

April 22, 2025

Judy Bowling
Instructional Technology and Library Coordinator
Wayne County RESA
33500 Van Born Road
Wayne, MI 48184

Dear Ms. Bowling:

Follett Software, LLC (Follett) is pleased to present the enclosed Agreement for the licensing and implementation of our Follett Destiny® Solution. To ensure your implementation starts when planned and goes smoothly, please provide us with the information listed below:

- Please have an authorized representative of your District Sign and complete the fields as prompted and upload your PO if available. Additionally, make sure you return ALL PAGES of the signed document to your sales consultant.

We look forward to a successful Follett Destiny Solution implementation and we appreciate your decision to partner with Follett.

Thank you for this opportunity. If you have any questions, please contact me.

Sincerely,

Elizabeth Stout
Sales Consultant - Technology
Phone: 708-887-7579
estout@follettsoftware.com

Purchase Order must include the following information:

Follett Software, LLC.
1340 Ridgeview Drive
McHenry, IL 60050 USA
Email: FSSorders@follettsoftware.com

Agreement

This Follett Destiny® Solution Agreement, which includes the Follett Destiny Solution Terms and Conditions located at folletk12.link/apf and if applicable, the attached Statement of Work and schedules (collectively, Agreement), governs your purchase and licensing of Follett's Destiny Solution.

The following fee schedule is provided to WAYNE COUNTY RESA, MI for products and services outlined in Schedule A. The amount does not include freight, taxes, or any applicable interest. Payment will be made according to WAYNE COUNTY RESA, MI purchase order(s) provided at time of implementation according to the pricing outlined below. WAYNE COUNTY RESA, MI purchase order(s) must be based on the final proposal that will be presented to WAYNE COUNTY RESA, MI based on the specific products and services selected by the Licensee. Final proposal will include freight, taxes, and any applicable interest. All PO's must be submitted prior to any product or services are delivered. Payment terms are net 30 days after implementation.

Wayne County RESA Pricing:
Customer Number: 2194806
Follett providing services to District/Schools directly
(Applicable to Districts/Schools in MI)
April 22, 2025

Pricing effective for 2 years from the date listed above.

The following processes will be followed for the Wayne County RESA:

- All pricing applies to both existing and new sites.
- If a new District is buying Library Manager licenses, an Implementation Package will be offered at an additional cost outlined in the pricing below.
- If a new District is buying Resource Manager licenses, an Implementation Package will be offered at an additional cost outlined in the pricing below.
- If an existing Library Manager District is adding new licenses (different product than they already own), an Implementation Package will be offered at an additional cost outlined in the pricing below.
- If an existing District is adding licenses (for the same product they already own), Implementation Services will NOT be offered.
- If a new District is buying Destiny Cloud Library Manager licenses, an Implementation Package is required to be purchased at an additional cost outlined in the pricing below.
- If a new District is buying Destiny Cloud Resource Manager licenses, an Implementation Package is required to be purchased at an additional cost outlined in the pricing below.
- Balance of existing Follett Support and Maintenance will transfer to the Wayne County RESA and applied to new purchase.
- Individual Amendments to be drafted on behalf of the District to the Wayne County RESA
- Billing will be to the Wayne County RESA for implementation as well as ongoing Support and Maintenance, as well as Subscriptions.
- Starting year two, invoicing for Support and Maintenance, as well as any Subscription Services, will require prorated invoicing to align ongoing invoicing with a July Wayne County RESA billing cycle.

Description	Unit	List Price	Wayne County RESA
Library Manager Software: * See <i>first, second, third, fourth, fifth, sixth and seventh bullets listed above for more details.</i>			
Destiny Library Manager (includes TitlePeek) for new District implementations	Per site	\$2,068.00	\$1,757.80
Destiny Library Manager Annual Licensing and Maintenance costs after first year for new District implementations	Per Site	\$1,199.00	\$1,019.15
Library Manager Support Renewal of Existing Sites for Year 2025-2027 (includes TitlePeek)	Per Site	\$1,199.00	\$676.53
Destiny Library Manager (includes TitlePeek) Add-on Sites (purchased in Year 2025-2027)	Per Site	\$1,199.00	\$676.53
Destiny Cloud Library Manager (includes TitlePeek and Hosting Fee) for new District implementations: <i>(*An Implementation Package is required to be purchased at an additional cost)</i>	Per Site	\$1,419.00	\$1,206.15
Destiny Services			
Implementation Services			
Implementation Services Package (includes Destiny Implementation, Destiny Data Services (if applicable) and webinar trainings)			
Destiny Library Manager Implementation with Training (No Data Service)			
Library Manager Implementation – No Data Services - 1 st Site	Each	\$1,300.00 one-time fee	\$1,300.00 one-time fee
Library Manager Implementation – No Data Services – each additional site	Each	\$800.00 one-time fee	\$800.00 one-time fee
Destiny Library Manager Implementation with Data Services			
Library Manager Implementation – With Data Services - 1 st Site	Each	\$1,500.00 one-time fee	\$1,500.00 one-time fee
Library Manager Implementation – With Data Services – each additional site	Each	\$1,000.00 one-time fee	\$1,000.00 one-time fee

