

Elm Grove Public Library
Library Director: Sarah Muench

Request for Proposal: Facilities assessment

The Elm Grove Public Library (EGPL) of the Village of Elm Grove, Wisconsin is seeking proposals from responsive and qualified library consultants to perform a space and technology needs assessment. This assessment is required by the EGPL strategic plan. The successful firm must have demonstrated experience working with public libraries in performing such assessments and successfully completing reports that have assisted libraries achieve strategic goals.

Proposals received in response to the EGPL Request for Proposal (RFP) shall be considered valid for sixty (60) days from date of receipt. To be considered for this work, you must follow the EGPL guidelines for the RFP and submit your proposal with all referenced attachments electronically to Library Director Sarah Muench by the end of business on October 29, 2021.

Background

The April 2021 population of the Village of Elm Grove (EG) was 6,513.ⁱ Several schools are located in EG including Pilgrim Park Middle School and Tonawanda Elementary school (both part of the Elmbrook School district), Elm Grove Lutheran School and St. Mary's Visitation School. The EGPL is located within the Elm Grove Village Hall which also houses the Village administrative Officers, court room, Police and Fire Departments among other functions.

EGPL serves patrons who are residents of EG, 4,588 of whom are registered EGPL card holders as of 2019ⁱⁱ. In addition, EGPL served patrons from many other communities as evidenced by the fact that in 2019 EGPL shipped 26,097 items to other libraries. During the same year, 89,112 patrons visited the EGPL, its total circulation was 109,558 and it received 7,000 reference requests.ⁱⁱⁱ In 2019, EGPL staff was comprised of three full time and ten part time employees which equated to 6.76 full time equivalent employees^{iv}. The print collection consisted of 48,579 books and the audio-visual collection consisted of approximately 15,779 items^v.

The EGPL is governed by a Library Board of Trustees (Library Board) who are appointed by the EG Board of Trustees. EG Board of Trustees funds the EGPL, which also receives donations from various community donors and organizations including the Friends of the Elm Grove Library. EGPL is a member of the Bridges Library System, which includes 24 libraries in Jefferson and Waukesha Counties.

Location and Building Information

The EGPL occupies 9,150 square feet of the EG Village Hall. The EGPL has been operating continuously since its establishment in 1962. The Village Hall is located on the property of the EG Park which includes tennis courts, a public pool and splash pad, pond, walking paths and recreational fields for a variety of sports including baseball, soccer, and football. The EGPL also has access to common rooms in the Village Hall (e.g., the Community Room [1792 square feet] and the O'Neill Room [1536 square feet] for children and adult programming among other functions). The EGPL is comprised of several functional areas, including areas for the adult, teen and children's collections, a study room, and staff and administrative areas. The Village Hall provides EGPL storage space in its basement and EGPL patrons utilize public parking adjacent to the Village Hall.

Scope of Services

The consultant(s) will work in collaboration with the Library Director and Library Board to (i) assess the space and current layout of the EGPL facility and its technology capabilities to satisfy current and prospective circulation, programs and service needs over the next five years in the case of technology and ten years in the case of space, (ii) assess the effectiveness of the current work flow to meet demands over said time periods and (iii) propose potential improvements with respect to the current facility configuration, space allocation, technology and work flow, taking into consideration best practices from successful libraries in comparable communities of similar size, forecasted trends in library facilities, services and technology and anticipated demographic, social and economic trends.

The Scope of Services should include but is not limited to:

1. Reviewing existing library operations including the served population (resident and non-resident), total circulation, collection size and composition, collection space, public access computer stations, reader seating space, study room space, staff work area space (both public and private), documentation including current strategic plan and the Public Library Annual Reports for EGPL for 2019 and 2020.
2. Conducting an EGPL workflow analysis to determine optimal use of physical space to meet the current and anticipated service and collection needs over the next ten years.
3. Conducting an EGPL technology capabilities analysis to determine current and anticipated needs over the next five years.
4. Developing recommendations for circulation and reference desk capabilities and services, collection sizes, programs, community spaces, study room, work areas, storage and technology.
5. Identifying and incorporating recommendations based on best practices from successful libraries of similar size.

