

APPLETON PUBLIC LIBRARY
Appleton, Wisconsin



PROGRAM DESIGN STUDY
REQUEST FOR PROPOSALS

Request for Proposals

Program Design Study for the Appleton Public Library

The City of Appleton and the Boards of the Appleton Public Library and Appleton Library Foundation are seeking a library facilities consultant to provide program design architectural services, examine alternatives and costs, and make recommendations to the Library Board, to Library and City staff, and to elected City officials.

Project Summary

The City of Appleton has completed the first phase of inquiry into updating the existing public library facility. The first phase, completed in July 2008, focused on a 20 year space needs and service delivery study. The outcome of that study; determined the type of library services the community wanted and needed, forecast the size and type of collections, and looked at the site criteria and expansion options.

The Appleton Public Library now seeks proposals for a study to identify space and design options to address current space and design concerns and address future service delivery requirements. The work in this phase will include an assessment and recommendation for staffing an expanded library operation, ensure the library will be able to take advantage of new and emerging technologies that can maximize organizational efficiency and effectiveness, provide a detailed building program and stacking diagram, detailed project cost estimates, and an interior “fly-around” model to give a sense of modern library spaces and functions.

This proposal must, therefore:

1. review and incorporate the findings of the 2008 building space needs study;
2. thoroughly understand the service delivery processes of the current library and anticipated future service growth;
3. make recommendations for design and layout to:
 - a. meet future space needs, and
 - b. provide more efficient service delivery;
4. provide facility design options to include alternatives for:
 - a. renovation, expansion and remodeling of current facility;
 - b. new construction, with or without location change.

Future studies will include: site selection, schematic design, design development, construction documents and specifications.

Overview

The library is part of the 52 member OWLSnet consortium sharing an integrated library system, and serves as the resource library for the 16 member Outagamie Waupaca Library System. Library door counts indicate monthly use by 40,000-50,000 people. In June 2007, the Library Board adopted a long range plan for 2008-10, available at: <http://www.apl.org/policies/ApprovedPlan07.pdf>.

Presently, the existing library building holds a collection of approximately 403,000 volumes. In 2008, 1,485,000 items were circulated and 2,060 meetings were held at the library. 2008 library circulation increased 7% over 2007. Average monthly circulation has increased approximately 70% since 1998. The library also answers more than 110,000 reference questions per year, has attendance of over 30,000 annually at library programs, and has heavy use of online and web-based services. In-house uses of public access Internet computers, including a Gates computer lab, exceed 100,000 per year.

The Library is open 69 hours a week during the school year and 57 hours per week in the summer. The Library is governed by a nine-member Board of Trustees under Wis. Statutes Ch. 43, functions as a department of the City of Appleton, has a Friends group with approximately 400 members and an active volunteer program. The Appleton Library Foundation is a 501(c)(3) nonprofit corporation, which manages an endowment fund with interest used to supplement public funding. The Library Foundation is contributing to the funding of this study.

The Building

The Appleton Public Library is located at 225 North Oneida Street in downtown Appleton, Wisconsin, a city of approximately 73,000 people. The current library building was constructed in 1981. At the time of construction only the central part of the second floor was built but building structure was designed to allow later construction of two wings on the second floor. In 1996 an addition was added to the existing building, including one wing on the second floor and some basement remodeling, increasing the building size to approximately 86,000 square feet.

The building consists of three floors including a lower level which houses administrative offices, the Technical Services Department, meeting rooms, and a rental tenant, the Outagamie Waupaca Library System (OWLS) offices. The first floor holds the fiction, periodicals, and media collections as well as Circulation and the Children's Department. The second floor contains the non-fiction collection, the computer lab, and the Reference desk and offices.

Future Developments

The continuing increase in patronage has not only reduced space available for the collection but for reading and study seating as well. Particularly hard hit by increased library use has been the Circulation Department for which work space is becoming increasingly problematic, exacerbated by the growth in reserves/holds for materials, which are growing at a faster rate than circulation. As library use continues to increase, the library continues to struggle with finding more creative ways to deal with this growth, and has begun using volunteer shelvees to supplement the circulation staff, as well as self-check machines.