Description	Unit	List Price	Wayne County RESA
Implementation Services Discounts: 11-25 sites = 10% 26-50 sites = 20% 51-99 sites = 30% 100+ sites = 40%			
Digital Content Subscriptions			
WebPath Express Subscription	Per Site	\$268.21	\$268.21
Standard Subscriptions	Per Site	\$268.21	\$268.21
Reading Program Service Subscription - Lexile	Per Site	\$213.93	\$213.93
Reading Program Service Subscription - Fountas & Pinnell	Per Site	\$213.93	\$213.93
Reading Program Service Subscription – AR/RC	Per Site	\$213.93	\$213.93
Alliance A/V (all sites must purchase)	Per Site	\$160.18	\$160.18
Destiny Engage	Per Site	\$250.00	\$250.00
Follett Destiny Classroom Library Manager Annual License and Maintenance year one and ongoing for new purchases <i>*Must have same number of Destiny Classroom Library Manager licenses as Destiny Library Manager licenses at each district</i>	Per site	\$500.00	\$500.00
Follett Destiny Classroom Library Manager Implementation (Required)	Per site	\$200.00	\$200.00
Data Services - ** Most popular			
Destiny Custom Data Manipulation	Per site	\$450.00	\$450.00
Destiny Library Manager Standard MARC Data Conversion <i>* Cost Subject to Data Evaluation</i>	Per site	\$700.00	\$700.00
Destiny Library Manager Non-Standard MARC Data Conversion	Per site	\$900.00	\$900.00
MARC Enhancement	Per site	\$450.00	\$450.00

Description	Unit	List Price	Wayne County RESA
Barcode Labels			
Poly Thermal Barcode Labels – Sheets (Black and White) - *Minimum purchase 1,000 labels	Per 1,000	\$120.00	\$120.00
Poly Thermal Barcode Labels Sheets (Color) - *Minimum purchase 1,000 labels	Per 1,000	\$120.00	\$120.00
Peripherals			
Destiny Omniscan Scanner	Each	\$185.00	\$185.00
Destiny EasyScan Corded Scanner Kit (includes stand and cable)	Each	\$289.00	\$289.00
Follett Corded Scanner 5300 with Hands-Free Stand (includes 1 year warranty)	Each	\$166.00	\$166.00
Follett Corded Scanner Only (includes 1 year warranty)	Each	\$149.00	\$149.00
Follett Infigo Thermal Receipt Printer (includes manufacturer's 3 year warranty)	Each	\$399.00	\$399.00
Thermal Paper (per case)	Each	\$149.00	\$149.00
Destiny PocketScan Scanner (includes 3 year warranty, micro USB cable, wrist strap & neck strap)	Each	\$179.00	\$179.00
Follett 6300 Cordless Scanner (includes 1 year warranty)	Each	\$299.00	\$299.00
Destiny VersaScan Kit (includes Scanner, Battery, handstrap, Cable, Adapter, guide)	Each	\$1,299.00	\$1,299.00
Resource Manager - Complete Edition Software * See <i>first, second, third, fourth, fifth, sixth and seventh bullets listed above</i> for more details.			
Destiny Resource Manager - Complete Edition for new District implementations	Per site	\$2,147.00	\$1,824.95
Destiny Resource Manager- Complete Edition Annual Licensing and Maintenance costs after first year.	Per site	\$1,079.00	\$917.15
Destiny Resource Manager – Complete Edition Support Renewal of Existing Sites for Year 2025-2027	Per Site	\$1,079.00	\$644.56
Destiny Resource Manager – Complete Edition Add-on Sites (purchased in Year 2025-2027)	Per Site	\$1,079.00	\$644.56

Description	Unit	List Price	Wayne County RESA
Destiny Cloud Resource Manager – Complete Edition for new District implementations (includes Hosting Fee) <i>(*An Implementation Package is required to be purchased at an additional cost)</i>	Per Site	\$1,299.00	\$1,104.15
Follett Destiny Help Desk			
Follett Destiny Help Desk Annual License and Maintenance year one and ongoing for new purchases <i>*Must have same number of Destiny Help Desk licenses as Destiny Resource Manager licenses in each district</i>	Per site	\$900.00	\$900.00
Follett Destiny Help Desk Implementation Services (Required)	1-10 Sites	\$900.00	\$900.00
Follett Destiny Help Desk Implementation Services (Required)	11+ Sites	\$1,500.00	\$1,500.00
Help Desk Subscription Discounts: 1-50 sites = 10% 51-99 sites = 15% 100+ sites = 20%			
Destiny Services			
Implementation Services			
Implementation Services Package (includes Destiny Implementation, Destiny Data Services (if applicable) and webinar trainings)			
Destiny Resource Manager Implementation with Training (No Data Service)			
Resource Manager Implementation – No Data Services - 1 st Site	Each	\$1,100.00 one-time fee	\$1,100.00 one-time fee
Resource Manager Implementation – No Data Services – each additional site	Each	\$600.00 one-time fee	\$600.00 one-time fee
Destiny Resource Manager Implementation with Data Services			
Resource Manager Implementation – With Data Services - 1 st Site	Each	\$1,300.00 one-time fee	\$1,300.00 one-time fee

