

Town of Wethersfield
Request for Proposals #2017-04
Addendum #1-Responses to Questions

If additional scope is proposed and accepted, will the project budget be expanded?
It would be considered.

What types of data are expected to be collected and analyzed?
There is data that the library will be able to provide, however, the data most lacking is patron/user feedback.

Has the library conducted strategic planning in the past?
Yes.

Are past plans available to be reviewed by bidders?
Yes. See attached.

How many individuals are on the board and staff?
There are 9 members on the library board. There are currently 22.59 FTE. This equates to approx. 15 individuals that are full time w/benefits, 2 part-time individuals that work over 20 hours per week with benefits, and the rest of the staff are comprised of over 20 individuals working less than 20 hours per week with no benefits.

What kinds of stakeholders do you anticipate involving in focus groups?
Some examples could be the Friends of the Wethersfield Library, members of Town Council, key staff from surrounding schools/Board of Education, donors, etc.

How do you anticipate engaging members of the general public to participate in focus groups?
We anticipate that we will be successful in engaging our current users in focus groups. The concern is engaging members of the general public that are non-users. Members of the Library's Strategic Planning Committee have previous experience with various methods including social media, paid advertisements, street teams, or paying individuals to participate in focus groups. We would be interested in learning about the latest best practices that would also be financial feasible.

Do you want to include an analysis of the financial impact of strategic priorities identified in the planning process?
This would be useful.

Does the library currently have a strategic plan as described in the RFP?
The latest strategic plan expired in 2015.

If so, did a consultant help you prepare that plan or a predecessor plan?
There were 2 consultants involved.

If so, who is that consultant?
Simone Joyaux and Pat Holloway

Whether companies from Outside USA can apply for this?
Yes.

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Whether we need to come over there for meetings?

Yes.

Can we perform the tasks (related to RFP) outside USA?

Many tasks would need to be performed on site.

Can we submit the proposals via email?

The details of submission requirements are included in the RFP.

Does the library expect the "currently identified plan objectives" to change during the strategic planning process?

There might be one addition related to a possible repurposing/redesign of space within the current facility.

Does the scope of the strategic planning process include a possible revision of the current mission statement?

We would be open to a revision.

Six Programs that Support Our Mission

Our Mission

The mission of the Wethersfield Library is to provide people with the ABC's:

- ★ Access to information
- ★ Books and other materials
- ★ Community gathering place



“The library is one of the most democratic institutions around and provides a warm and welcoming space in which residents can learn, share information and connect with others in the community.”

Community Survey 2010.

1. Loaning Materials

Goal: Library users are able to easily find, check out and return items from an up to date, well-maintained and organized collection that reflects community interest and needs.

Highlight: We are implementing a Radio Frequency Identification (RFID) System to make the check-out process more efficient and allow patrons the option of using a self-service system.

2. Supporting Young Learners

Goal: Pre-school children will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen. School-aged children will have the resources they need to develop and improve their reading skills and the materials to support them in their learning.

Highlights: Grants will be sought to implement the national Family Place Library program to encourage parents who might not traditionally be library users to bring their pre-school children to the Library. All third grade students will have an opportunity to visit the Library with their class and obtain a library card. New Internet computers and computer workstation furniture will be added to the children's area.

3. Supporting Learning over a Lifetime (Teens and Adults)

Goal: Adults and teens will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Highlights: Provide access to the *Universal Class* online courses and the online *Consumer Reports* database. Develop a schedule of programs and films. Offer workshops for small businesses. Offer a weekly conversation group for new English speakers.

4. Connecting to the Online World

Goal: Library users will have easy access to the digital world in order to meet their daily business and social needs and activities.

Highlights: Replace computers and upgrade software. Expand computer classes and computer assistance. Provide e-books and information about e-readers.

“My most important reason for use of WPL is for Internet access.”

Community Survey 2010.

5. Providing Community Connections (Town Commons)

Goal: Individual and community groups have access to a welcoming, neutral and safe space for meetings, gatherings, reading and study.

Highlights: Offer community forums, encourage community groups to share information with the public, improve library signage, develop a *Facebook* page.

6. Strengthening the Organization

Goal: The Wethersfield Library is committed to the responsible use of available resources and continuous self-improvement.

Highlights: Develop a customer service policy, a marketing plan and a plan to recognize the efforts of Library volunteers.

“The staff at the library are incredibly knowledgeable, go out of their way to help you, and always make a point of being pleasant.”

Community Survey 2010.

LIBRARY HOURS

Monday 10 – 9
Tuesday 10 – 9
Wednesday 10 – 5
Thursday 10 – 9
Friday 10 – 5
Saturday 10 – 5
Sunday 1 – 5
(October – May)

Hours of service: recording

860-257-2800

Borrower Services: 860-257-2821

borrowerservices@wethersfieldlibrary.org

Renewals and overdues

Children's Services: 860-257-2801

childservices@wethersfieldlibrary.org

*Children's program
registration & information*

Adult Services: 860-257-2811

library@wethersfieldlibrary.org

*Reserves, museum passes,
program registration, information searches.*



Wethersfield Library

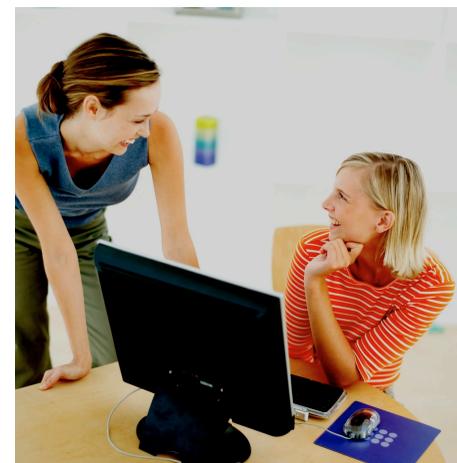
Strategic Directions 2011-2015



★ 515 Silas Deane Highway ★
Wethersfield, CT

Welcome to the Wethersfield Library's Strategic Plan.

We are grateful to a variety of community stakeholders, including town residents, the Town Council, the Mayor and Town Manager, leaders from town committees and not-for-profit organizations, the Library Board and Library staff members for providing input into this process.



The strategic planning process was made possible through a grant from the Hartford Foundation for Public Giving and with the dedicated assistance of planning consultant, Simone Joyaux.

This is the vision for the Wethersfield Library as it moves into the future.
We invite you to join us!