

Poudre River PLD Master Plan--- Project Approach

The intent of this RFP is to choose a qualified consultant to analyze and prepare a Library Master Plan as described in this Request for Proposal. The Poudre River Public Library District (PRPLD) is seeking services to study existing library facilities, devise standards, and make recommendations for future library priorities, with a special emphasis to the use of technology in all possible venues and innovative best practices for the provision of library services throughout the district. The master plan needs to focus on the next generation of library services including:

- A vision of library services and delivery methodologies for the next 20 years
- Evaluation of current community perceptions of library service delivery and perceived gaps.
- Estimates of costs to deliver next generation services.

It is vital that the library facilities conform to demonstrated needs and anticipated demands in response to changing customer service expectations.

PRPLD has developed the following priorities for the Library Master Plan. The Plan should strive to achieve the following tasks (in no particular order):

- Identify the future impact on service delivery to patrons coming from different socio-economic levels and cultural backgrounds based on emerging demographic trends. *(Note: District staff will provide consultant with detailed demographic District data and current data analytics on library users).*
- Address space constraints by conceptualizing not only how to optimize existing facilities, but also how library services may be delivered in non-traditional ways for future generations, based on trends and best practices throughout the country.
- Identify emerging trends in library facilities and in the provision of library services and identify examples of innovative best practices utilized by libraries throughout the country.
- Identify emerging customer service trends in business that can be applied to library services, including models of Customer Centric Organizations and how a library might incorporate aspects of such a structure.

- Identify examples where public libraries have undergone a paradigm shift in how library services are delivered in a particular community, and how such shifts have re-energized the community by maximizing the utility and presence of libraries.
- Develop community involvement process to engage a broad range of stakeholders in assessing library facilities, services and programs and developing the Master Plan through focus groups and interviews.
- Address geographic coverage gaps as well as service gaps which are anticipated to emerge related to, for example, services for seniors and the elderly, tween and teen services, research needs, and small business needs in the context of emerging demographic demands.
- Identify opportunities for and examples of successful partnerships between public libraries and governmental, non-profit and private entities, which enhance the delivery of library services for future generations of library patrons, including potential additional sources of funding for future expansion of facilities, services, and technology.
- Analyze existing public and private sector building and land holdings and identify how such real estate could be the venue for non-traditional and/or emerging trends for library space (e.g., historic renovation, adaptive re-use, new construction), especially in the context of existing coverage gaps and emerging development trends.
- Analyze the potential for partnership between PRPLD and neighboring library systems in or adjacent to Larimer County, including opportunities for future facility, technology-based, and service based collaborations.
- Identify ways for the Library to become a Facilitator of Community in the district, where the Library serves as more than a place to check out books, music, and various electronic materials, but also as a resource for services, needs, and opportunities for residents. Include an emphasis of how the Library can provide training courses, webinars, guest speakers, spaces for public engagement, etc. to enhance the overall learning environment among residents of all ages.

Itemized Pricing. The Library District may elect to use organic expertise for elements of this project. To facilitate decisions on the elements best suited to local development, respondents will itemize pricing for services.

Respondents Qualifications

All respondents to this RFP must be primarily engaged in providing the consulting services as outlined in these requirements and have a demonstrated expertise in preparing master plans of this type and nature.

An understanding of the needs of the Poudre River Public Library District, as well as previous experience, is an essential criterion in the qualifying process.

The District reserves the right to check all references furnished and to consider the information received as a determining factor in the award of this contract. The proposer's personnel and management to be utilized in this service requirement shall be knowledgeable in their areas of expertise. The City reserves the right to perform investigations as may be deemed necessary to insure that competent persons will be utilized in the performance of the contract.