Description	Unit	List Price	Wayne County RESA
Resource Manager Implementation – With Data Services – each additional site	Each	\$800.00 one-time fee	\$800.00 one-time fee
Implementation Services Discounts: 11-25 sites = 10% 26-50 sites = 20% 51-99 sites = 30% 100+ sites = 40%			
Additional Implementation Services – Individual Service Options			
Destiny Implementation	Per hour	\$150.00	\$150.00
Destiny Data Services	Per hour	\$125.00	\$125.00
Destiny – Patron Data Service	Each	\$900.00	\$900.00
Destiny – Non-Patron Data Import	Each	\$600.00	\$600.00
Destiny – Add Sites, Import Data	Each	\$800.00	\$800.00
Remote Consulting Services (Per Hour)	Per hour	\$200.00	\$200.00
Data Services -			
Non-Textbook to Resource Manager Conversion (spreadsheet, other product)	Per data source	\$2,200.00	\$2,200.00
MARC to RM Conversion (for Textbook data in Library System – no stats)	Per site	\$800.00	\$800.00
All Assets to RM Conversion	Per site	\$2,800.00	\$2,800.00
Destiny Textbook Manager Data Conversion (for loading textbook data into TM or RM)	Per data source	\$990.00	\$990.00
Training Services			
Destiny Library Manager Essentials 90 Day Webinar - Individual	One (1) attendee	\$110.00 Per attendee	\$110.00 Per attendee
Destiny Library Manager Essentials Webinar (3 hours)	Maximum: 20 attendees	\$385.00 Per session	\$385.00 Per session
Destiny Library Manager – Security Setup Webinar (2 hours)	Maximum: 12 attendees	\$385.00 Per session	\$385.00 Per session
Destiny Library Manager 1-Day On-Site Training (6 hours)	Maximum: 20 attendees	\$2,000.00 Per day	\$2,000.00 Per day

Description	Unit	List Price	Wayne County RESA
Destiny Resource Manager Essentials 90 Day Webinar Individual	One (1) attendee	\$110.00 attendee	\$110.00 attendee
Destiny Resource Manager Essentials Webinar (3 hours)	Maximum: 20 attendees	\$385.00 Per session	\$385.00 Per session
Destiny Resource Manager – Security Setup Webinar (2 hours)	Maximum: 12 attendees	\$385.00 Per session	\$385.00 Per session
Destiny Resource Manager – Managing Your Resources and Defining Templates Webinar (3 hours)	Maximum: 20 attendees	\$385.00 Per session	\$385.00 Per session
Destiny Resource Manager 1-Day On-Site Training	Maximum: 20 attendees	\$2,000.00 Per day	\$2,000.00 Per day
Destiny Library Manager Custom 2 hour Webinar includes 1-hour Consulting	Maximum: 20 attendees	\$600.00 Per session	\$600.00 Per session
Destiny Resource Manager Custom 2 hour Webinar includes 1-hour Consulting	Maximum: 20 attendees	\$600.00 Per session	\$600.00 Per session
Half-Day Custom Onsite	Maximum: 20 attendees	Custom Quote	Custom Quote
Destiny Resource Manager Advanced Booking Webinar (3 hours)	Maximum: 20 attendees	\$385.00 Per Session	\$385.00 Per Session
Destiny Discover Engage Webinar (90 day)	One (1) attendee	\$110.00 Per session	\$110.00 Per session
Destiny Library Manager Custom Webinar (2 hours)	Maximum: 20 attendees	\$600.00 Per session	\$600.00 Per session
Destiny Resource Manager Custom Webinar (2 hours)	Maximum: 20 attendees	\$600.00 Per session	\$600.00 Per session

Description	Unit	List Price	Wayne County RESA
Miscellaneous Services -			
Destiny - Migration from district to consortium	Per district migration	\$800.00	\$800.00
Destiny - Migration from Customer Hosted to Follett Cloud *** (Along with this service fee the district is required to purchase a hosting fee and continue to pay existing support)	Per district migration	\$900.00	\$765.00
Library Manager Hosting Fee	Per Site	\$220.00	\$187.00
Resource Manager Hosting Fee	Per Site	\$220.00	\$187.00
Destiny Upgrade – One Upgrade to Current Version	Each	\$350.00	\$350.00
Destiny Upgrade – Two Upgrades to Current Version	Each	\$550.00	\$550.00
Destiny Upgrade – Three or More Upgrades to Current Version	Each	\$900.00	\$900.00
Migration of Current Transactions	Per file	\$110.00	\$110.00
Patron Data Intg. Roster API	Each	\$900.00	\$900.00
Advanced Patron Data Intg. Roster API	Each	\$1,800.00	\$1,800.00
Mobile Device Management Integration Service – Google Workspace	Each	\$900.00	\$900.00
Mobile Device Management Integration Service – Jamf Pro	Each	\$900.00	\$900.00
Mobile Device Management Integration Service – Microsoft Intune	Each	\$900.00	\$900.00
Destiny – Migration to New Server within District	Each	\$900.00	\$900.00
Resource Import Converter (RIC) Training	Each	\$385.00	\$385.00
One-Time SQL Script Creation Fee	Each	\$250.00	\$250.00

Description	Unit	List Price	Wayne County RESA
Annual SQL Script Maintenance Fee	Annually	\$500.00	\$500.00
Destiny Cloud Database Setup Fee	Per district	\$250.00	\$250.00
Library Manager Cloud Database Access Annual Fee	Per Site	\$50.00	\$50.00
Resource Manager Cloud Database Access Annual Fee	Per Site	\$50.00	\$50.00

(1) Amount does not include freight, taxes, or applicable interest. All fees due are payable in US dollars only.

