	FRN Line	FRN Line	FRN Line	FRN Line Total	Discount Percentage	FRN Line Total USAC Cost	FRN Line Total	
	Number	Service Provider Name				One-time Ineligible Costs	One-time Eligible Unit Cost	One-Time Quantity	Eligible One Time Cost	Pre-Discount Cost			Post-Discount	HSPLS Share
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0 \$	8,597.85	1	\$ 8,597.85	\$ 8,597.85	80%	\$ 6,878.28	\$ 1,719.57	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0 \$	8,600.00	1	\$ 8,600.00	\$ 8,600.00	80%	\$ 6,880.00	\$ 1,720.00	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0 \$	795.07	12	\$ 9,540.84	\$ 9,540.84	80%	\$ 7,632.67	\$ 1,908.17	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0 \$	129.00	12	\$ 1,548.00	\$ 1,548.00	80%	\$ 1,238.40	\$ 309.60	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0 \$	2,788.55	4	\$ 11,154.20	\$ 11,154.20	80%	\$ 8,923.36	\$ 2,230.84	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0 \$	307.45	4	\$ 1,229.80	\$ 1,229.80	80%	\$ 983.84	\$ 245.96	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0 \$	4,480.60	1	\$ 4,480.60	\$ 4,480.60	80%	\$ 3,584.48	\$ 896.12	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0 \$	492.35	1	\$ 492.35	\$ 492.35	80%	\$ 393.88	\$ 98.47	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0 \$	6,020.00	1	\$ 6,020.00	\$ 6,020.00	80%	\$ 4,816.00	\$ 1,204.00	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0 \$	709.50	1	\$ 709.50	\$ 709.50	80%	\$ 567.60	\$ 141.90	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0 \$	568.68	3	\$ 1,706.04	\$ 1,706.04	80%	\$ 1,364.83	\$ 341.21	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0 \$	55.90	3	\$ 167.70	\$ 167.70	80%	\$ 134.16	\$ 33.54	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0 \$	427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0 \$	427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0 \$	215.00	10	\$ 2,150.00	\$ 2,150.00	80%	\$ 1,720.00	\$ 430.00	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0 \$	186.84	9	\$ 1,681.56	\$ 1,681.56	80%	\$ 1,345.25	\$ 336.31	
Aiea Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0 \$	3,138.53	1	\$ 3,138.53	\$ 3,138.53	80%	\$ 2,510.82	\$ 627.71	
TOTAL										\$ 69,773.97		\$ 55,819.18	\$ 13,954.79	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0 \$	8,597.85	1	\$ 8,597.85	\$ 8,597.85	80%	\$ 6,878.28	\$ 1,719.57	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0 \$	8,600.00	1	\$ 8,600.00	\$ 8,600.00	80%	\$ 6,880.00	\$ 1,720.00	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0 \$	795.07	12	\$ 9,540.84	\$ 9,540.84	80%	\$ 7,632.67	\$ 1,908.17	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0 \$	129.00	12	\$ 1,548.00	\$ 1,548.00	80%	\$ 1,238.40	\$ 309.60	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0 \$	2,788.55	4	\$ 11,154.20	\$ 11,154.20	80%	\$ 8,923.36	\$ 2,230.84	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0 \$	307.45	4	\$ 1,229.80	\$ 1,229.80	80%	\$ 983.84	\$ 245.96	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0 \$	4,480.60	1	\$ 4,480.60	\$ 4,480.60	80%	\$ 3,584.48	\$ 896.12	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0 \$	492.35	1	\$ 492.35	\$ 492.35	80%	\$ 393.88	\$ 98.47	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0 \$	6,020.00	1	\$ 6,020.00	\$ 6,020.00	80%	\$ 4,816.00	\$ 1,204.00	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0 \$	709.50	1	\$ 709.50	\$ 709.50	80%	\$ 567.60	\$ 141.90	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0 \$	568.68	6	\$ 3,412.08	\$ 3,412.08	80%	\$ 2,729.66	\$ 682.42	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0 \$	55.90	6	\$ 335.40	\$ 335.40	80%	\$ 268.32	\$ 67.08	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0 \$	427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0 \$	427.85	10	\$ 4,278.50	\$ 4,278.50	80%	\$ 3,422.80	\$ 855.70	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0 \$	215.00	11	\$ 2,365.00	\$ 2,365.00	80%	\$ 1,892.00	\$ 473.00	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0 \$	186.84	10	\$ 1,868.40	\$ 1,868.40	80%	\$ 1,494.72	\$ 373.68	
Aina Haina Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0 \$	3,245.71	1	\$ 3,245.71	\$ 3,245.71	80%	\$ 2,596.57	\$ 649.14	
TOTAL										\$ 72,156.73		\$ 57,725.38	\$ 14,431.35	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0 \$	8,597.85	1	\$ 8,597.85	\$ 8,597.85	80%	\$ 6,878.28	\$ 1,719.57	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0 \$	8,600.00	1	\$ 8,600.00	\$ 8,600.00	80%	\$ 6,880.00	\$ 1,720.00	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0 \$	795.07	25	\$ 19,876.75	\$ 19,876.75	80%	\$ 15,901.40	\$ 3,975.35	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0 \$	129.00	25	\$ 3,225.00	\$ 3,225.00	80%	\$ 2,580.00	\$ 645.00	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0 \$	2,788.55	6	\$ 16,731.30	\$ 16,731.30	80%	\$ 13,385.04	\$ 3,346.26	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0 \$	307.45	6	\$ 1,844.70	\$ 1,844.70	80%	\$ 1,475.76	\$ 368.94	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0 \$	4,480.60	6	\$ 26,883.60	\$ 26,883.60	80%	\$ 21,506.88	\$ 5,376.72	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0 \$	492.35	6	\$ 2,954.10	\$ 2,954.10	80%	\$ 2,363.28	\$ 590.82	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0 \$	6,020.00	4	\$ 24,080.00	\$ 24,080.00	80%	\$ 19,264.00	\$ 4,816.00	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0 \$	709.50	4	\$ 2,838.00	\$ 2,838.00	80%	\$ 2,270.40	\$ 567.60	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0 \$	568.68	10	\$ 5,686.80	\$ 5,686.80	80%	\$ 4,549.44	\$ 1,137.36	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0 \$	55.90	10	\$ 559.00	\$ 559.00	80%	\$ 447.20	\$ 111.80	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0 \$	427.85	18	\$ 7,701.30	\$ 7,701.30	80%	\$ 6,161.04	\$ 1,540.26	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0 \$	427.85	18	\$ 7,701.30	\$ 7,701.30	80%	\$ 6,161.04	\$ 1,540.26	
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0 \$	215.00	18	\$ 3,870.00	\$ 3,870.00	80%	\$ 3,096.00	\$ 774.00	

Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	16	\$	2,989.44	\$	2,989.44	80%	\$	2,391.55	\$	597.89
Ewa Beach Public And School Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	6,788.95	1	\$	6,788.95	\$	6,788.95	80%	\$	5,431.16	\$	1,357.79
TOTAL												\$	150,928.09		\$	120,742.47	\$	30,185.62
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	25	\$	19,876.75	\$	19,876.75	80%	\$	15,901.40	\$	3,975.35
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	25	\$	3,225.00	\$	3,225.00	80%	\$	2,580.00	\$	645.00
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	6	\$	16,731.30	\$	16,731.30	80%	\$	13,385.04	\$	3,346.26
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	6	\$	1,844.70	\$	1,844.70	80%	\$	1,475.76	\$	368.94
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	5	\$	22,403.00	\$	22,403.00	80%	\$	17,922.40	\$	4,480.60
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	5	\$	2,461.75	\$	2,461.75	80%	\$	1,969.40	\$	492.35
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	8	\$	4,549.44	\$	4,549.44	80%	\$	3,639.55	\$	909.89
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	8	\$	447.20	\$	447.20	80%	\$	357.76	\$	89.44
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	16	\$	6,845.60	\$	6,845.60	80%	\$	5,476.48	\$	1,369.12
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	16	\$	6,845.60	\$	6,845.60	80%	\$	5,476.48	\$	1,369.12
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	15	\$	3,225.00	\$	3,225.00	80%	\$	2,580.00	\$	645.00
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	15	\$	2,802.60	\$	2,802.60	80%	\$	2,242.08	\$	560.52
Hawaii Kai Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	5,742.19	1	\$	5,742.19	\$	5,742.19	80%	\$	4,593.75	\$	1,148.44
TOTAL												\$	127,656.98		\$	102,125.58	\$	25,531.40
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	4	\$	34,391.40	\$	34,391.40	80%	\$	27,513.12	\$	6,878.28
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	4	\$	34,400.00	\$	34,400.00	80%	\$	27,520.00	\$	6,880.00
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	200	\$	159,014.00	\$	159,014.00	80%	\$	127,211.20	\$	31,802.80
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	200	\$	25,800.00	\$	25,800.00	80%	\$	20,640.00	\$	5,160.00
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	35	\$	97,599.25	\$	97,599.25	80%	\$	78,079.40	\$	19,519.85
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	35	\$	10,760.75	\$	10,760.75	80%	\$	8,608.60	\$	2,152.15
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	32	\$	143,379.20	\$	143,379.20	80%	\$	114,703.36	\$	28,675.84
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	32	\$	15,755.20	\$	15,755.20	80%	\$	12,604.16	\$	3,151.04
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	8	\$	48,160.00	\$	48,160.00	80%	\$	38,528.00	\$	9,632.00
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	8	\$	5,676.00	\$	5,676.00	80%	\$	4,540.80	\$	1,135.20
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	32	\$	18,197.76	\$	18,197.76	80%	\$	14,558.21	\$	3,639.55
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	32	\$	1,788.80	\$	1,788.80	80%	\$	1,431.04	\$	357.76
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	48	\$	20,536.80	\$	20,536.80	80%	\$	16,429.44	\$	4,107.36
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	46	\$	19,681.10	\$	19,681.10	80%	\$	15,744.88	\$	3,936.22
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	46	\$	9,890.00	\$	9,890.00	80%	\$	7,912.00	\$	1,978.00
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	46	\$	8,594.64	\$	8,594.64	80%	\$	6,875.71	\$	1,718.93
Hawaii State Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	30,785.73	1	\$	30,785.73	\$	30,785.73	80%	\$	24,628.58	\$	6,157.15
TOTAL												\$	684,410.63		\$	547,528.50	\$	136,882.13
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Kahuku Public And School Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00



Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	4	\$	3,180.28	\$	3,180.28	80%	\$	2,544.22	\$	636.06	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	4	\$	516.00	\$	516.00	80%	\$	412.80	\$	103.20	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	4	\$	860.00	\$	860.00	80%	\$	688.00	\$	172.00	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	1	\$	186.84	\$	186.84	80%	\$	149.47	\$	37.37	
Kailua Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	1,545.77	1	\$	1,545.77	\$	1,545.77	80%	\$	1,236.62	\$	309.15	
TOTAL												\$	34,364.67		\$	27,491.74		\$	6,872.93

Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	6	\$	16,731.30	\$	16,731.30	80%	\$	13,385.04	\$	3,346.26
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	6	\$	1,844.70	\$	1,844.70	80%	\$	1,475.76	\$	368.94
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	6	\$	26,883.60	\$	26,883.60	80%	\$	21,506.88	\$	5,376.72
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	6	\$	2,954.10	\$	2,954.10	80%	\$	2,363.28	\$	590.82
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	12	\$	6,824.16	\$	6,824.16	80%	\$	5,459.33	\$	1,364.83
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	12	\$	670.80	\$	670.80	80%	\$	536.64	\$	134.16
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	18	\$	7,701.30	\$	7,701.30	80%	\$	6,161.04	\$	1,540.26
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	19	\$	8,129.15	\$	8,129.15	80%	\$	6,503.32	\$	1,625.83
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	20	\$	4,300.00	\$	4,300.00	80%	\$	3,440.00	\$	860.00
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	19	\$	3,549.96	\$	3,549.96	80%	\$	2,839.97	\$	709.99
Kaimuki Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	5,714.87	1	\$	5,714.87	\$	5,714.87	80%	\$	4,571.90	\$	1,142.97
TOTAL												\$	127,049.63		\$	101,639.70	\$	25,409.93

Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	2	\$	8,961.20	\$	8,961.20	80%	\$	7,168.96	\$	1,792.24
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	2	\$	984.70	\$	984.70	80%	\$	787.76	\$	196.94
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	6	\$	3,412.08	\$	3,412.08	80%	\$	2,729.66	\$	682.42
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	6	\$	335.40	\$	335.40	80%	\$	268.32	\$	67.08
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	12	\$	5,134.20	\$	5,134.20	80%	\$	4,107.36	\$	1,026.84
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	12	\$	5,134.20	\$	5,134.20	80%	\$	4,107.36	\$	1,026.84
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	10	\$	1,868.40	\$	1,868.40	80%	\$	1,494.72	\$	373.68
Kalihi-Palama Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	3,721.55	1	\$	3,721.55	\$	3,721.55	80%	\$	2,977.24	\$	744.31
TOTAL												\$	82,735.42		\$	66,188.34	\$	16,547.08

Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	6	\$	4,770.42	\$	4,770.42	80%	\$	3,816.34	\$	954.08
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	6	\$	774.00	\$	774.00	80%	\$	619.20	\$	154.80
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	2	\$	5,577.10	\$	5,577.10	80%	\$	4,461.68	\$	1,115.42
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	2	\$	614.90	\$	614.90	80%	\$	491.92	\$	122.98

Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	6	\$	2,567.10	\$	2,567.10	80%	\$	2,053.68	\$	513.42
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	3	\$	1,283.55	\$	1,283.55	80%	\$	1,026.84	\$	256.71
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	2	\$	430.00	\$	430.00	80%	\$	344.00	\$	86.00
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	2	\$	373.68	\$	373.68	80%	\$	298.94	\$	74.74
Kaneohe Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	1,928.40	1	\$	1,928.40	\$	1,928.40	80%	\$	1,542.72	\$	385.68
TOTAL												\$	42,871.08		\$	34,296.86	\$	8,574.22

Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	25	\$	19,876.75	\$	19,876.75	80%	\$	15,901.40	\$	3,975.35
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	25	\$	3,225.00	\$	3,225.00	80%	\$	2,580.00	\$	645.00
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	8	\$	22,308.40	\$	22,308.40	80%	\$	17,846.72	\$	4,461.68
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	8	\$	2,459.60	\$	2,459.60	80%	\$	1,967.68	\$	491.92
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	9	\$	40,325.40	\$	40,325.40	80%	\$	32,260.32	\$	8,065.08
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	9	\$	4,431.15	\$	4,431.15	80%	\$	3,544.92	\$	886.23
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	5	\$	30,100.00	\$	30,100.00	80%	\$	24,080.00	\$	6,020.00
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	5	\$	3,547.50	\$	3,547.50	80%	\$	2,838.00	\$	709.50
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	32	\$	18,197.76	\$	18,197.76	80%	\$	14,558.21	\$	3,639.55
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	32	\$	1,788.80	\$	1,788.80	80%	\$	1,431.04	\$	357.76
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	40	\$	17,114.00	\$	17,114.00	80%	\$	13,691.20	\$	3,422.80
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	40	\$	17,114.00	\$	17,114.00	80%	\$	13,691.20	\$	3,422.80
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	40	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	41	\$	7,660.44	\$	7,660.44	80%	\$	6,128.35	\$	1,532.09
Kapolei Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	10,076.89	1	\$	10,076.89	\$	10,076.89	80%	\$	8,061.51	\$	2,015.38
TOTAL												\$	224,023.54		\$	179,218.83	\$	44,804.71

Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	6	\$	3,412.08	\$	3,412.08	80%	\$	2,729.66	\$	682.42
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	6	\$	335.40	\$	335.40	80%	\$	268.32	\$	67.08
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	12	\$	5,134.20	\$	5,134.20	80%	\$	4,107.36	\$	1,026.84
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	11	\$	2,365.00	\$	2,365.00	80%	\$	1,892.00	\$	473.00
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	10	\$	1,868.40	\$	1,868.40	80%	\$	1,494.72	\$	373.68
Library For The Blind And Physically Handicapped	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	3,457.15	1	\$	3,457.15	\$	3,457.15	80%	\$	2,765.72	\$	691.43
TOTAL												\$	76,857.37		\$	61,485.90	\$	15,371.47

Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	4	\$	17,922.40	\$	17,922.40	80%	\$	14,337.92	\$	3,584.48
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	4	\$	1,969.40	\$	1,969.40	80%	\$	1,575.52	\$	393.88
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00

Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	5	\$	2,843.40	\$	2,843.40	80%	\$	2,274.72	\$	568.68
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	5	\$	279.50	\$	279.50	80%	\$	223.60	\$	55.90
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	9	\$	1,681.56	\$	1,681.56	80%	\$	1,345.25	\$	336.31
Liliha Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	4,071.18	1	\$	4,071.18	\$	4,071.18	80%	\$	3,256.94	\$	814.24
TOTAL												\$	90,508.13		\$	72,406.50	\$	18,101.63
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	25	\$	19,876.75	\$	19,876.75	80%	\$	15,901.40	\$	3,975.35
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	25	\$	3,225.00	\$	3,225.00	80%	\$	2,580.00	\$	645.00
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	7	\$	19,519.85	\$	19,519.85	80%	\$	15,615.88	\$	3,903.97
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	7	\$	2,152.15	\$	2,152.15	80%	\$	1,721.72	\$	430.43
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	9	\$	40,325.40	\$	40,325.40	80%	\$	32,260.32	\$	8,065.08
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	9	\$	4,431.15	\$	4,431.15	80%	\$	3,544.92	\$	886.23
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	5	\$	30,100.00	\$	30,100.00	80%	\$	24,080.00	\$	6,020.00
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	5	\$	3,547.50	\$	3,547.50	80%	\$	2,838.00	\$	709.50
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	28	\$	15,923.04	\$	15,923.04	80%	\$	12,738.43	\$	3,184.61
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	28	\$	1,565.20	\$	1,565.20	80%	\$	1,252.16	\$	313.04
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	20	\$	8,557.00	\$	8,557.00	80%	\$	6,845.60	\$	1,711.40
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	20	\$	8,557.00	\$	8,557.00	80%	\$	6,845.60	\$	1,711.40
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	20	\$	4,300.00	\$	4,300.00	80%	\$	3,440.00	\$	860.00
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	21	\$	3,923.64	\$	3,923.64	80%	\$	3,138.91	\$	784.73
Manoa Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	8,628.79	1	\$	8,628.79	\$	8,628.79	80%	\$	6,903.03	\$	1,725.76
TOTAL												\$	191,830.32		\$	153,464.26	\$	38,366.06
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	5	\$	13,942.75	\$	13,942.75	80%	\$	11,154.20	\$	2,788.55
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	5	\$	1,537.25	\$	1,537.25	80%	\$	1,229.80	\$	307.45
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	6	\$	26,883.60	\$	26,883.60	80%	\$	21,506.88	\$	5,376.72
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	6	\$	2,954.10	\$	2,954.10	80%	\$	2,363.28	\$	590.82
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	5	\$	2,843.40	\$	2,843.40	80%	\$	2,274.72	\$	568.68
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	5	\$	279.50	\$	279.50	80%	\$	223.60	\$	55.90
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	10	\$	1,868.40	\$	1,868.40	80%	\$	1,494.72	\$	373.68
Mccully-Moiliili Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	4,840.08	1	\$	4,840.08	\$	4,840.08	80%	\$	3,872.06	\$	968.02
TOTAL												\$	107,601.77		\$	86,081.42	\$	21,520.35
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	5	\$	22,403.00	\$	22,403.00	80%	\$	17,922.40	\$	4,480.60
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	5	\$	2,461.75	\$	2,461.75	80%	\$	1,969.40	\$	492.35
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80

Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	7	\$	3,980.76	\$	3,980.76	80%	\$	3,184.61	\$	796.15
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	7	\$	391.30	\$	391.30	80%	\$	313.04	\$	78.26
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	9	\$	1,681.56	\$	1,681.56	80%	\$	1,345.25	\$	336.31
Mililani Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	4,364.24	1	\$	4,364.24	\$	4,364.24	80%	\$	3,491.39	\$	872.85
<b>TOTAL</b>												<b>\$</b>	<b>97,023.30</b>		<b>\$</b>	<b>77,618.64</b>	<b>\$</b>	<b>19,404.66</b>

Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	25	\$	19,876.75	\$	19,876.75	80%	\$	15,901.40	\$	3,975.35
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	25	\$	3,225.00	\$	3,225.00	80%	\$	2,580.00	\$	645.00
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	6	\$	16,731.30	\$	16,731.30	80%	\$	13,385.04	\$	3,346.26
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	6	\$	1,844.70	\$	1,844.70	80%	\$	1,475.76	\$	368.94
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	6	\$	26,883.60	\$	26,883.60	80%	\$	21,506.88	\$	5,376.72
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	6	\$	2,954.10	\$	2,954.10	80%	\$	2,363.28	\$	590.82
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	4	\$	24,080.00	\$	24,080.00	80%	\$	19,264.00	\$	4,816.00
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	4	\$	2,838.00	\$	2,838.00	80%	\$	2,270.40	\$	567.60
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	10	\$	5,686.80	\$	5,686.80	80%	\$	4,549.44	\$	1,137.36
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	10	\$	559.00	\$	559.00	80%	\$	447.20	\$	111.80
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	20	\$	8,557.00	\$	8,557.00	80%	\$	6,845.60	\$	1,711.40
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	20	\$	8,557.00	\$	8,557.00	80%	\$	6,845.60	\$	1,711.40
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	20	\$	4,300.00	\$	4,300.00	80%	\$	3,440.00	\$	860.00
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	18	\$	3,363.12	\$	3,363.12	80%	\$	2,690.50	\$	672.62
Pearl City Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	6,907.41	1	\$	6,907.41	\$	6,907.41	80%	\$	5,525.93	\$	1,381.48
<b>TOTAL</b>												<b>\$</b>	<b>153,561.63</b>		<b>\$</b>	<b>122,849.30</b>	<b>\$</b>	<b>30,712.33</b>

Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	6	\$	16,731.30	\$	16,731.30	80%	\$	13,385.04	\$	3,346.26
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	6	\$	1,844.70	\$	1,844.70	80%	\$	1,475.76	\$	368.94
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	6	\$	26,883.60	\$	26,883.60	80%	\$	21,506.88	\$	5,376.72
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	6	\$	2,954.10	\$	2,954.10	80%	\$	2,363.28	\$	590.82
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	11	\$	6,255.48	\$	6,255.48	80%	\$	5,004.38	\$	1,251.10
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	11	\$	614.90	\$	614.90	80%	\$	491.92	\$	122.98
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	12	\$	5,134.20	\$	5,134.20	80%	\$	4,107.36	\$	1,026.84
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	12	\$	2,242.08	\$	2,242.08	80%	\$	1,793.66	\$	448.42
Salt Lake-Moanalua Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	5,220.31	1	\$	5,220.31	\$	5,220.31	80%	\$	4,176.25	\$	1,044.06
<b>TOTAL</b>												<b>\$</b>	<b>116,054.86</b>		<b>\$</b>	<b>92,843.89</b>	<b>\$</b>	<b>23,210.97</b>

Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	10	\$	7,950.70	\$	7,950.70	80%	\$	6,360.56	\$	1,590.14
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	10	\$	1,290.00	\$	1,290.00	80%	\$	1,032.00	\$	258.00
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	2	\$	1,137.36	\$	1,137.36	80%	\$	909.89	\$	227.47

Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	2	\$	111.80	\$	111.80	80%	\$	89.44	\$	22.36
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	6	\$	2,567.10	\$	2,567.10	80%	\$	2,053.68	\$	513.42
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	3	\$	1,283.55	\$	1,283.55	80%	\$	1,026.84	\$	256.71
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	4	\$	860.00	\$	860.00	80%	\$	688.00	\$	172.00
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	5	\$	934.20	\$	934.20	80%	\$	747.36	\$	186.84
Wahiawa Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	2,558.61	1	\$	2,558.61	\$	2,558.61	80%	\$	2,046.89	\$	511.72

Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00			
Waialua Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70			
TOTAL															\$	11,972.01		\$	9,577.61	\$	2,394.40

Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	3	\$	8,365.65	\$	8,365.65	80%	\$	6,692.52	\$	1,673.13		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	3	\$	922.35	\$	922.35	80%	\$	737.88	\$	184.47		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	3	\$	1,706.04	\$	1,706.04	80%	\$	1,364.83	\$	341.21		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	3	\$	167.70	\$	167.70	80%	\$	134.16	\$	33.54		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	10	\$	1,868.40	\$	1,868.40	80%	\$	1,494.72	\$	373.68		
Waianae Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	3,001.51	1	\$	3,001.51	\$	3,001.51	80%	\$	2,401.21	\$	600.30		
TOTAL														\$	66,727.79		\$	53,382.23	\$	13,345.56

Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	4	\$	11,154.20	\$	11,154.20	80%	\$	8,923.36	\$	2,230.84		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	4	\$	1,229.80	\$	1,229.80	80%	\$	983.84	\$	245.96		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	1	\$	4,480.60	\$	4,480.60	80%	\$	3,584.48	\$	896.12		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	1	\$	492.35	\$	492.35	80%	\$	393.88	\$	98.47		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	1	\$	6,020.00	\$	6,020.00	80%	\$	4,816.00	\$	1,204.00		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	1	\$	709.50	\$	709.50	80%	\$	567.60	\$	141.90		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	5	\$	2,843.40	\$	2,843.40	80%	\$	2,274.72	\$	568.68		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	5	\$	279.50	\$	279.50	80%	\$	223.60	\$	55.90		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	11	\$	2,055.24	\$	2,055.24	80%	\$	1,644.19	\$	411.05		
Waikiki-Kapahulu Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	3,214.96	1	\$	3,214.96	\$	3,214.96	80%	\$	2,571.97	\$	642.99		
TOTAL														\$	71,473.24		\$	57,178.59	\$	14,294.65



Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX100-HW	0	\$	2,147.85	1	\$	2,147.85	\$	2,147.85	80%	\$	1,718.28	\$	429.57
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX100-ENT-3YR	0	\$	2,150.00	1	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	3	\$	2,385.21	\$	2,385.21	80%	\$	1,908.17	\$	477.04
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	3	\$	387.00	\$	387.00	80%	\$	309.60	\$	77.40
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	1	\$	2,788.55	\$	2,788.55	80%	\$	2,230.84	\$	557.71
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	1	\$	307.45	\$	307.45	80%	\$	245.96	\$	61.49
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	1	\$	568.68	\$	568.68	80%	\$	454.94	\$	113.74
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	1	\$	55.90	\$	55.90	80%	\$	44.72	\$	11.18
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	1	\$	427.85	\$	427.85	80%	\$	342.28	\$	85.57
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	1	\$	215.00	\$	215.00	80%	\$	172.00	\$	43.00
Waimanalo Public And School Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	538.52	1	\$	538.52	\$	538.52	80%	\$	430.82	\$	107.70
TOTAL												\$	11,972.01		\$	9,577.61	\$	2,394.40
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Router	Meraki	MX450-HW	0	\$	8,597.85	1	\$	8,597.85	\$	8,597.85	80%	\$	6,878.28	\$	1,719.57
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MX450-ENT-3YR	0	\$	8,600.00	1	\$	8,600.00	\$	8,600.00	80%	\$	6,880.00	\$	1,720.00
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Access Point	Meraki	MR56-HW	0	\$	795.07	12	\$	9,540.84	\$	9,540.84	80%	\$	7,632.67	\$	1,908.17
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-ENT-3YR	0	\$	129.00	12	\$	1,548.00	\$	1,548.00	80%	\$	1,238.40	\$	309.60
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-24P-HW	0	\$	2,788.55	5	\$	13,942.75	\$	13,942.75	80%	\$	11,154.20	\$	2,788.55
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-24P-3YR	0	\$	307.45	5	\$	1,537.25	\$	1,537.25	80%	\$	1,229.80	\$	307.45
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS250-48FP-HW	0	\$	4,480.60	6	\$	26,883.60	\$	26,883.60	80%	\$	21,506.88	\$	5,376.72
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS250-48FP-3YR	0	\$	492.35	6	\$	2,954.10	\$	2,954.10	80%	\$	2,363.28	\$	590.82
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS425-16-HW	0	\$	6,020.00	2	\$	12,040.00	\$	12,040.00	80%	\$	9,632.00	\$	2,408.00
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS425-16-3YR	0	\$	709.50	2	\$	1,419.00	\$	1,419.00	80%	\$	1,135.20	\$	283.80
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Switch	Meraki	MS120-8FP-HW	0	\$	568.68	10	\$	5,686.80	\$	5,686.80	80%	\$	4,549.44	\$	1,137.36
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	License	Meraki	LIC-MS120-8FP-3YR	0	\$	55.90	10	\$	559.00	\$	559.00	80%	\$	447.20	\$	111.80
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-10GB-SR	0	\$	427.85	12	\$	5,134.20	\$	5,134.20	80%	\$	4,107.36	\$	1,026.84
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-LX10	0	\$	427.85	10	\$	4,278.50	\$	4,278.50	80%	\$	3,422.80	\$	855.70
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-SX	0	\$	215.00	10	\$	2,150.00	\$	2,150.00	80%	\$	1,720.00	\$	430.00
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Transceiver	Meraki	MA-SFP-1GB-TX	0	\$	186.84	11	\$	2,055.24	\$	2,055.24	80%	\$	1,644.19	\$	411.05
Waipahu Public Library	201032728	Hawaiian Telcom, Inc.	Fees, Taxes, etc.	Meraki	taxes	0	\$	5,036.27	1	\$	5,036.27	\$	5,036.27	80%	\$	4,029.02	\$	1,007.25
TOTAL												\$	111,963.40		\$	89,570.72	\$	22,392.68
												\$	2,792,370.20		\$	2,233,896.16	\$	558,474.04
GRAND TOTAL												\$	3,368,276.54		\$	2,694,621.23	\$	673,655.31

**COVID-19 Related Information:****Safe Travels Hawaii Program | Safe Travels Platform Help | COVID-19 Vaccine | Labor FAQs | Human Services****ATTACHMENT 12**☒ **Search catalog**☐ **Search site**

Search books, ebooks, and more

or search old catalog

HOME	BROWSE ▾	READ ▾	LEARN ▾	RESEARCH ▾	CONNECT ▾	VISIT ▾
HOW DO I... ▾	I'M A... ▾					

## INTRODUCTION

The [31st Hawaii State Legislature](#) will convene on January 20, 2021. This year there are a few changes to ensure that everyone is safe and healthy. Everything will be virtual and the Hawaii State Public Library System is here to support your access to the legislative process

We have created a quick guide to get you started, and additional resources are available on the [Public Access Room](#) website on how to participate in the State legislative process. You can also contact them by calling 808-587-0478.

All public library branches are able to provide the following:

- Computers and internet access. Learn more about [Computer Time at the Library](#).
- WiFi available on the outside of all of our branches if you have a device and just need internet connectivity.
- If you are scheduled to provide oral testimony, we can assist you in connecting to your hearing. Please contact [your favorite library](#) to schedule computer access.

## QUICK GUIDE

### **VIEWING HEARINGS AND FLOOR SESSIONS**

All hearings and floor sessions will be broadcast via YouTube. [View Live and On-Demand Video](#)

### **TESTIMONY**

All testimony must be submitted through the Hawaii State Legislature's online system. Once registered with this system, you will be able to set up a personalized account to create measure tracking lists, submit written testimony without the need to re-enter

required information, and receive hearing notice notifications by email. Committees will not be able to accept written testimony via email. All testimony must be submitted online using the State Legislatures online form.

| Complete the [online form](#)

## How to Register



| [Log in](#) to your Hawaii State Legislature Account | Make sure to submit 24 hours before the hearing!



## Submit Testimony and Request to Offer Oral Tes...



| [Log in](#) to your Hawaii Legislature Account

1. When you are submitting your online testimony, you will be given two choices: 1) Remotely via Zoom during the hearing & submitting written testimony; or 2) Written testimony only.
2. Once you submit your testimony and request to testify, in your account you should see a note in the green "Your Testimony" section that says
3. If you are registered to testify via Zoom, where the wording was located when you submitted your testimony, it will change to a link 3 hours prior to the hearing.

**Your Testimony**

■ - Not yet submitted.  
■ - Successfully submitted.

[Support](#)   [Oppose](#)   [Comments](#)

Measure	Hearing	
<b>SB20</b> <a href="#">Edit</a>	HEARING HMS 01-23-17 Room: 016 9:00 PM	<a href="#">View</a> <a href="#">Zoom Requested</a>
<b>SB28</b> <a href="#">Edit</a>	HEARING HMS 01-23-17 Room: 016 9:00 PM	<a href="#">View</a>
<b>HB797</b> <a href="#">Edit</a>	HEARING LAB 01-31-17 Room: 309 8:00 AM	<a href="#">Edit</a>

4. On the day of the hearing, [Log in](#) to your Hawaii State Legislative Account and click on the [link](#). The Zoom meeting will start 20-30 minutes before the hearing. You will be put in the waiting room and admitted to the meeting after staff verify that you have been registered to testify. While you wait, please keep your mic muted and video off and “Chat” open. Before it's your turn to testify, staff will ask you to turn on your video. When the Chair calls on you to testify, please unmute your mic. Please make sure you are on time for the hearing and prepared to share your mana'o. If you cannot make it, please contact the committee.

This is a new process for the Hawaii State Legislature. Due to the need to manage physical and virtual spaces, each of the hearings will have defined time slots. Every effort will be made to accommodate as many people as possible, but please understand that there may be times when they simply run out of time for virtual testimony. Should you not be able to testify, your written testimony will be on record.

The Hawaii State Legislature has put together [Remote Testimony Instructions](#), which has more detail and links to information about using Zoom.

