

STRATEGIC PLAN RFP QUESTIONS
FEBURARY 24,2020

1. One of the data gathering elements mentioned in the RFP is Community Engagement Process, which should include both current users and non-users. Does HPL have a method for reaching non-users, or do you expect the consultant to identify them? [There are strategies for community engagement to reach non-users and identify the information needs of each community outside of our four walls, but we would like the consultant to unpack the effectiveness of those strategies and help us identify and document the community engagement models as we move forward. This is a big part of our work at all levels of the organization.](#)
2. Would the Community Engagement Process be building on a current base of knowledge of library users in terms of demographics and needs? What kinds of information do you have on current users? How comprehensive is that information? [Currently, we are able to identify circulation by zip codes, by type \(adult, teen child\). The community engagement process is building on our current base of knowledge of the neighborhood, trends, circulation. Questions posed to our middle managers to begin thinking about the community engagement process in alignment with the strategic planning process: Who are the top three/four community partners in your neighborhood? What changes have you identified in the landscape in your neighborhoods? What local community goals, priorities, or community developments have you identified in your neighborhoods that will help you develop opportunities for “curatorship” and the “creation of new knowledge?”](#)
3. Should the Community Engagement Process include children and teens? [Yes](#)
4. Do you have existing tabular data on current program offerings, or should the consultant expect to create that list? What information do you have on the programs? For example – target audience, attendance, intended outcomes. Are there data you don’t currently have on programs that you would like the consultant to gather? [We have current data on current program offerings. Type of program and number of people attended, audience, intended outcomes. We are open to looking at the current data, evaluating it and identifying the data that we may need to collect in alignment with the development of the strategic plan. Reimagining HPL incorporates becoming more skilled at measuring outcomes to deploy existing resources in new ways, develop new relationships and partnerships in the community and restructure spaces.](#)
5. The scope does not mention financial implications of the strategy and priorities. TDC believes that it is important for any plan to be grounded in some measure of understanding of resource needs and sources. Would you like us to include an option for financial projections? [Yes.](#)
6. Do you have a budget in mind for the project? [Entity should provide price proposal aligned with RFP requirements.](#)