By signing below, you represent that you have read the terms of this Agreement, including those on the following pages, understand and agree to such terms, and are duly authorized to sign on behalf of the School District.

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed by their authorized representatives as set forth below.

Follett Software, LLC

Signature:

Print Name:

Title:

Address: 1340 Ridgeview Drive

McHenry, IL 60050

Date:

04/20/2025

Wayne County RESA

Signature: 

Print Name:

Title:

E-mail

Address:

Address:

Date:

Do you have a PO to attach for this purchase?

Yes

No, I will provide at a later date

No, I will not be using a PO

Please provide a reference for Billing Purposes
(such as the Billing Contact's Name):

To ensure your project starts when planned and goes smoothly, please provide us with the information listed below:

- An authorized representative of your District needs to **sign above**. Additionally, make sure you return **ALL PAGES** of the signed document to your sales consultant.
- Ensure that the data on Schedule C is accurate.

Statement of Work

Schedule A

Any capitalized terms not defined in this Statement of Work (SOW) have the meanings given them in the Agreement.

Services

This SOW specifies the services (referred to herein interchangeably as "Services" or the "project") to be provided under the Agreement beginning on or as soon as practical after the Effective Date. Follett will complete the Services according to the schedule below, unless otherwise agreed upon by the parties.

Overview

The Follett Destiny Solution will be specifically tailored with applicable components, among which are implementation services, data services, customized services, Digital Content Solutions, peripherals, additional training services and/or post-implementation services.

Note: The Follett Destiny Solution is a Schools Interoperability Framework (SIF) certified product based on the US SIF Specification. The Destiny SIF agent and SIF implementation services are sold by Kimono (web.kimonocloud.com).

Application Software and Online Services

This SOW covers your Solution, including the following Follett Destiny Solution components:

- Destiny Library Manager
- Destiny Resource Manager – Complete Edition

Application:

- Centralized database and application
- Cataloging
- Circulation
- Inventory
- Searching
- Reporting
- Off-line Circulation
- Online help
- Alliance Plus—Online access to a database of over 9 million high-quality MARC21 records
- One Search
- TitlePeek
- Z39.50 Client
- Z39.50 Server
- Destiny Discover Engage
- Alliance A/V—Online access to over 760,000 high-quality audio-visual MARC21 records
- Reading Program Service Solution – AR/RC
- Reading Program Service solution – Fountas & Pinnell

- Reading Program Service Solution – Lexile
- WebPath Express
- Standards

Destiny Discover

With the purchase of Destiny Library Manager, you receive Destiny Discover interface which is an optional cloud-based interface to access all your digital and print materials.

Collections by Destiny®

Collections is a fully integrated feature of Destiny Discover that is designed to optimize the organization, sharing, and collaboration of school and web resources. Each collection can include resources from anywhere (webpages, images, documents, etc.), and can be easily shared publicly, within your district or school, with only a few people or just kept for you. Collections helps to reduce instructional planning and research time, maximizes visibility and usage of your educational resources, and encourages deeper learning in and outside the classroom.

Digital Content Subscriptions

Follett Digital Content Subscriptions are tools for schools and districts to be at the forefront of digital learning. Manage content to help create active, personalized learning for students.

Alliance Plus®

Alliance Plus offers 24/7 access to more than 9 million high-quality MARC records for print materials. The database is continuously updated with new records, allowing your district to quickly and easily keep your catalog up-to-date with local holdings as well as improve search results for your users with the addition of reading and interest levels, subject headings, summary and content notes, and review sources.

One Search™ Solution

One Search is a federated search tool that allows your students and staff to search resources simultaneously with a single search, including content from paid and free online research databases that may be available in your library (such as ProQuest, EBSCO or Gale Group) and Destiny. By presenting a single, familiar interface for searching these data sources, your students will find the information they need quickly and effectively, and usage of your valuable research databases will be improved.

TitlePeek™ Solution

TitlePeek enhances the patron searching experience by providing content enrichment services to titles in the library collection. Content includes cover photos, title profiles, table of contents, brief summaries, author notes, first chapter or excerpts, and published reviews.

Alliance A/V District Solution

This Digital Content Solution provides librarians with access to over 725,000 Audio-Visual MARC 21 bibliographic records over the Internet for original cataloging or enhancing their existing database. Alliance A/V saves cataloging time and increases collection access points for students and patrons.

Reading Program Service Solution – AR/RC

Reading Program Service – AR/RC is a MARC-record enhancement service that is offered both online, and through custom processing. The service adds reading development information for programs such as Reading Counts!® and Accelerated Reader® to the MARC records of a library collection. Updating your library collection with reading program information allows students to search for leveled reading program titles easily and efficiently, allowing more time to read and making your reading program more effective. In addition to enhancing your MARC records, this service also provides several reports to help you manage your collection and maximize its usefulness.