The city of Appleton's population continues to grow particularly in its southeast and north-eastern borders, to which the city has annexed substantial additional land in recent years. Moreover, local towns and villages continue to increase in population, which adds to the library service demands. The Library and City receive revenue compensating for use by rural residents.

2008 Study and 2009 Plan

In 2008, the Library and City undertook a study of space needs and service delivery. The final report of the study was endorsed by the Library Board. This report is available for review and download at http://www.apl.org/facility_study-FinalReport.pdf. Recommendations of the report included:

- Begin the process of tagging the collection with radio frequency identification (RFID) targets to facilitate the implementation of an automated material handling system (AMHS) and more efficient and effective system of self-service checkout. Begin planning for the acquisition and implementation of an automated material handling system that includes a conveyor and sorter to handle returned material. In concert with the RFID tagging and the implementation of AMHS, replace the existing self-service checkout units with newer, smaller, more functional units (compatible with RFID) to alleviate staff workload and to allow service staff to perform other duties and improve the level of customer service.
- Replace existing seating (both table seating and lounge seating) with new, more comfortable seating featuring integrated power and data and the power distribution system to support computer use (both library-owned and customer-owned) by those using the new seats.
- Consider the construction of a new facility approximately 138,000 square feet in size. The study concludes that this is the best option in terms of delivering maximum efficiency and the amenities most desired by the public. This new structure could be located in the central business district or elsewhere in the downtown area.
- Continue to maintain a service model that employs one centralized downtown library to meet the 20 year projected need for space, future expansion, and parking.
- Reject a service model that includes the construction of branch library facilities due to increased operational costs and the need to duplicate core services.
- Employ “green” building technology and strategies to create an energy efficient building and provide a healthy indoor environment. Use the construction of a new Library facility to illustrate the benefits of sustainable design to the community.
- Provide adequate interior public open space and expanded shelving areas to:
 - Ensure full compliance with the Americans with Disabilities Act
 - Accommodate the expansion of collections
 - Ensure accessible and attractive display of collections
 - Optimize the effective and efficient use of limited staff resources
 - Improve the public’s ability to find what they are looking for independently and maximize their enjoyment of this important civic space
 - Consider the inclusion of a drive-up window for customer convenience.
 - Increase the number and variety of types of technology workstations, e.g. workstations designed for multiple users, workstations featuring a broader array of software to facilitate the redevelopment of content, etc.
 - Expand the quantity of public meeting spaces and design these spaces to accommodate extended hours.
 - Develop a comprehensive security plan for collections and operation of the building for independent library and meeting room use.
 - Provide exterior public open space for social gathering at or near the library.

Consequently, the 2009 budget includes this program design project as well as an upgrade the current building electrical service to improve stack lighting and available outlets for laptop users. Requested by the Library Board, but not included in the budget, were funds to begin an RFID tagging project.

It is clear from community reaction that the 2009 program design needs to consider the option of an expansion or remodeling, which the 2008 study recommended as less desirable than a new facility. The 2009 study will need to identify differences in construction and furnishing costs as well as operational costs, for an expanded current facility vs. new construction.

Deliverables

- Introduction
 - Executive Summary
 - Process and Participants
 - Information gathering meetings with library staff, OWLS staff, Library Board, City of Appleton officials.
 - Architectural program design for future space needs
 - Conceptual drawings, elevations and space layouts in CAD format for options presented
 - Alternative designs with cost estimates, with options to include:
 - New construction
 - Expansion & remodeling of current facility
 - Optional features, including drive-up window and coffee shop
 - Supplemental materials such as renderings and 3-D modeling
 - Presentation(s)
 - A final written report incorporating all of the above by June 15, 2009
- ❖ Note: The list of deliverables reflects minimum requirements, and the intent of the list is to illustrate the expected level of service and products from the selected firm. Fee proposals are to be comprehensive and include the deliverables identified, and based upon your professional experience, any other foreseeable deliverables for a project of this nature and complexity.