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**You have questions. We have answers.  
We're librarians. (It's what we do.)**

Ask us a question

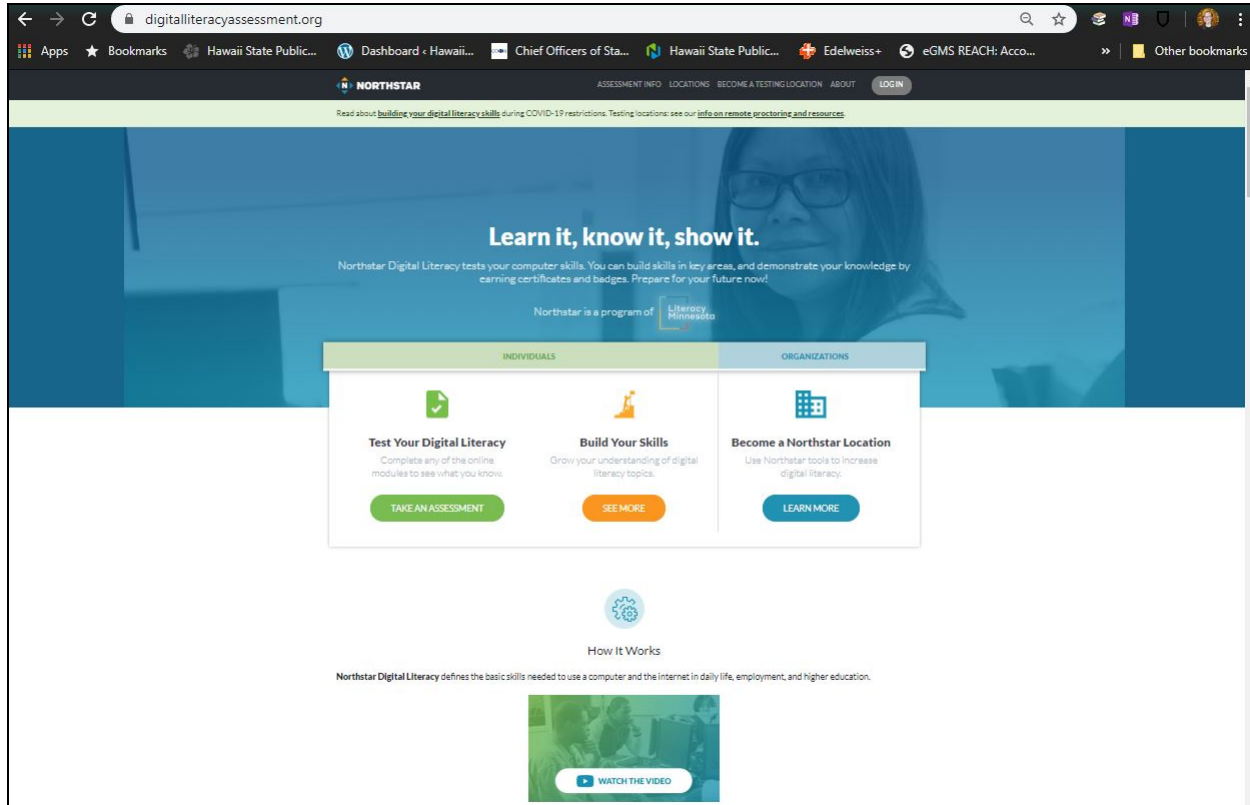
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# ATTACHMENT 13

## NorthStar

We are currently working on implementation, but you can experience it now by going to <https://www.digitalliteracyassessment.org/>.



**COVID-19 Related Information:****Safe Travels Hawaii Program | Safe Travels Platform Help | COVID-19 Vaccine | Labor FAQs | Human Services****ATTACHMENT 14**● **Search catalog**● **Search site**

Search books, ebooks, and more

or search old catalog

HOME	BROWSE ▾	READ ▾	LEARN ▾	RESEARCH ▾	CONNECT ▾	VISIT ▾
HOW DO I... ▾	I'M A... ▾					

## Try our New LibrariesHI App now!

Posted on: February 16, 2021 | Category: [Spotlight](#)

Hawaii State Public Library System (HSPLS) patrons can now download HSPLS's free, new patron-friendly app. Compatible with [iOS](#) and [Android](#) devices, the library's updated app offers patrons the ability to:

- manage loans and holds on materials
- find the nearest library
- manage family library cards in one place
- place holds on physical and digital books
- self-check-out and more.



HSPLS is phasing out the "Libraries Hawaii" app by ChiliFresh and we are encouraging patrons to download this new "LibrariesHI" app as soon as possible.

Download the app from your device's app store. You may also scan the QR code from your device's camera. If you need further assistance, call or stop by your [nearest library](#).

**iOS****ANDROID**

When visiting the library, all patrons will be required to follow basic health and safety protocols including wearing a face covering, which covers their nose and mouth. Find your library's hours [here](#).

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**You have questions. We have answers.  
We're librarians. (It's what we do.)**

Ask us a question

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## ATTACHMENT 15

### NOAA Programs and Activities for Summer Reading 2021

Links are available on our website at <https://www.librarieshawaii.org/summerreading/>

#### SUMMER FUN FOR EVERYONE

We're excited to be partnering with the **National Oceanic and Atmospheric Administration (NOAA)** to offer weekly online videos and crafts to children. Each week Beanstack will release a new activity badge with links to activity packets and online videos. Direct links to the activity packets will also be listed here.



Come back to this page and visit us! We will be adding more [virtual programs](#) throughout the Summer!

##### Week 1: Hawaiian Green Sea Turtles

- [Download the activity packet](#)
- [Video dive with the Hawaiian Green Sea Turtle](#)

##### Week 2: Dolphins

- [Download the activity packet](#)
- [Watch Dolphins 101 NOAA Video](#)
- [Draw a Dolphin with Patrick Ching](#)

Activity packets were compiled with the assistance of the National Oceanic and Atmospheric Administration, the Waikiki Aquarium, and [Hawaiian Islands Humpback-Whale National Marine Sanctuary](#).

Later this summer, learn about "Pono" fishing so that you may practice safe and responsible fishing methods. We will offer a series of virtual talks from various **State Department of Land and Natural Resources (DLNR)** speakers from Oahu, Hawaii Island, Maui, and Kauai.

FOR IMMEDIATE RELEASE

Editor: Please do not edit out ALA credit in the last paragraph.

Contact:

Michelle Young  
Branch Manager  
Waimea Public Library  
(808) 338-6848  
[michelle.young@librarieshawaii.org](mailto:michelle.young@librarieshawaii.org)

**WAIMEA PUBLIC LIBRARY RECEIVES NATIONAL GRANT FOR SMALL AND RURAL LIBRARIES**  
***\$3,000 Grant Will Help the Library Support the Waimea 400 Project***

[Waimea, HI] — Waimea Public Library has been selected as one of 300 libraries to participate in Libraries Transforming Communities: Focus on Small and Rural Libraries, an American Library Association (ALA) initiative that helps library workers better serve their small and rural communities.

The award comes with training for library staff on how to lead community conversations and a \$3,000 grant for the library to host a community conversation around an important topic. The Waimea Public Library will be partnering with the County of Kauaʻi to engage residents in the planning process for the 417 acres recently acquired by the County, referred to as the “Waimea 400” site.

“We are grateful for this award which we can invest in our community,” said branch manager Michelle Young. “This grant will help our library host an in-person, outdoors conversation with West side residents to dream big about the future of this historic land.”

According to Lea Kaiʻaokamālie, Waimea 400 Project Manager for the County of Kauaʻi, “This is a unique opportunity for residents to shape the future of this area as a community space. Some of the land will be used for housing, and the rest of the land can be designated for recreational, agricultural or conservation purposes.”

“Our public libraries are community gathering places for not only learning, but connecting with each other about what matters in our communities. We are excited that the Waimea Public Library will be a place for neighbors to talk story and be a part of building the future of Waimea 400,” said State Librarian Stacey Aldrich.

If you are interested in participating in a Waimea 400 community conversation this summer, please contact Michelle Young at [michelle.young@librarieshawaii.org](mailto:michelle.young@librarieshawaii.org) or (808) 338-6848, or visit [www.waimea400.com](http://www.waimea400.com) for more information.

Since 2014, ALA’s Libraries Transforming Communities initiative has re-imagined the role libraries play in supporting communities. Libraries of all types have utilized free dialogue and deliberation training and resources to lead community and campus forums; provide a space for residents to come together and discuss challenging topics; and have productive conversations with civic leaders, library trustees and staff.



*"Libraries Transforming Communities: Focus on Small and Rural Libraries is an initiative of the American Library Association (ALA) in collaboration with the Association for Rural and Small Libraries (ARSL)."*



# Hawaii State Public Library System Service Philosophy

“Helpful” Thursday Training Session

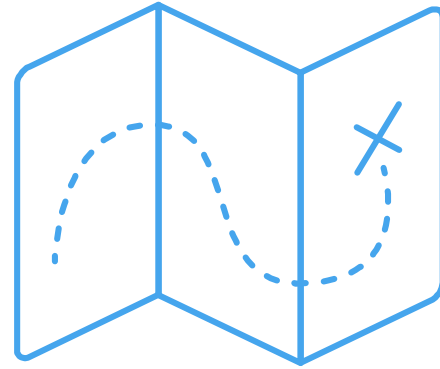
“ *The Hawaii State Public Library System provides service with aloha. We value and welcome all into our spaces. We are courteous, helpful, knowledgeable, and dedicated to serving our communities.*

# Training Overview



# Agenda

- ☐ Meeting Norms
- ☐ Check In
- ☐ Where We've Been
- ☐ Helpful
- ☐ Looking for Overlap
- ☐ Helping a Situation
- ☐ Application
- ☐ Reflection



## Purpose of Service Philosophy

Our service philosophy is our commitment to our patrons and our fellow HSPLS staff in how we expect to communicate, interact and support one another.



## Value and Welcome All

Tuesday, March 9

Thursday, March 11

Friday, March 12

## Courteous

Tuesday, March 16

Thursday, March 18

Friday, March 19




## Helpful

Tuesday, April 6

Thursday, April 8

Friday, April 9



# How you'll participate



## Online participation

- ☐ Online polls
  - Links shared in chat
- ☐ Chat within Zoom



## Group discussions

- ☐ Zoom breakout rooms
- ☐ In person, after the training



## Use your worksheet

- ☐ Take notes
- ☐ Self reflect
- ☐ Set goals



# Listen

Keep distraction to a minimum.

Only use chat when asked.

# Participate

Volunteer your thoughts in your group.

Use your worksheet to reflect.

# Practice

Practice the elements of Service Philosophy.

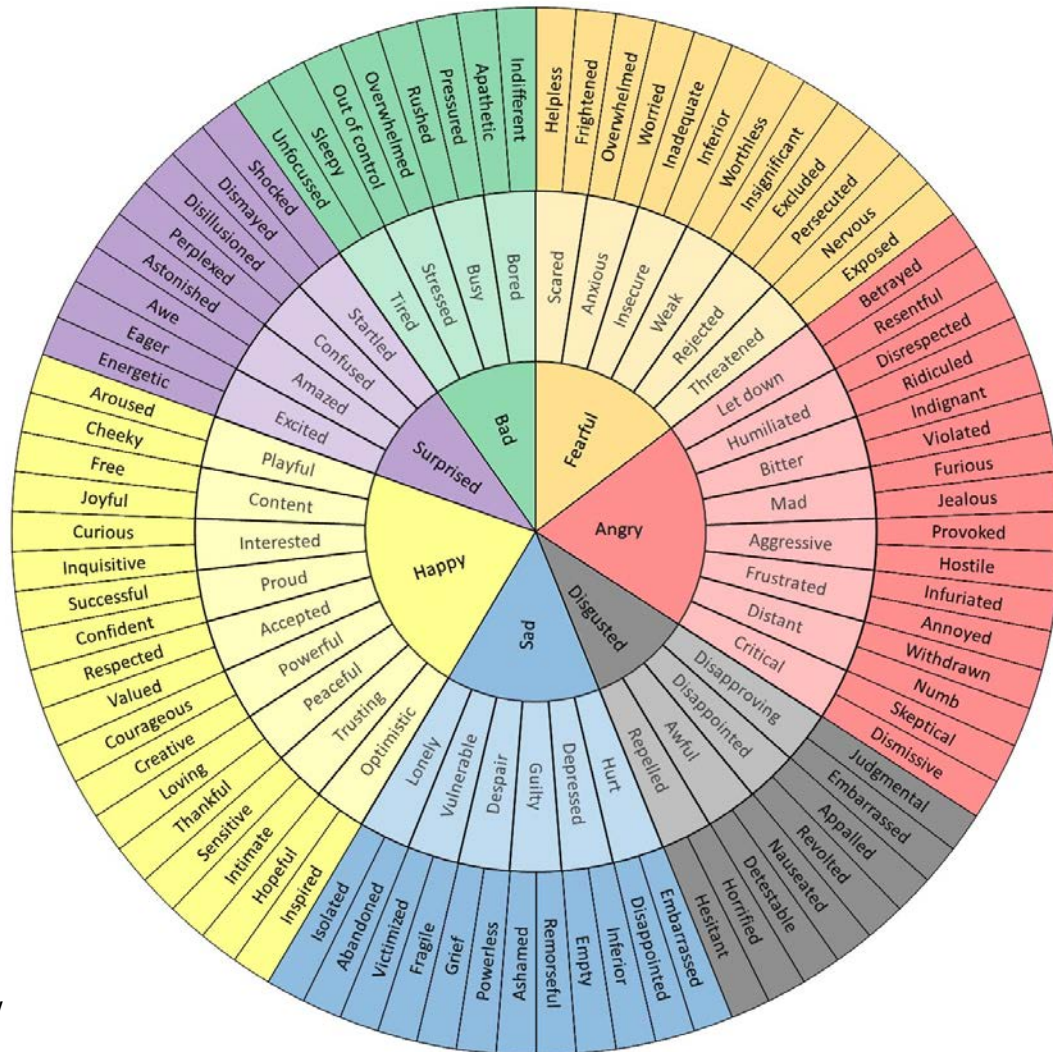
Acknowledge when you see it in others.