Reading Program Service Solution – Fountas & Pinnell

Reading Program Service – Fountas & Pinnell. The service adds Fountas & Pinnell leveled reading information to books in your library collection. Updating your library collection with reading program information allows students to search for leveled reading program titles easily and efficiently, allowing more time to read and making your reading program more effective.

Reading Program Service Solution - Lexile

Reading Program Service - Lexile helps strengthen the connection between the classroom and the library by automatically integrating Lexile measures into the collection's bibliographic records, enabling students to quickly and easily search for titles that match their Lexile reading levels. Because the service is online, Destiny can be updated with the most recent reading program information in minutes.

WebPath Express™ Solution

This is an online solution that directs users who are searching Destiny Library Manager's Catalog to high quality, educator-reviewed Web sites. WebPath Express contains over 85,000 Web sites with more updated and added on a regular basis.

Standards Solution

This online Digital Content solution provides access to your curriculum standards. It allows teachers and library staff to build powerful lesson plans by identifying titles in your district's library collection, as well as over 85,000 high-quality, educator selected Web sites, that are aligned with your state or provincial curriculum standards.

Destiny Discover Engage®

Destiny Discover Engage is a module of Destiny Library Manager that helps bring the school library directly to students—supercharging the Destiny Discover searching interface. It allows librarians to reach students wherever they are through recommendations and notifications. In this day of virtual learning, Destiny Discover Engage also allows the librarian to bring all of their book clubs, reading programs, and summer reading lists to students through the Destiny Discover mobile app on iOS and Android or via the Destiny Discover website.

Implementation Services

Project Management

Follett will provide project management services in accordance with industry standard techniques. The Project Manager is your district's central point of contact during the implementation of Destiny, to guide and oversee the entire implementation.

Your Project Manager focuses on the following objectives:

- Facilitation of all project planning activities
- Creation of a Project Plan that is developed and agreed to in writing by both you and Follett
- Coordination of all internal resources to ensure that timelines and deadlines are met
- Successful completion of the project and written customer Acknowledgement of Delivery of the Follett Destiny Solution

Project planning includes the following key activity:

Project Planning Meeting: This meeting will be used to gather information related to your servers, network, Student Information System (SIS) and address any questions or concerns. The expected outcome of this Project Planning Meeting is to develop the implementation, installation and training plan and to ensure that proper expectations are set regarding project responsibilities and schedule. Implementations consisting of more than 26 school locations have the option for the Project Planning Meeting to be held on site.

Additionally, the Project Manager will coordinate the efforts of the various internal resources to ensure that timelines and deadlines are met. The Project Manager guides the project from the time of purchase commitment through the Acknowledgement of Delivery.

Follett Project Manager Responsibilities:

- Facilitate all project planning activities
- Create a detailed Project Plan
- Manage the Project Plan to ensure that deadlines are met, and mitigate whenever plan objectives are at risk
- Maintain project documentation and provide periodic status reports
- Work with your district's primary point of contact to resolve any issues that develop during the project
- Ensure communication between the Implementation Team and your district
- Transition your district to our Customer Service team within the agreed upon period, not to exceed 60 days of receipt of Acknowledgement of Delivery letter

Customer Responsibilities:

- Assign a single Customer point of contact to work directly with the Project Manager.
- Participate in the Project Planning Meeting with Follett—Customer project stakeholders must attend.
- Provide a list of sites that will use the Follett Destiny Solution under the Agreement. This must be documented in Schedule C of this Agreement.
- Meet commitments as agreed upon in the Project Plan. If deadlines are not met, the overall Project Plan may need to be modified to compensate for changes. Should Customer not meet a commitment set forth in the agreed Project Plan, Follett cannot guarantee that the original timelines can be kept. Any changes to the agreed upon Plan must be evidenced in writing signed by the parties.
- Participate in conference calls as needed.

System Integration Services

Centralized System Integration

Follett will ensure that the Follett Destiny Solution is optimally integrated into your district's technology infrastructure during the project implementation. The service includes:

- Installation and integration of the software components of the Follett Destiny Solution into your configured application and database servers.
- Configuration changes to all Follett Destiny Solution servers as required.
- For customers not previously using Follett products, the Follett Implementation Specialist will load any converted data that Follett has processed into Destiny during Centralized System Integration.
- During your scheduled planning meeting with a project manager, it will be determined based on the needs of the district to have these services. If your district elects to accept these services, they must be completed within 30 days of your implementation. If your district elects to decline during the implementation and elects to receive services at a later date, you may be charged up to current market prices.
- Configuration to support the transfer of patron personal data and (if applicable) class schedule data from your existing Student Information System (SIS).
- Prior to installation, the Follett Implementation Specialist will work with you to determine if your district can produce a centralized extract of patron data.
- Follett will use a sample extract to write a customized script to transform and import that data into Destiny.
- Your district is solely responsible for creating and maintaining an extract of patron data from your SIS.
- In order to avoid potential problems, any changes to the format of the data extract should be coordinated with Follett Technical Support prior to implementing the change in your production environment.

- For existing users of Follett products taking advantage of the extraction utility, the Follett Implementation Specialist will load extraction files into Destiny. During the migration to Destiny, the customer will be responsible for running the data extraction utility at each campus prior to Centralized System Integration.