Final Report

The final written report should contain an executive summary, an explanation of the assessment process and conclusions, and all collected data as appendices. All files, records, documents, and similar items relating to the business of the EGPL, whether they are prepared or received by the consultant for purposes of this engagement, are and shall remain the exclusive property of EGPL. An in-person presentation of the final report shall be made to the Library Director and Library Board.

Selection Criteria

EGPL is seeking a consultant experienced in providing the services outlined above. All proposals meeting the RFP requirements will be evaluated considering the following criteria among other factors:

- Relevant recent experience and success in satisfying library clients in terms of facilities and technology needs analysis and planning for public libraries.
- In-depth knowledge of existing library services and resources as well as trends for addressing future needs.
- Knowledge of new technologies and their potential application to EGPL.
- Demonstrated knowledge of library operations, research, statistical analysis, and experience integrating findings in planning documents.
- A record of cost efficiency, meeting deadlines, staying within budget, and delivering a product that meets or exceeds library clients' expectations.
- A reputation for excellent communication skills with relevant stakeholders.
- Proposed price and terms and conditions of the offer.

Note: EGPL will make its award based on a quality-based selection process with price being only one of the factors that will be considered.

Proposal Format and Submission

The proposal shall include:

- Introduction: provide a cover letter noting name, address, email, phone number, key contact person and number of years in business.

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- Overview: narrative of the consultant's understanding of the project and a summary of the consultant's objectives.
- Plan of work and technical approach: include a description of the proposed course, sequence of tasks, assumptions, methodologies and project schedule.
- Costs and fee structure
- Disclosure: of any ongoing or potential litigation or administrative proceedings including arbitrations related to projects managed by the consultant or firm.
- Communication approach: describe how you will solicit and incorporate feedback from the Library Director, the Library Board, the library staff and the Village Manager throughout the process.

Personnel

- List the principals in your organization, including an organizational chart.
- Identify the project manager and key personnel who would be assigned to this project, their project roles, estimated percentage of project time associated with each of the identified personnel and relevant qualifications and experience.
- List any additional consultants you propose to hire to supplement your firm's services, including names and relevant experience.

Experience and References

Identify at least three completed public library projects that the proposed team members have done individually or collectively within the past five years and which best represent the present skills of the proposed team members, including:

- Name and address of client.
- Name, telephone number, and email address of contact person.
- Summary of project or plan, including year completed and cost.

All questions regarding this RFP are to be directed in writing to the Library Director.

Proposals are due no later than Friday, October 29, 2021 at 4:00 PM CST. Proposals must be submitted electronically to:

Sarah Muench, Library Director
Elm Grove Public Library
13600 Juneau Boulevard
Elm Grove, Wisconsin 53122
muench@elmgrove.lib.wi.us

Fax proposals will not be accepted. It is the respondent's responsibility to ensure proposals are received by the deadline. Proposals received after the deadline will not be considered.

Selection Process

Respondents submitting proposals may be invited to participate in an interview with the Library Director. The Library Director will evaluate the proposals, consult with references, and make a recommendation to the Library Board. Following its deliberations and determination, a contract may be prepared and executed if acceptable to the Library Director and the Library Board.

EGPL reserves the right to accept a proposal, reject any and all proposals in its sole discretion, and waive or modify any provisions of this RFP.

ⁱ April 2021 census population from US Census Bureau (census.gov)

ⁱⁱ EGPL Public Library Annual Report for 2019. 2019 is cited generally because it was a far more representative year than 2020.

ⁱⁱⁱ Ibid

^{iv} Ibid. As of August 1, 2021, the EGPL staff was comprised of three full time and twelve part time employees.