How are we showing up  
today?

Realizing where we are in the moment



# Chat

Based on what we've seen in the feeling wheel, how are you feeling today?

Let us know in chat!



## Reflection Time – Use your worksheet



- In the past month I'm proud that I
- The highlight of last month is
- The challenges I'm facing with Service Philosophy are
- When things get hard, I will ask for help from
- If I get stressed I will

# Where we've been

Value and Welcome, Courteous

# Share

How was practicing last few weeks?  
Were there any challenges or rewards?



**3 Quick Examples**

## Observable Behaviors



Observable behavior is something that can be seen or heard and described without overlaying with judgement.

- “I saw that you smiled and said hello.”



# Value and Welcome

## Acknowledge

- Smile
- Verbal Greeting
- Eye Contact
- Wave
- Use their name
- Face the person
- 10 feet, 30 second rule

## Approachable

- Wear name tags
- Introduce yourself
- Remove physical barriers (no desk fortresses)
- Open body language
- Approach them first
- Scan the environment
- Warm email coorespondence

## Listen

- Mirror emotions
- Don't interrupt
- Be calm
- Use verbal acknowledgement "yeah"
- Ask clarifying questions
- Expand and rephrase

## Empathetic

- Give options and ask if they are satisfactory
- Make a connection to person
- Staying calm
- Acknowledging that something has happened. Say "sorry".
- Recognize a person's emotion and name it

## Tone of voice

- No Sighing
- Slow down your speech
- Tone should match your body language
- Use eyes and smile to communicate too
- Mirror emotions (unless angry)
- Written communication is clear and friendly



# Courteous

## Polite

- Eye Contact
- Calm energy
- Give full attention
- Not interrupting
- Polite language
- Verbal greeting
- Holding the door open

## Respectful

- Good Posture
- Give people space
- Stop what you're doing to concentrate
- No multi-tasking
- Face the person
- Meet deadlines
- Arriving on time
- Respect privacy / be discrete
- Acknowledge other points of view

## Patient

- Remaining calm
- Slow down
- Willingness to keep working with the person
- Calm body language (no fidgeting)
- Wait for a response in email, over the phone, or in person
- Let others vent

## Mindful

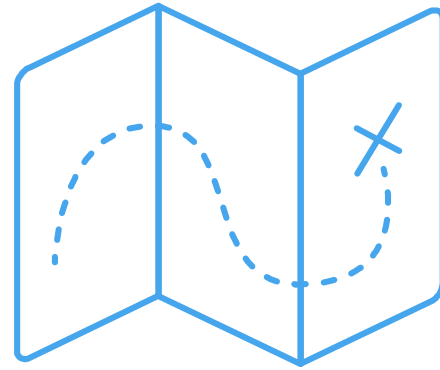
- Adapt to physical needs
- Ask open ended questions
- Step in without being asked
- Check in with the person
- Pause before speaking
- Ask what others are comfortable with
- Mirror other's emotions
- Clean up your workspace
- Express your own needs
- Be aware of your needs outside of work – get rest, exercise, etc.
- Awareness of your role and how you're impacting others

## Gracious

- Accept suggestions
- Admit mistakes without making excuses
- Adapt to the persons needs
- Offer solutions
- Appropriate written correspondence (i.e., not writing in all caps)
- Does not blame others
- Does not use blame as tool to put others "in their place"
- Help if you can
- Acknowledge contributions

# Agenda

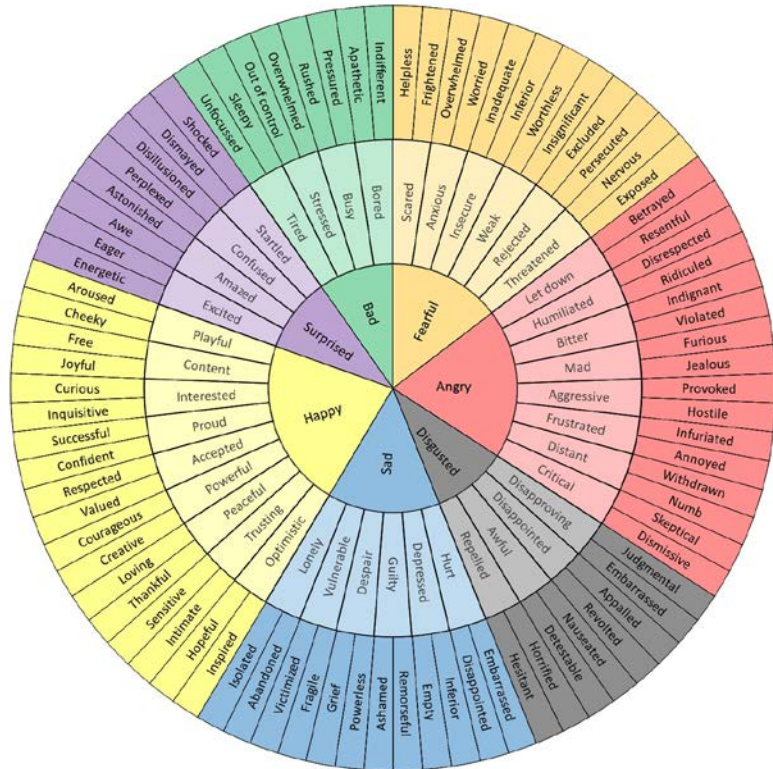
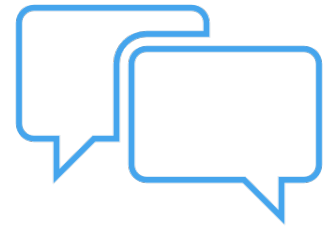
- ☒ Meeting Norms
- ☒ Check In
- ☒ Where We've Been
- ☐ Helpful
- ☐ Looking for Overlap
- ☐ Helping a Situation
- ☐ Application
- ☐ Reflection



# Helpful

How are we helpful?

# What frame of mind do we need to be in to be helpful?



## Unmute or put your thoughts in chat.

Present & attentive, positive, open, focused, willing, express empathy, giving mentality, non-judgmental, ready to listen, flexible, patient, ready to help, ready to get hands dirty, appreciative, understanding, respectful, generous, Calm, relaxed, sincerity, ready to find solutions, thinking in advance about what other may need.

## You Can't Pour From an Empty Cup



# Self-Care Basics



## Care for yourself one small way each day



Take breaks to relax and unwind through yoga, music, gardening, or new hobbies

Find new ways to safely connect with family and friends, get support, and share feelings



Take care of your body and get moving to lessen fatigue, anxiety, or sadness

Treat yourself to healthy foods and get enough sleep



Substance Abuse and Mental Health Services Administration  
Disaster Distress Hotline: call or text 1-800-985-5990

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## Resources

- Employee Assistance Program (EAP)



- Resource For Employee Assistance & Counseling Help (REACH)



# Employee Assistance Program



EAP is a benefit provided at no cost to you by your employer.

Our goal is to assist you in identifying and resolving issues that may be interfering with your job or your personal life, or that may be of concern to you.

The EAP provides easy access to confidential, professional services\*, including the following: counseling, legal, and financial.

<https://www.eapacific.com/employees.html>



## RESOURCE FOR EMPLOYEE ASSISTANCE & COUNSELING HELP (REACH)



The REACH Program provides confidential, short-term professional counseling services to employees who may be experiencing personal problems that are affecting job performance. The services are free, up to a maximum of three (3) sessions.

WorkLife Hawai'i has been contracted to provide REACH services through a voluntary program that permits employees to seek help on their own. Their services are available 24 hours a day, 365 days a year, for the duration of the contract.

A WorkLife Hawaii counselor, who specializes in the assessment of personal problems, will meet with the employee to explore options and possible resolutions.

## Contact WorkLife Hawaii

Office Hours: Monday-Friday, 8 a.m. – 5 p.m.

**Central office:** 543-8445

**Neighbor Islands:** 1-800-994-3571

**After hours:** 1-800-994-3571

Appointments are also available evenings and Saturday mornings.

# Compassion Fatigue





# Chatterfall

Did anything stand out for you in this video? Open the chat and type your response. Don't press enter. We'll all press send together.



## Cuteness Break



# Helpful

How can we be helpful?

## Behaviors that represent “Helpful”

Answer questions, Refer, Anticipate, Non-judgmental, Approach, Present, Available, Fill gaps, Follow up, Clear communication, Humble, body language, Clear Communication, Community Space, Expediated Service, Alternatives, Follow Up, Extra, Listen, Follow Up, Non-judgmental, Anticipate, Alternatives, Options, Options, Refer, Holds, Extra, Prioritizing, Refer, Refer, Engage, Take Time, Leave the Desk, Offer, offer, leave the desk, patient, alternatives, Anticipate, Follow Up, Active Listening, eye contact, body language, proficient, Present, Leave the desk, Follow up, Conversations, Refer, Active listening, refer, simplify, clarify, Follow Up, approach, Offer, Available, Demonstrate, Refer, Empathetic, Follow Up, Extra, Leave the Desk, Signage, Clarify, Anticipate, Anticipate, Offer, Know limits, Know limits, Competent, Competent, Listening, Offer, Alternatives, Refer, Place Holds, Supportive, Supportive, Answer questions, Timely, Responsive, Anticipate, Refer, Answer questions, Extra, Extra, Offer, Offer, Responsive, Empathetic, Proficient, Competent, Clear Communication, Problem Solve, Problem Solve, Answer questions, Follow up, Competent, Problem Solve, Timely, Responsive, Supportive, Extra, Follow Up, Problem Solving, Alternatives, Refer, Options, Timely, Responsive, Refer



A word cloud of communication skills. The words are arranged in a roughly triangular shape, pointing to the right. The colors are primarily shades of green and blue. The words include:

- Anticipate
- Follow Up
- Refer
- Offer
- Alternatives
- Hold
- Answer Questions
- Engage
- Empathetic
- Supportive
- Timely
- Listen
- Extra
- Non-Judgmental
- Active Listening
- Fill Gaps
- Options
- Community
- Clarify
- Eye Contact
- Simplify
- Present
- Expedited Service
- Competent
- Available
- Proficient
- Solve
- Problem
- Patient
- Know Limits
- Clear Communication
- Body Language
- Conversations
- Approach
- Responsive
- Humble
- Clean Space
- Prioritizing
- Leave the Desk
- Take Time
- Signage



## Top Behaviors

- ❑ Proactive: Jump in
- ❑ Non-Judgmental
- ❑ Supportive
- ❑ Solutions Oriented

# Online Poll

Click on the link in chat to rank the behaviors.