There are some services that Follett will not perform for your district:

- Follett will not install any server hardware. All servers must be up and running prior to Centralized System Integration.
- Follett will not install an operating system from scratch for your district. However, Follett will configure an operating system to integrate Destiny into your infrastructure, as needed.
- Follett will not configure your networking infrastructure. Your entire district-networking infrastructure must be up and running prior to Centralized System Integration. This includes the server operating systems, SQL Server, as well as all routers and Wide Area Network links.

All work will be performed at a district technology office, or remotely via Windows Terminal Services. No school visits are included within the scope of this Agreement. However, during the Centralized System Integration the Follett Implementation Specialist will illustrate district technology staff workstation configurations that support Destiny.

Technology Training: During the Centralized System Integration, the Follett Implementation Specialist will deliver in-depth technical training for your district technology staff. This training will be conducted after the solution has been integrated into your infrastructure. Topics include the technical architecture of Destiny, backup/ restore, performance monitoring and tuning, patron updates, desktop rollout, etc.

For the optimal learning experience, we recommend no more than twelve (12) participants. Attendees who participate in this training will be authorized to contact Follett's toll-free technical support hotline for help.

If this training is delivered with remote, web-based conferencing tools, high-speed Internet access is required. For best results, your district should select a quiet room with a quality conference telephone.

For Resource Manager, Media Manager and Textbook Manager, implementations consisting of 25 or more school locations have the option for the Centralized System Integration and Technology Training to be held on site.

Data Services

Follett understands that accurate and reliable data is critical to the success of your district. We recommend that you consider these optional services to enhance your data quality.

Library Data Services Not Included in Agreement

You have elected not to include Follett data services in this Agreement. Therefore, you are wholly responsible for results created by data loaded into your Destiny Library Manager Solution. Follett cannot be held responsible for the costs associated with correcting any issues related to data not processed by Follett.

Please be aware of the following notes regarding importing data into Destiny:

- Destiny Library Manager uses a set of matching rules when importing data into the database. You will need to review these rules prior to data import. Your Project Manager can assist with any questions you may have regarding data import.
- The Follett/Sagebrush data extraction utilities and import process does not automatically contain data cleanup or enhancement services. These services are available if purchased as part of this Agreement.

Resource Data Services Not Included in Agreement

You have elected not to include Follett data services in this Agreement. Therefore, you are wholly responsible for results created by data loaded into your Follett Destiny Solution. Follett cannot be held responsible for the costs associated with correcting any issues related to data not processed by Follett.

Library Manager MARC Enhancement

Follett will provide the Library Manager MARC Enhancement service to improve relevancy and accuracy of search results, increase access points so users find information quickly and easily, and streamline searching and information retrieval for data that is exported from an existing library automation system.

The service will attempt to replace the majority of the content in each MARC record with content from Follett's continuously updated database of MARC records, while maintaining correctly cataloged local information. Additionally, the service repairs the MARC record structure, corrects existing tag formats, creates required MARC tags, and updates existing SEARS subject headings using the latest SEARS heading edition.

Enhancements completed through the MARC Enhancement service will improve the proper merging of titles and preservation of data when records representing multiple collections are loaded into Destiny's central database.

FOLLETT RESPONSIBILITIES:

- Follett will profile the data at the time of conversion in an attempt to identify data issues and associated implications with loading the data into Destiny.
- Follett will assign a Data Specialist to the project team to serve as your point of contact for any data consultations.

CUSTOMER RESPONSIBILITIES:

- Customer will provide Follett with the data in electronic format, along with related materials or instructions (such as using strict or expanded matching rules), in accordance with the timeframe specified in the Project Plan.
- Customer will provide clarification of issues associated with the data work to be completed.
- Customer will provide a single point of contact for data related decisions and communications.

Destiny Library Manager Split Collection

Follett will provide Library Manager Split Collection service to split data from a single collection into multiple collections based on agreed upon criteria and specifications.

FOLLETT RESPONSIBILITIES:

- Follett will profile the data at the time of conversion in an attempt to identify data issues and associated implications with splitting the collection or loading the data into Destiny.
- Follett will assign a Data Specialist to the project team to document and explain any data issues, and to serve as your point of contact for any data consultations.

CUSTOMER RESPONSIBILITIES:

- Customer will provide Follett with the data in electronic format, along with related materials, in accordance with the timeframe specified in the Project Plan
- Customer will provide specific criteria that exists in the data that is used to identify the materials to be split out.
- Customer will sign off on agreed statement of work specifications
- Customer will provide a single point of contact for data related decisions and communications.

Library Manager Non-Standard Data Conversion

Since your existing system does not allow export in a standard MARC format, Follett will provide the Library Manager Non-Standard MARC Conversion service to convert your electronic library data to the MARC21 / 852 holdings format.

FOLLETT RESPONSIBILITIES:

- Follett will profile the data at the time of conversion in an attempt to identify data issues and associated implications with loading the data into Destiny.
- Follett will assign a Data Specialist to the project team to document and explain any data issues, and to serve as your point of contact for any data consultations.

CUSTOMER RESPONSIBILITIES:

- Customer will provide Follett with the data in electronic format, along with related materials, in accordance with the timeframe specified in the Project Plan.
- Customer will provide clarification of issues associated with the data work to be completed.
- Customer will sign off on agreed upon data specifications.
- Customer will provide a single point of contact for data related decisions and communications.

