

New Castle-Henry County Public Library
Strategic Planning Request for Proposal

Introduction

New Castle-Henry County Public Library of New Castle, IN seeks a consultant to facilitate the development of a comprehensive strategic plan for the library.

Library Background

New Castle-Henry County Public Library (NHCPL) is located in Henry County in central Indiana approximately forty minutes east of downtown Indianapolis. The district covers 363 square miles which includes all of Henry County except Fall Creek and Spiceland Townships, and the town of Knightstown. Between the 2000 and 2010 census, the library district increased slightly from 39,379 to 40,389.

NHCPL has one 77,000 square foot central library and a Bookmobile that provides service throughout Henry County.

NHCPL's current (2014) operating budget is \$2.3M, with a staff of 42 including 26 full-time employees and 16 part-time employees. There are 7 MLS degreed librarians on staff.

Current Mission Statement

The Library's Mission is to provide and deliver proactively valued services and resources to all community members for personal growth, lifelong learning, heritage awareness, literacy education and cultural enrichment.

Project Description

Scope: A concentrated, participative planning process launched no later than May 1, 2014 and substantially completed by July 31, 2014.

NHCPL is seeking an experienced, professional facilitator to perform the following:

- Facilitate the strategic planning process using a methodology effective for public libraries.
- Gather data through community research that focuses on library users, non-users, and stakeholders to identify needs over the next five year period.
- Facilitate meetings of the planning committee(s).
- Assist in the identification of service priorities, goals, objectives and activities.
- Assist in identifying gaps where the current library operation is insufficient to meet the identified service priorities.

The consultant will assist the Board of Trustees and staff of NHCPL in creating a plan that will guide the activity and use of resources over the next five years. The proposed plan should include:

- A succinct mission statement that captures the essence of the purpose of the library.
- A statement of community needs and goals.
- Measurable objectives and service responses to the community needs and goals.
- An assessment of facilities, services, technology and operations.
- An ongoing annual evaluation process.

Proposed Activities

Activities related to the proposed strategic plan should include, but not be limited to the following:

- Ongoing meetings with the Board of Trustees, library director and staff, and strategic planning team. Initial meeting should include a discussion of roles and responsibilities of the consultant, the work to be completed and the projected timetable/schedule for completion.
- Assist with the development of the stakeholder list identifying individuals and groups that should have input in addition to the Library Board and staff.
- Assist the library in developing a plan to obtain community input.
- Meet with key stakeholders and groups.
- Review and analyze existing data provided by NCHCPL.
- Assist with the development of the mission statement that reflects current and future goals of the library.
- Assist in identifying services that will best address new service priorities.
- Develop quantitative performance measures.
- Develop a strategic planning document that reflects that process.

End Products:

(a) A Five-year Strategic Vision for the New Castle- Henry County Public Library which

- Ensures its relevance to the unique needs of the community it serves
- Nurtures new, unique collaborative service opportunities
- Reinforces the development of an innovative, results-oriented culture capable of managing rapid change
- Anticipates and responds to staff development needs
- Aligns all internal stakeholders around clear organization-wide priorities and performance goals
- Exceeds Indiana standards for public library planning processes

(b) A Year 1 Implementation Plan – developed with input from all who have implementation responsibilities, this 12 to 18 month operational plan focuses on major strategic issues which must be addressed immediately in order to ensure the achievement of multi-year strategic goals.

Selection Criteria:

NCHCPL reserves the right to select a planning consultant based directly on the proposal or to negotiate further with one or more respondents.

NCHCPL reserves the right to reject any and all proposals.

The proposal will be evaluated by NCHCPL and the highest ranking vendor(s) may be asked to make formal presentations to the Library board and administration. Evaluation of the proposals will include but not be limited to the following criteria:

- Relevant and positive experience and success in library planning.
- Cost to complete the process. Please itemize costs based on each process phase and element.
- Ability to meet deadlines and work within budget.
- Prior experience in working with both public and staff committees.

If invited for an in-person presentation following your written submission, your presentation should include physical and/or electronic samples of your work for other institutions to show the format you

would provide for the final product. Presentations should be no longer than 20 minutes in duration and will be followed by questions from NCHCPL Trustees and designated staff.

Proposal Content Requirements

Respondents shall have:

- A cover letter providing a brief description of the firm or individual, name, address of consultant, telephone number, e-mail, and fax of principal contact person.
- Executive summary of the highlights of the proposal, which should not exceed one page in length, but convey the consultant's understanding of the purpose and expected outcomes of the project.
- A list of key personnel who would be involved in the process and their expertise/experience.
- A summary of the consultant's qualifications and experience. Professional degrees in library and information science as well as experience in the administration of libraries are desirable. Successful firms and their subcontractors will have demonstrated expertise in library operations, technology and facilities. Evidence of successful experience in planning is crucial to the selection.
- A work plan that includes a description of the methodology, tasks, timeline, and estimated amount of time that would be spent on the project.
- Exclusions or exceptions – Note any parts of the proposal that is beyond the expertise of the consultant, or would be better handled by local library staff.
- A schedule of costs for providing planning services, including supplies, number of onsite visits and cost per trip, data gathering and analysis, and other costs associated with the planning process.
- References of and contact information for at least three (3) previous public libraries for which consultant has provided strategic planning service.
- Additional Documentation – Consultants are welcome to provide additional documentation that will assist NCHCPL in the selection process.

RFP Standards

- NCHCPL will not reimburse costs of preparing the consultant proposals.
- NCHCPL reserves the right to cancel the award of contract any time before the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation and mailing of the proposal.
- NCHCPL reserves the right to reject any or all responses to this Request for Proposal.
- No Library board or staff member shall have a financial interest in this proposal.
- In cases of disputes over differences of opinions as to the services in the proposal, the decision of NCHCPL shall be final.
- NCHCPL reserves the right to ask for clarification in the proposal if the need arises.

RFP Availability:

This RFP will be posted on NCHCPL's website: <http://www.nhcpl.org>

The RFP will be sent to the Library Consultants Directory: <http://www.libraryconsultants.org>

In addition, the RFP may be distributed to individual consultants and posted in other locations online.

Questions should be submitted via e-mail to:

Winnie Logan, Director
New Castle-Henry County Public Library
winniel@nhcpl.lib.in.us

Please submit any questions by March 28, 2014.

Respondents must submit proposals electronically in PDF format by April 4, 2013 to:

Winnie Logan, Director
New Castle-Henry County Public Library
winniel@nhcpl.lib.in.us

Proposals will be accepted until 4:00 p.m. EDT on Friday, April 4, 2014. The library director will notify the consultants chosen for further considerations within 30 days after the proposal deadline, and will notify all respondents in writing of the outcome of their proposal within 30 days after the final decision is made.