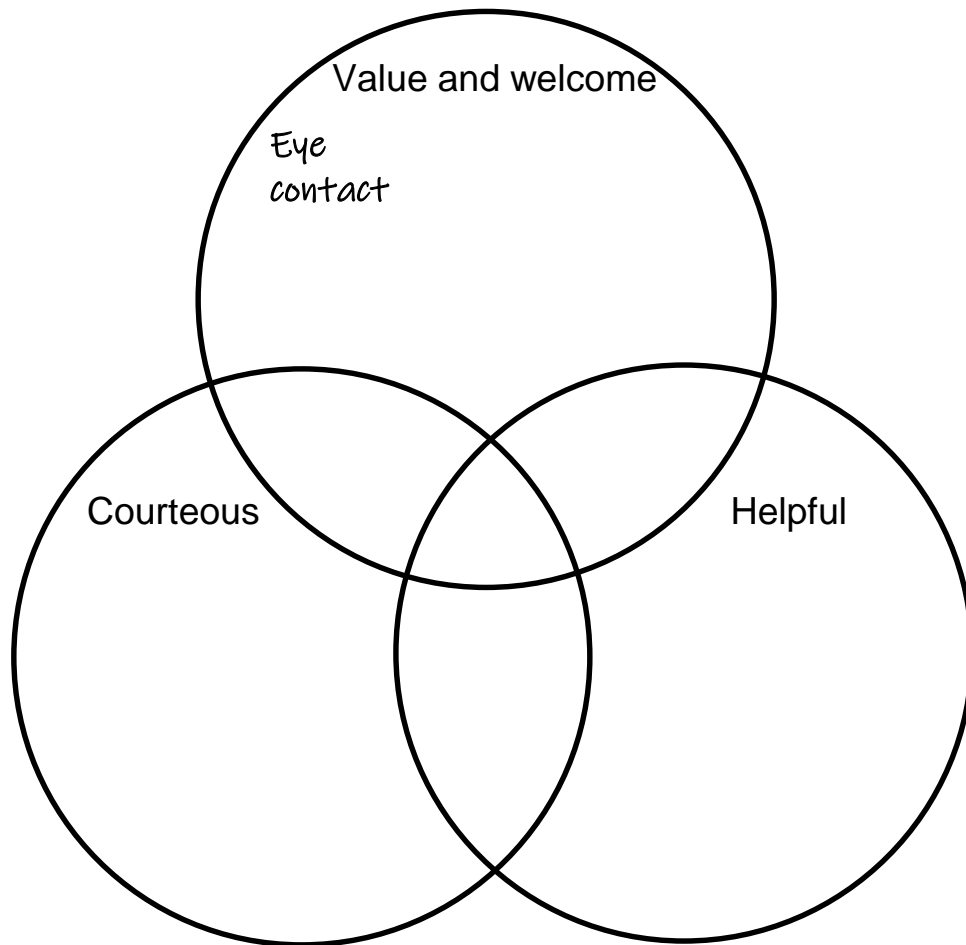
Go to [menti.com](https://menti.com)

Code 8842 4852



## Looking for Overlap

1. Where do you see overlap between observable behavior?
2. Why do you think the overlap exists?
3. What new behaviors can you identify for helpful?

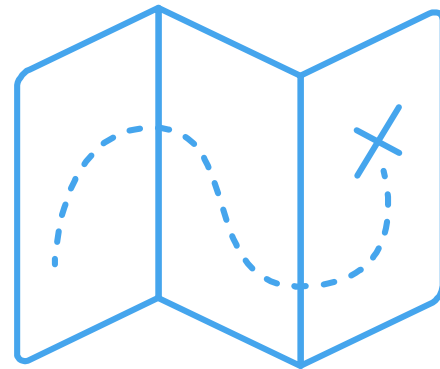


## Share Time

Question	Observations
Where do you see overlap between observable behavior?	Everything can move to the center.
Why do you think the overlap exists?	People in libraries want to help people. Personality types. Be respectful. Naturally occurs because all the positive attributes require intention of action.
What new behaviors can you identify for helpful?	Sincerity, Don't leave people hanging, offer suggestions and support, Jump in and lend a hand,

# Agenda

- ☒ Meeting Norms
- ☒ Check In
- ☒ Where We've Been
- ☒ Helpful
- ☒ Looking for Overlap
- ☐ Helping a Situation
- ☐ Application
- ☐ Reflection





# Helpful

Helping in any situation

Being helpful  
doesn't mean  
being a doormat.

How can we set  
boundaries while  
being as helpful as  
possible?





Ask yourself

What can I do in this situation to be helpful?

# Application

How can we be helpful?

## Helpful Language

- Give options and emphasize what is possible.
  - *Here's what we can do.*
- If the library is at fault, apologize without the “but”.
- You're on the same team. Use “we” instead of “you”.
- Use the word “policy” wisely. It can be seen as you putting the organization before the patron's needs.

## Language Matters

How can you re-write these phrases to be more helpful?

- *I don't know*
- *Our policy is*
- I'm sorry but
- You don't understand
- You ought to

## Share Time

5:00

Original Phrase	Re-written Phrase
I don't know	"Let me find someone who does know", "You raise a good point. Let's see what we can figure out". "That's a good question, let me check." "Before I can respond I need to..." "Let me find out more information." "Give me a second to look into this." "I'm not familiar with it and can look into it."
Our policy is	"The way we usually hand this is..." "Let me see what else we can do" "We normally need to do it... but let's see how can figure this out". "This is what we're able to offer (with action plan).
I'm sorry but	"Thanks for your patience, let's try this" "I can help you find the answer" "There seems to be something wrong, let's look at some alternative". "I'm sorry and here's what we can do". "My apologies ..." "I'm sorry". "I think I misunderstood".
You don't understand	"Let me see if I understand" "I apologize for the confusion", "I may not be communicating my words correctly" "Let me clarify what I heard".
You ought to	"Have you tried this/that" "You can..." "Are you able to..." "Let's try..." "Try it this way..." "Let me..." "Here are some options" "Why don't we..." "Let's go over some alternatives" "We recommend" "To assist, you can do the following"

# Reflection

Complete the following statements:

The helpful behavior I want to practice is...

One thing I need help with is...



# Practice and Acknowledge

The Service Philosophy in Action

# Practice and Acknowledge

Value and welcome all



HAWAII STATE PUBLIC LIBRARY SYSTEM

## SERVICE PHILOSOPHY



**The Hawai'i State Public Library System  
provides service with aloha.**

**We value and welcome all into our spaces.**

**We are** courteous , helpful ,  ,  
**and dedicated to**  .

Courteous



Helpful



Write a post-it when you observe someone practicing the service philosophy.  
Include the person's name and the specific, observable action they performed.



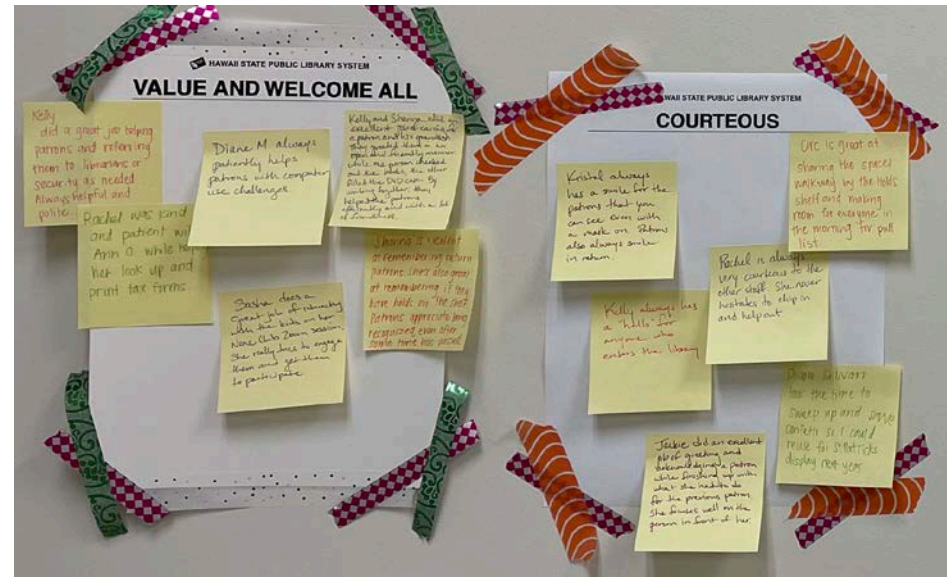
Chadde -  
Spent xTra  
Time with  
a Kupuna  
patron reading  
Tax forms

Carlos graciously  
offered to take a  
late lunch to help  
me when I was  
alone.

Jane made a young  
Patron feel valued  
by helping him find  
his books and her  
Calm tone of voice.

Daren makes Staff  
& patrons feel welcome  
by keeping the library  
clean.

Anna & Andrea made  
Patron Judy feel welcomed  
by hearing her about  
the poop on the side  
walk.



# Attendance

Click on the link in the chat to fill the survey.



This will be used to verify attendance.

## Value and Welcome All

Tuesday, March 9

Thursday, March 11

Friday, March 12

## Courteous

Tuesday, March 16

Thursday, March 18

Friday, March 19

## Helpful

Tuesday, April 6

Thursday, April 8

Friday, April 9

## Knowledgeable

Tuesday, April 20

Thursday, April 22

Friday, April 23





# THANKS!

See you next time for  
“KNOWLEDGEABLE”



## CREDITS

Special thanks to all the people who made and released these awesome resources for free:

■ Presentation template by [SlidesCarnival](#)

# Break!

Take 5 minutes to stretch your legs.



## ATTACHMENT 18

### OVERDRIVE COMICS COLLECTION

Now available through the HSPLS website or Libby App.

HAWAII STATE PUBLIC LIBRARY SYSTEM

# Comics

Subjects Collections ▾ Kindle Books

Search Sign in


Thousands of Magazines are now available! [Click here to learn more.](#)

## Comics All Day Long

SEE ALL

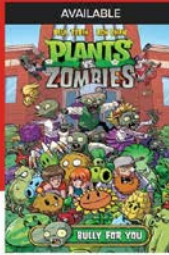
No holds and no waiting for these comics and graphic novels!