Library Manager Standard MARC Conversion

Since your existing system allows export in a standard MARC format, Follett will provide the Library Manager Standard MARC Conversion service to convert your electronic library data to the MARC21 / 852 holdings format.

FOLLETT RESPONSIBILITIES:

- Follett will profile the data at the time of conversion in an attempt to identify data issues and associated implications with loading the data into Destiny.
- Follett will assign a Data Specialist to the project team to serve as your point of contact for any data consultations.

CUSTOMER RESPONSIBILITIES:

- Customer will provide Follett with the data in electronic format, along with related materials, in accordance with the timeframe specified in the Project Plan.
- Customer will provide clarification of issues associated with the data work to be completed.
- Customer will provide a single point of contact for data related decisions and communications.

Destiny Resource Manager Data Services

Resource Manager Data Conversion

Follett will provide the Resource Manager Data Conversion to convert your electronic data into the Resource Manager data format.

Resource Manager Data Conversion will convert an unlimited number of records from a single data source. A single data source is defined as:

- a single file representing all resources and their related field values, or
- multiple files where the file layout (schema) is identical.

If you have more than one data source, i.e. multiple files where the schema varies, you are required to purchase additional Resource Data Conversion services. When possible, we recommend that you consolidate all data into a single data source for conversion to minimize cost and conversion complexity.

FOLLETT RESPONSIBILITIES:

- Follett will profile the data at the time of conversion in an attempt to identify data issues and associated implications with loading the data into Destiny.
- Follett will assign a Data Specialist to the project team to document and explain any data issues, and to serve as your point of contact for any data consultations.

CUSTOMER RESPONSIBILITIES:

- Customer will provide Follett with the data in electronic format, along with related materials such as data specifications, in accordance with the timeframe specified in the Project Plan.
- Customer will provide clarification of issues associated with the data work to be completed.

- Customer will sign off on agreed upon data specifications.
- Customer will provide a single point of contact for data related decisions and communications.

Textbook Conversion to Resource Manager

Textbook data can be converted from any of the following formats: spreadsheet, SQL Database, Access Database or an ASCII text file. During the conversion process our data team will work with you to determine and document your specific data requirements. Textbook copy information is optional with this service.

Training Services

Training should be scheduled within 30 days, and completed within 90 days, of the signed Acknowledgement of Delivery (AOD). If training is not completed within 90 days of the signed AOD, Follett is not obligated to complete the training, but may do so depending upon the circumstances. If your district elects to receive training at a later date, you may be charged up to current market prices.

Customers are not permitted to videotape or record in any way Follett delivered services or training events.

DESTINY TRAINING CANCELLATION POLICY: The district/site is responsible for providing a written cancellation and/or reschedule request for Destiny training to your assigned Project Manager or training coordinator. Upon receipt, Follett will reply with a written acknowledgement via email of the changes. The district/site will not be charged if the cancellation request for onsite training is received more than fifteen (15) business days prior to the training date. For webinars, the request must be received three (3) business days prior to the scheduled training date. The district/site will be invoiced at 50% of the cost if the cancellation request for onsite training is received six to fourteen business days prior to the training date, or between 24-48 hours prior to a scheduled webinar time. The district will be invoiced at 100% of the cost if the cancellation request is made five or fewer business days prior to the onsite training date, or if a webinar is cancelled within a 24 hour period prior to the start time of a webinar, to include failure to appear for the training. Follett reserves the right to reschedule any training or webinar outside the acceptable cancellation period.

Onsite Training Cancellation/Reschedule Receipt Timeframe:	Webinar Training Cancellation/Reschedule Receipt Timeframe:	Fees	Reschedule Options
Fifteen (15) days prior to training date	72 hours prior to webinar date/time	No charge	District/site retains full privileges to reschedule
Six (6) to fourteen (14) days prior to training date	24 to 48 hours prior to webinar start date/time	50% of training costs invoiced	Follett reserves the right to reschedule
Within five (5) days prior to training date	Within 24 hours of webinar start date/time	100% of training costs invoiced	Follett reserves the right to reschedule

Library Manager–Security Setup Webinar:

This instructor-led, web-based training introduces you to the Destiny hierarchy. This hierarchy is how you control who in the district can access various features and data in Destiny. The training focuses on the default district and site-level users that are set up during installation, typical tasks for these users, and how to decide who in your district might fit these roles. To ensure your users have access to only the software features they need, you'll look at the available permissions, and assign the appropriate access levels, usernames and passwords. (Maximum: 12 participants)

Managing Your Resources and Defining Templates Webinar

This instructor-led, web-based training provides the tools you need to begin incorporating Destiny into your daily routine. You'll learn about the terms and definitions used in Destiny Resource Manager, as well as how to create a category hierarchy (known as a template) to properly track and account for your valuable resources.

