

1. How do you anticipate decision-making will flow across the groups listed in the RFP (such as the Strategic Planning Task Force, Internal Work Group, Senior Leadership, and the Board of Directors)? Would you find it helpful for the selected consultant to help design a structure that builds alignment and shared ownership across these groups?

We anticipate a combination of decision-making approaches that best align with the role for each group culminating in a structure that helps build alignment across these groups.

The Library will design the structure of the decision-making process, but input from the consultant will be solicited.

2. What programs, services, or community offerings do you already see as priorities for deeper review or refinement through this process? We'd welcome insight into any areas (such as digital access, youth engagement, or workforce readiness) where added clarity or direction could be especially valuable.

The goal of the planning process is to determine what programs and services are the priority need and align with the feedback we get from the community engagement.

3. What existing tools, systems, or practices does HPL currently use to track program outcomes and community impact?

HPL currently uses the following software to track program outputs and outcomes: Counting Solutions and Looker for program attendance, number of programs, community outreach and engagement and type of program. For ESL and adult learning gains and outcomes, we use Comprehensive Adult Student Assessment System (CASAS), ACCUPLACER ESL (LOEP), LACES, Efforts to Outcomes, elmmigration, and TransAct.

HPL used SIRSI as our Integrated Library System, which tracks inventory and circulation.

HPL contributes data to the Connecticut State Library survey annually:

<https://libguides.ctstatelibrary.org/dld/stats>

4. What specific communities or audiences do you consider essential to include in the engagement process? Are there particular languages or access considerations we should anticipate as we shape engagement tactics?

Libraries serve individuals of all ages, ethnicities, religions, cultures, and economic backgrounds. As such, it is essential to include a wide range of voices in the engagement process. This includes:

- Youth, both in and out of school
- Senior citizens, including grandparents who are parenting again
- Members of the LGBTQ+ community

- Unemployed and under-employed
- Reentry citizens
- Caregivers
- Individuals experiencing homelessness

Additionally, we serve a large immigrant population. While Spanish is the most commonly spoken language, we also frequently encounter speakers of Portuguese, Swahili, and Pashto. Language access that includes translating/interpretation capabilities, cultural sensitivity, and culturally relevant messaging will be key to ensuring meaningful engagement with these communities.

5. What general budget parameters should we be aware of as we shape a proposal that is both responsive to your goals and grounded in what's feasible for the Library? We want to ensure the approach we propose is thoughtful, right-sized, and sustainable.

HPL will not provide specific budget parameters. Consultants should assess the time and resources they will require to complete the project tasks and prepare the proposal accordingly.

6. The RFP outlines key selection considerations including completeness, demonstrated competence, professional qualifications, and cost as one factor among many. As you're able, could you share more about what qualities or priorities are likely to matter most across the Strategic Planning Task Force, leadership, and Board as you review proposals?

HPL will not be providing additional details regarding the criteria.