AVAILABLE




The Street Angel ...  
by Brian Maruca  
EBOOK  
BORROW

AVAILABLE




Plants vs. Zombie...  
by Paul Tobin  
EBOOK  
BORROW

AVAILABLE




Dept. H (2016), O...  
by Matt Kindt  
EBOOK  
BORROW

AVAILABLE




Moon Girl and De...  
by Cooties  
EBOOK  
BORROW

AVAILABLE



Disney Descenda...  
EBOOK  
BORROW

AVAILABLE



Mechanism (2016)...  
by raffaele ienco  
EBOOK  
BORROW

ATTACHMENT 19

Video	Video title	Video publish time	Views	Watch time (hours)	Subscribers	Impressions	Impressions click-through rate (%)
Total			20048	1027.6489	144	178627	4.28
zhll_xwFk2k	Wiki Visits with Hawaii State Public Library System	14-Nov-20	3190	470.6249	1	1769	3.56
l6qA0l0TE6l	Middle Grade Book Talk: This Was Our Pact by Ryan Andrews	22-Sep-20	1276	19.601	1	6024	5.36
PKlZ5Kbqlqc	Keiki Reads: 'Ohana Means Family by 'Ilima Loomis; Illustrated by Kenard	21-Nov-20	604	7.7218	2	4054	6.19
aV9AQcFHSA4	Middle Grade Book Talk: Tristan Strong Punches a Hole in the Sky by Kwa	12-Dec-20	452	4.9217	0	3079	6.5
ERSketrI580	Middle Grade Book Talk: Pay Attention, Carter Jones by Gary Schmidt	20-Dec-20	428	4.8023	1	2919	4.59
JlU2t4eSn4Q	Middle Grade Book Talk: We're Not From Here by Geoff Rodkey	27-Sep-20	332	6.0484	0	2189	4.48
h9zGw--t9k4	How to Begin Finding Your Family Roots	12-Mar-21	289	55.3751	9	2426	6.31
pI9U5fKzHOu	Storytime at Home with Auntie Annette and Friends: UFO Puppet Story!	11-Dec-20	254	8.6488	1	1354	4.28
iO8Vggqr7XA	NOAA Green Sea Turtle Dive	29-May-21	247	3.598	2	153	5.88
1sA7NwbMwVs	Middle Grade Book Talk: Roll With It by Jamie Sumner	23-Jan-21	241	2.2284	0	1424	4.35
mmJlQoqTnA0	Storytime at Home with Auntie Kathleen: The Very Hungry Caterpillar Pu	25-Sep-20	232	9.6109	1	878	10.93
X_eUeesOiVM	Storytime at Home with Miss Helena: Boom! Boom! Boom!	26-Jun-20	230	8.2081	0	1343	6.11
LfUm8BttzDk	Middle Grade Book Talk: Jinxed by Amy McCulloch	26-Sep-20	228	3.9033	1	1709	5.21
5_2f_lg3k5g	Rhyme Time at Home with Miss Leilani: Open Them, Shut Them	27-Jun-20	225	4.5221	0	920	5.87
pefQLQahBb0	Talk story with Author and Illustrator Nathan Hale	17-Dec-20	204	11.2493	0	14086	0.64
BQGFm8oeA7o	Teen Book Talk: One of Us is Lying by Karen M. McManus	21-Nov-20	198	1.9718	0	1132	3.98
wD2NAdqOlC	Storytime at Home with Auntie Kat: Hill & Hole Are Best Friends		192	23.255	0	115	93.91
12puZ-gys2U	Middle Grade Book Talk: Camp by Kayla Miller	15-Jan-21	190	1.9983	0	2382	5.33
D1bGPnsfjXY	Storytime at Home with Ms. Jolene: Whose Slippers Are Those?		187	4.7144	0	1266	8.45
rqy119fwYTU	HSPLS Creates with Ms. Jolene: Imagine Plates!	1-Jul-20	173	2.993	2	1752	6.22
PuKTS5o5u2k	Genealogy Resources at Hawaii State Library	27-Mar-21	170	28.1973	2	2315	5.31
xmk-1003h1c	HSPLS Creates with Ms. Jolene: Dragon Mitt Puppet!	8-Jul-20	169	3.2868	0	1579	6.46
9Lv_Wt_3rwA	Keiki Reads: 'Tākeā Makes a Lei by Kuana Torres Kahele	20-Feb-21	166	2.0426	4	1375	7.71
llyw7BkPuxY	Storytime at Home with Ms. Jolene: King of the Forest & Two Little Bugs	7-Aug-20	166	5.8254	1	1253	7.02
fO4U1mWvVjY	NASA Scientist Dr Jacob Bleacher on Project Artemis and Returning to the	9-Sep-20	162	12.749	1	3664	0.74
JcRHRLe6248	Teen Book Talk: Witch Hat Atelier by Kamome Shirahama	14-Jul-20	161	1.8672	0	2893	3.56
NoNbZ9OD8sA	Middle Grade Book Talk: Stargazing by Jen Wang	13-Dec-20	161	1.5461	0	1561	5.96
kd7YfCbMiQ	HSPLS Creates with Ms. Jolene: Animal Sumo Craft and Game!	6-Jun-20	157	3.4315	0	2144	4.01
oB17_ch_yRo	Middle Grade Book Talk: Momotaro: Xander and the Lost Island of Monst	5-Sep-20	154	2.1958	1	1063	7.34
jHmH5p9yAMs	Teen Book Talk: Watch Us Rise by Renee Watson and Ellen Hagan	13-Jul-20	134	1.3694	0	1071	8.03
UOOUetXqIHE	Talk Story With Author James Rumford	28-Jul-20	133	12.4646	2	525	4.95
diHe-s6654g	HSPLS Creates with Miss Amy: A Butterfly Finger Puppet!	29-Aug-20	133	2.2485	2	1384	2.89
5UHuS_axf2w	Teen Book Talk: Caraval by Stephanie Garber	13-Jul-20	132	1.8486	0	1107	4.79
gmFso1H7Wx4	Keiki Reads: Crown: An Ode to the Fresh Cut by Derrick Barnes	2-Sep-20	131	0.9366	0	3023	2.84
jVVJZIGVOGc	Storytime at Home Auntie Chelsea: Who Wants a Hug?		129	9.3287	1	1046	4.68
_JWfMEGhik4	Middle Grade Book Talk: Mighty Jack by Ben Hatke	31-Dec-20	128	1.3838	0	1992	4.12
c-jkHfmg_co	Middle Grade Book Talk (Puppet Edition): A Boy Called Bat by Elana K. Ar	19-Jan-21	127	2.0434	0	1388	5.62
vKDSQ6smf4	Genealogy with Hawaiian Mission Houses Historic Site and Archives	3-Apr-21	127	12.4092	3	1133	5.74
heizydTzZIM	HSPLS Creates with Miss Jennifer: Paper Heart Chains!	12-Feb-21	126	2.4862	0	912	2.96
qxurcqlY9Rk	Teen Book Talk: Dumplin' by Julie Murphy	13-Jul-20	126	1.8727	1	808	5.57
mH1HnZLmz8	The Search for Alien Life & a Home on Mars with Dr. Jesse Tarnas	14-Apr-21	125	14.3868	0	1787	2.85
JMnH7zoB8Rw	Storytime at Home with Miss Danielle: Brown Bear, Brown Bear, What Do You See?		120	9.2681	0	643	10.26
g8pwnAGAgas	HSPLS Creates with Miss Amy: Water Color Resist Painting!	12-Aug-20	117	2.539	1	1242	4.35
WvPRwPIVDC0	Storytime at Home with Auntie Kathleen: The Fearsome Beast		116	6.1402	0	1202	3.91
B0pql4MvrzU	HSPLS Creates with Sasha: Seed Starters!	22-Jul-20	114	2.5011	0	1215	4.69
0JwE6zGig8	Teen Book Talk: All Your Twisted Secrets by Diana Urban	8-Dec-20	113	1.6511	0	680	5.59
IOLMdnGb424	Middle Grade Book Talk: Saving Winslow by Sharon Creech	9-Dec-20	110	1.1898	0	925	5.62
jm0Hv-aXAcE	Middle Grade Book Talk: Watchdog by Will McIntosh	21-Jan-21	110	1.1137	0	1331	5.18
ZUqjCthZl_Y	Storytime at Home with Miss Holly: Is Everyone Ready for Fun?		109	5.3628	1	1149	3.48
kfaVrkoHuSE	National Library Week: Lanai, Maui, Molokai		109	3.4924	0	8	12.5
baR23071HSE	Storytime at Home with Miss Leilani: Little Rooster and the Turkish Sultar	28-Aug-20	108	5.3525	0	1167	5.06
93c1GeqOsAc	Middle Grade Book Talk: Pie in the Sky by Remy Lai	18-Dec-20	106	1.2384	1	1375	5.6
lOkRHB_WH6A	Storytime at Home with Auntie Kathleen: The Giant Mosquito		104	3.8756	0	1083	3.6
pT3n-GelJwU	Talk story with Author Agnes Terao-Guiala	20-Aug-20	103	15.7895	1	1406	1.78
sMmKl2nHEnY	HSPLS Creates with Miss Angela: Toilet Paper Tube Maracas!	4-Aug-20	101	2.722	1	1700	4.24
QsYUh6KWwkl	Talk story with Author Sara Ackerman	21-Aug-20	100	5.8292	0	882	2.15
Y9JMGKDKIM	Middle Grade Book Talk: Frazzled Everyday Disasters and Impending Doo	22-Dec-20	96	0.8628	0	1369	4.89
WWwQaOBQcGfo	Keiki Reads!: Little Mouse's Big Breakfast by Christine Pym	19-Aug-20	94	0.8763	1	384	17.19
35xbEFBzA28	Middle Grade Book Talk: Wishtree by Katherine Applegate	26-Dec-20	91	1.0368	0	1271	4.25
VylCv4ezj3A	HSPLS Creates with Sasha: Metta Meditation	24-Jun-20	89	3.4118	0	1340	3.96
bcKCCp_43Ns	National Library Week: Big Island		89	3.4093	1	8	12.5
xUjV-fwZA8w	Middle Grade Book Talk: Shadow School Archimacy by J.A. White	15-Apr-21	89	1.1915	0	772	5.31
urnZoKXB07w	Middle Grade Book Talk: Ghost by Jason Reynolds	16-Dec-20	89	1.4151	0	1201	4
yBhnabAo-pw	MoE»okÅE»auhau x Ê»ÅEina	10-Apr-21	89	24.1521	3	1299	4.46
pJ4zm-lHxBw	Storytime at Home with Miss Leilani: The Tortoise and the Hare	14-Aug-20	88	3.9461	0	1340	3.28
z_fbae52fXs	HSPLS Creates with Nic: a Mini Pom-Pom!	2-Jun-20	87	3.0338	0	1590	3.33
UooX2SAXqK0	HSPLS Creates with Ms. Jolene: a Magic Window!	2-Jun-20	86	2.7831	1	1715	3.32
pfGU9A2O2Yc	Storytime at Home with Ms. Vicky: Bark, George		86	4.8419	0	711	4.36
ldgw9TU77Qw	Middle Grade Book Talk: Spirit Hunters by Ellen Oh	24-Dec-20	84	0.9722	0	1515	3.63
blmUKttfuX0	Storytime at Home with Auntie Kat: Beyond the Pond		83	5.0214	0	780	4.49
A_s5Ww1lc1g	Keiki Reads: The Christmas Gift of Aloha by Lisa Matsumoto; Illustrated b	23-Dec-20	81	1.021	1	1732	2.89
ARgvXDIEfI	Adult Book Talk: Pupus To Da Max! By Pat Sasaki, Douglass Simonson, an	8-Dec-20	80	1.3951	0	497	5.84
hkg6HLzrcKs	Middle Grade Book Talk: Margot and Mateo Save the World by Darcy Mil	5-Jan-21	80	0.8605	0	1251	3.92
MNZYaltd1kg	Middle Grade Book Talk: The Two Princesses of Bamarre by Gail Carson L	20-Aug-20	78	0.7926	0	1049	3.72
3H2uT3ABGewa	Middle Grade Book Talk: Small Spaces by Katherine Arden	11-Dec-20	77	0.8745	0	966	5.38
M_9tiM8KEHM	Storytime at Home with Ms. Holly: Is That Wise Pig?		76	3.5242	0	950	4.84
N4srsGe1pKU	Middle Grade Book Talk: Olympians Series by George O'Connor	17-Sep-20	75	0.6404	1	1048	4.68
hlext6tGqY	Middle Grade Book Talk: Harry Potter a me ka pāhaku akeakamai Na J.K.	15-Sep-20	75	1.0667	0	889	4.84
m0D1Up7Dhec	Middle Grade Book Talk: Front Desk by Kelly Yang	14-Dec-20	74	0.8514	0	991	5.25
o7JhyorfJsQ	HSPLS Creates with Miss Jennifer: a Recycled Paper Gift Bow!	23-Dec-20	74	2.0864	1	1709	2.17
A1N6nBCPLM8	Middle Grade Book Talk: Wildfire by Rodman Philbrick	21-Dec-20	72	0.9745	0	1297	2.85
07uhveWQ8dY	Genealogy Research with Nupepa Ê»ÅELele HawaiÊ»i	17-Mar-21	71	9.783	2	556	7.37
u2TQV1H4-q4	Middle Grade Book Talk: Amal Unbound by Aisha Saeed	17-Dec-20	71	0.7008	1	1154	3.81
aZArVwt8GMQ	HSPLS Creates with Ms. Jen: a Pop-Up Card!	2-Jun-20	70	2.7699	0	1076	4.65
qlgEf-7Cwsk	Storytime at Home with Miss Leilani: The Three Billy Goats Gruff	21-Aug-20	70	3.3599	0	1186	3.37
Sb6uvKc51d4	HSPLS Creates with Miss Helena: an Origami Basketball Hoop!	30-Dec-20	69	1.0968	-1	1260	2.54
VxLikhEZJOE	Storytime at Home with Miss Sara: I'm Worried		69	3.8695	0	629	4.61
fWrKl75tcaA	Middle Grade Book Talk: Web Wabbit by Lissa Evans	11-Dec-20	69	0.8933	1	1075	4.37
ei4CC8voOno	Rhyme Time at Home with Miss Holly: Smooth Road	25-Jun-20	66	1.0737	0	841	5.95
pchH0gfbztI	Middle Grade Book Talk: Kerry and the Knight of the Forest by Andi Wats	29-Apr-21	65	0.6638	0	461	5.42
yVAJl1TwZ8	Middle Grade Book Talk: Cape by Kate Hannigan	12-Jan-21	65	0.8397	0	1172	2.73
67JG6XtCVUc	HSPLS Creates with Miss Megan: Rainbow Fish!	2-Jun-20	63	3.7863	0	1274	3.38
IG9YdlbHLo	Teen Book Talk: The Reader by Traci Chee	19-Sep-20	63	0.8083	0	877	4.22
xYSiR8QA_c0	Middle Grade Book Talk: The Miscalculations of Lightning Girl by Stacy M	15-Dec-20	63	0.5649	0	961	4.47
HfU9WvWxeac	Storytime with Miss Victoria: Pete the Cat & the Missing Cupcakes		62	2.9273	0	798	4.39
kVhGt652DMs	Middle Grade Book Talk: New Kid by Jerry Craft	19-Dec-20	62	0.5633	0	887	4.17
6EqZ2DCJgtY	National Library Week: Oahu Eastside		61	3.1456	0	2	50
eZceXgFPg6A	Storytime at Home with Auntie Kathleen: Why Dog Chases Cat		60	3.2971	0	866	3.93
AUP-c_TMTxA	Rhyme Time at Home with Miss Holly: Rain on the Grass	25-Jun-20	59	1.3929	0	770	4.81
iyoyW3bmaCl	HSPLS Creates with Ms. Jen: A Lava Lamp!	2-Jun-20	59	1.5146	0	1088	3.77
OdcqyDH-biE	Talk story with Nancy Pearl	5-Dec-20	58	4.5029	1	363	2.48
M478WU-4gXg	Rhyme Time at Home with Miss Holly: Cow Gets Up in the Morning	25-Jun-20	57	1.9566	0	823	4.13
RZF6TR4oD28	Rhyme Time at Home with Miss Holly: 5 Little Ducks	25-Jun-20	56	1.5908	0	1061	3.3
YOF81KrdmJc	Rhyme Time at Home with Miss Holly: Head, Shoulders, Knees & Toes	25-Jun-20	56	1.1695	0	747	4.82
oKU95dwnYnc	Middle Grade Book Talk: The False Prince by Jennifer A. Nielsen	18-Aug-20	56	0.7521	0	601	4.83