This training is after your Planning Meeting and Destiny installation. (Maximum: 12 participants)

Resource Manager–Security Setup Webinar

This instructor-led, web-based training introduces you to the Destiny hierarchy. This hierarchy is how you control who in the district can access various features and data in Destiny. The training focuses on the default district and site-level users that are set up during installation, typical tasks for these users, and how to decide who in your district might fit these roles. To ensure your users have access to only the software features they need, you'll look at the available permissions, and assign the appropriate access levels, usernames and passwords. (Maximum: 12 participants)

Essentials Webinar for Library Manager:

This live, instructor-led, web-based training covers the essentials needed to get optimal use from Destiny Library Manager. Users look at how they do their job and then apply that in the software. Topics include how to search the online catalog, circulate materials, create notices and reports, set up loan periods and policies, add titles, and use Destiny Discover. A maximum of twelve (12) participants can attend the webinar. Attendees who participate in this training will be authorized to contact Follett's toll-free telephone technical support hotline for help.

Library Manager On-Site Training – 1 Day

This one-day instructor-led training session covers the fundamentals so that you can start using Destiny Library Manager immediately. Delivered by a certified trainer and geared toward staff members who perform supporting functions in school libraries and media centers, this condensed course covers topics ranging from logging on and navigating the system to circulation and cataloging basics.

Customers may have up to a maximum of twenty (20) participants. Attendees who participate in this training will be authorized to contact Follett's toll-free technical support hotline for help.

Resource Manager - Site Essentials Webinar:

Live, instructor-led web-based training covers the basics school-level staff need to begin using Resource Manager. Users take a look at how they do their job and then apply that in the software. Toolkits, available before, during, and after training, consist of lesson plans, quick reference guides, and videos. A maximum of twelve (12) participants can attend per webinar. Attendees who participate in this training will be authorized to contact Follett's toll-free technical support hotline for help.

Resource Manager - On-Site Training – 1 Day:

On-site 1-day training covers the basics school-level staff need to begin using Resource Manager. Users take a look at how they do their job and then apply that in the software. Toolkits, available before, during, and after training, consist of lesson plans, quick reference guides, and videos. A maximum of twenty (20) participants can attend. Attendees who participate in this training will be authorized to contact Follett's toll-free technical support hotline for help.

Additional Training Services

Destiny Training

Additional training content can be purchased and delivered at the time of implementation or later. Additional training sessions will provide each librarian, textbook coordinator or resource manager in your district with complementary skills to maximize use of your Follett Destiny Solution. The format is hands-on, with the number of attendees per session based on the options selected.

Follett Community

The Follett Community website is a convenient, one-stop online home for learning everything you need to know about using digital Follett products and software. By visiting <https://www.follettcommunity.com/s/>, you can browse a knowledge base of resource materials, tutorials, training videos and discussions on Follett products.

You can use these resources as an introduction to Destiny or a refresher course in Year Two and beyond. The District can access these resources an unlimited number of times.

Post Implementation Support Services

District Technical Support

District Technical Support is included with your Destiny Service Agreement, and features the following services:

- Software updates during the year
- Alliance Plus—Online access to a database of over 9 million high-quality MARC21 records
- One Search
- TitlePeek
- Z39.50 Client
- Z39.50 Server
- Alliance A/V—Online access to over 760,000 high-quality audio-visual MARC21 records
- Reading Program Service solution – AR/RC
- Reading Program Service solution – Fountas & Pinnell
- Reading Program Service solution – Lexile

- WebPath Express
- Standards
- Destiny Discover Engage
- Toll-free telephone technical support for designated Customer contacts
- 24/7 customer Web Portal, with searchable online knowledge base
- Unlimited email support
- Follett Community (how-to's, training tools, and videos)

Note: Follett will only provide support for the current and one prior release of software. Follett will only provide support to the extent that the applicable Management product is utilized as licensed. Any use beyond the intended use of the product, as outlined in the Statement of Work, may result in cancellation of Support.

Telephone support for issue resolution

Your designated Customer contacts will have access to Follett's staff of product and technical experts via a toll-free number from 6 a.m. to 6 p.m. Central Time, Monday through Friday. The expectation is that the designated contacts are the point of contact for all end users within the district. Follett will not provide technical support to Customer staff members that have not been designated by the Customer.

Customer Requirements:

- Only the designated Customer contacts may contact Follett Technical Support.
- Unless trained by Follett personnel, site-based staff must contact a designated representative within your district for support.

Customer Web Portal

Follett has a web-based support portal, which is available 24/7 to all customers with a current support Agreement. It includes:

Keyword searchable knowledge base containing articles written by product and system experts

- User guides and manuals
- User groups/online discussion groups
- Electronic newsletters
- Frequently Asked Questions (FAQs)

Email support

Technical support is available to your district via email at any time. You can use this method of support for issues that do not require immediate assistance.

Wayne CO RESA _Master Agmt 24-25_DRAFT_Rev 3_4.22.25

Final Audit Report

2025-04-30

Created:	2025-04-25
By:	Ashley Henning (HenninA@resa.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAAYOUCeJo5TpqmbWrinbtCvjClctx8fr8

"Wayne CO RESA _Master Agmt 24-25_DRAFT_Rev 3_4.22.25" History

 Document created by Ashley Henning (HenninA@resa.net)

2025-04-25 - 1:17:41 PM GMT

 Document emailed to Beth Gonzalez (gonzalb@resa.net) for signature

2025-04-25 - 1:19:06 PM GMT

 Document e-signed by Beth Gonzalez (gonzalb@resa.net)

Signature Date: 2025-04-30 - 6:19:02 PM GMT - Time Source: server

 Agreement completed.

2025-04-30 - 6:19:02 PM GMT



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