vCvNJ5fRPs	Rhyme Time at Home with Miss Holly: Chickens in the Barnyard	25-Jun-20	56	0.9625	0	693	5.77
5lI28HXW4K8	HSPLS Creates with Sarah: A Dish Towel Teddy Bear!	2-Jun-20	55	1.3661	0	1351	2.59
X4A-1XsovBA	National Library Week: KauaEwi		55	1.2978	0	8	12.5
ZSCioLQ9Zoo	Storytime at Home with Miss Danielle: Three Little Pigs		55	2.7437	1	723	3.87
e2hGD0saHyU	Teen Book Talk: Blue Skin of the Sea by Graham Salisbury	21-Nov-20	54	0.5004	0	722	5.26
ic7FC5qbBaw	Rhyme Time at Home: Shaka Bird	14-Jul-20	54	1.0209	0	488	7.58
Mk8BRsOFRMk	Teen Book Talk: Words in Deep Blue by Cath Crowley	18-Sep-20	53	0.528	0	829	3.74
Z8P9RXuRibo	Keiki Reads: The Weather's Bet Illustrated by Ed Young; Words by Stephe	23-Sep-20	53	0.5948	0	714	5.32
muVf9as1wk	Middle Grade Book Talk: Redwall by Brian Jacques	22-Aug-20	53	0.5992	0	674	3.86
MrrQ9eL0GKI	National Library Week: Oahu Westside		52	2.1563	0	8	12.5
4BLunPSZbzA	Rhyme Time at Home with Miss Holly: Popcorn	25-Jun-20	50	0.8556	0	604	4.97
M4xnGV0UTAg	HSPLS Creates with Miss Jennifer: T-Shirt Tote Bag	7-Dec-20	50	2.8885	0	1181	2.29
icInt8HnDE	Storytime at Home with Miss Sara: Creepy Pair of Underwear		50	2.9635	0	661	4.69
jMrVcbZDYII	Storytime at Home with Auntie Judy: A Story, A Story		50	1.8484	0	706	4.39
z7qoRhVMN4k	HSPLS Creates with Ms. Jen: Playdough!	2-Jun-20	50	2.4804	0	851	3.29
KYCDdYFJJBs	Rhyme Time at Home with Auntie Kat: This is Big	25-Jun-20	49	0.8048	0	395	8.86
OyqsaxrRdR8	Rhyme Time at Home with Miss Holly: Shaker Goes Up	25-Jun-20	49	0.9933	0	728	4.26
yy7CL_eAuti	Teen Book Talk: Channel Kindness by Born This Way Foundation with Lad	5-Feb-21	48	0.4956	0	991	2.72
clepNxSa4Gg	Teen Book Talk: Strange the Dreamer by Laini Taylor	21-Sep-20	47	0.523	0	716	4.33
j4lB47j6N4E	HSPLS Creates: Origami Turtle! with Ms. Jolene	3-Jun-21	47	1.4454	0	247	5.67
szjerhsMLxw	Middle Grade Book Talk: Wizards of Once by Cressida Cowell	4-Sep-20	47	0.6249	0	819	3.3
Fhbl5TX2rpl	How to Use the EwUkulele Tuner	1-Oct-20	46	0.6568	0	367	1.09
ACNbf0ZTYQ	Talk story with Author Terri Farley	20-Aug-20	45	1.1725	1	485	2.68
qmsr38mEkYf	Middle Grade Book Talk: Any Day with You by Mae Respicio	8-May-21	44	0.59	0	487	5.75
FyZdJr_pPM	Rhyme Time at Home with Miss Holly: Baby in the Cradle	25-Jun-20	42	0.768	0	623	4.65
7xoJfJ7HCc	Let's Stay Healthy: Intro to Masks	31-Aug-20	41	0.6876	0	433	3
DFEoDfWLaQE	Middle Grade Book Talk: The Strangers, Greystone Secrets Bk. 1 by Margi	22-May-21	41	0.8636	0	389	8.48
Kx_ZaQipkus	HSPLS Creates with Sasha: Custom Magnets!	2-Jun-20	41	0.5357	0	634	3.79
VlbmwhHpXvc	Rhyme Time at Home with Miss Holly: Open Them, Shut Them	25-Jun-20	41	0.6163	0	505	5.15
1sN2N6wXQRw	Storytime at Home with Ms. Vicky: Flip Flap Jack		39	1.7483	0	836	2.99
dwJlHx_Orf4	Middle Grade Book Talk: A Wish in the Dark by by Christina Soontornvat	23-Apr-21	39	0.4458	0	612	3.59
OZO_y51XJ8M	Rhyme Time at Home with Auntie Kat: Can You...?	25-Jun-20	38	0.5146	1	390	7.44
_9p0X4kOd08	Middle Grade Book Talk: From the Desk of Zoe Washington by Janae Mar	24-May-21	38	0.365	0	270	7.78
XNRdFulL9Q	HSPLS Creates with Sasha: Art!	2-Jun-20	35	0.8182	0	753	3.19
eGib2Ca95zg	HSPLS Creates with Miss Jennifer: Yarn Tassel Garlands!	16-Dec-20	34	0.8972	0	797	2.89
VG5dFZwLIEk	Middle Grade Book Talk: Stand Up, Yumi Chung! by Jessica Kim	4-May-21	33	0.4348	1	538	4.28
wD60yuOSr-l	HSPLS Creates with Sasha: Bottle Cap Bugs!	2-Jun-20	33	0.8852	0	961	2.39
wqhz-FaUC8A	Adult Book Talk: The Best of Aloha Shorts	18-Apr-21	33	0.5141	0	511	3.13
dr9x6L2fDhA	Middle Grade Book Talk: Snadragon by Kat Leyh	6-May-21	31	0.3996	0	452	3.76
MDPqHAlp3IU	Middle Grade Book Talk: Otto Tattercoat and the Forest of Lost Things by	13-May-21	29	0.2923	0	390	4.62
YgU5jUASwQw	Talk story with author David Wolman	23-Aug-20	29	3.5205	0	230	1.3
YlgVCExEDao	HSPLS Creates: Nebula Jars! with Ms. Sasha	25-May-21	27	0.374	0	257	2.72
jg83ztGhbb8	Rhyme Time at Home: Cow Gets Up in the Morning	29-May-20	23	0.5954	0	512	2.93
Ek7b_dABVzk	Hurricanes at Home with NOAA	27-May-21	22	1.0606	0	284	2.82
SWlrnduud0	Middle Grade Book Talk: Clem Hetherington and the Ironwood by Jennife	15-May-21	21	0.2636	0	332	4.22
1XnqwDMb8yk	Storytime at home highlights	5-Dec-20	19	0.1153	0	223	5.38
-na9f4RxEOM	Keiki Reads: My Dog Has Flies: Poetry for Hawai'i's Kids by Sue Cowing	14-Apr-21	17	0.2675	0	379	2.11
fn5fAhcMI4o	HSPLS Creates Highlights	5-Dec-20	13	0.0775	1	232	3.02
xlCgcKEmbF8	Endangered Ocean - Sea Turtles	1-Jun-21	10	0.3221	1	142	4.93
xOTxM7b9MTI	Middle Grade Book Talk: Show Me a Sign by Ann Clare LeZotte	5-Jun-21	8	0.0996	0	92	3.26
-EIIAEv5YYw	Rhyme Time at Home: The Chickens are in the Barnyard	29-May-20	7	0.1827	0	170	2.35
Hv_E5Swxacg	Rhyme Time at Home: Rain on the Grass	4-Jun-20	5	0.1154	0	200	1
jJ2vDPQB2wo	Storytime at Home with Auntie Kat: This Is Not My Hat		3	0.1115	0	6	0
R2c2wa7ZEYc	Middle Grade Book Talk: City Spies by James Ponti		2	0.007	0	0	
ZgVp444XBE	Middle Grad Book Talk: Mustaches for Maddie by Chad Morris and Shelly Brown		2	0.0198	0	0	
y0iIMpVqEs	Tails & Tales with NOAA: The Hawaiian Cleaner Wrasse		2	0.0001	0	0	
KswOQw_tjNQ	Middle Grade Book Talk: One Last Shot by John David Anderson		1	0.0037	0	0	
QoIbQ-2GL3w	Rhyme Time at Home: Five Little Ducks	29-May-20	1	0.0244	0	0	
Z9U6ea5Tvj0	Storytime at Home with Auntie Judy: Circle		1	0.0013	0	3	0
FhLCrI92r9Q	Storytime at Home with Miss Victoria: Knock Knock					38	0