RFP Proposal Submittal

For evaluation purposes the proposal must follow the following format:

- **Introductory Letter.** This letter must include the following elements:
 - An acceptance of all elements cited in this RFP or a clearly defined reason why certain elements would not be considered in the proposal.
 - The name of the individual who will represent the consultant, engage in negotiations, and have authorization to sign any resulting agreement.
 - Any additional items the consultant believes should be added to this project.

- **Description of Firm.** This description must include:
 - Background of the consulting firm including prior experience or other projects relevant to this study; please include examples with references and contact information.
 - The names and backgrounds of any sub-consulting firms used for this study.
- **Project Understanding.** A concise statement demonstrating an understanding of the project and tasks involved, the approach the firm will take in achieving the goal, and any elements or factors not specifically included in the stated report elements.
- **Project Team.** This must include:
 - The number of people on the study staff.
 - Team member's qualifications and experience.
 - Proposed hours assigned to this project by various team members.
- **Project Process.** A detailed description of the stages and elements of process used by the firm which must include the following:
 - Meetings with library staff, Library Board and Library Foundation Board members.
 - Meetings with City of Appleton Mayor and Director of Facilities & Construction.
- **Fee.** Proposed consultant fees for this project must be submitted in a spreadsheet format in a sealed envelope marked **"Fee Structure – Do Not Open."** The fee structure relates to the total estimated fee for this project as described by the consultant in the "Project Understanding" section. Proposed resources for each task must be identified, including hours and wage rates for consultants and sub consultants. Work that the consultant would not provide, and must be provided separately by Library staff, must also be identified.

Submittal, Evaluation & Award Process

- Proposals are **due February 16, 2009 by 2:00 p.m.** Any proposal received after the deadline may be refused and returned to the respondent. Submit one (1) unbound original and six (6) copies in the format as specified below with any other required documentation or backup, in a sealed enclosure marked:

Anthony Wieczorek, Library Business Manager
 Appleton Public Library
 225 North Oneida Street
 Appleton, WI 54911

Fax (920) 832-6182
twieczorek@apl.org

No copies of the proposals or information concerning their contents will be publicly released until a recommendation is made for the award of contract.

- The overall final and total cost of the facility program design is not to exceed \$75,000.00, inclusive of all fees and expenses.

- Proposals will be evaluated by a team including:
 - Terry Dawson, Library Director
 - Anthony Wiczorek, Library Business Manager
 - Dean Gazza, City of Appleton Director of Facilities & Construction
 - Will Bloedow, Library Board Building & Equipment Committee Chair

- Proposals will be evaluated on the basis of:
 - Completeness and suitability with respect to project requirements and proposal elements as listed above
 - Demonstrated competence, knowledge and experience with similar projects
 - The capability of the firm to perform this study
 - Timeliness with respect to deadlines
 - Economy and efficiency with respect to project budget, including fiscal elements as detailed above

The evaluation team will make recommendations to the Library Board Building & Equipment Committee and the full Library Board, which will determine which proposal to accept. Final candidates may be asked to participate at their own expense in an interview and make a presentation before a contract is awarded.

The Board retains the option of rejecting any and all proposals and initiating a new RFP. Final contract and agreement are subject to review by the Appleton City Attorney. Modifications to that agreement may be required at the City Attorney's discretion.

Site/Building Tour

E-mail Anthony Wiczorek, Library Business Manager, twiczorek@apl.org by 1/30/2009 for an appointment to tour the facility.

Questions

Any questions about this process or proposal requirements may be directed to:

Anthony Wiczorek, Library Business Manager
 Appleton Public Library
 225 North Oneida Street
 Appleton, WI 54911

(920) 832-6182 fax
twiczorek@apl.org

Questions must be submitted in writing. Copies of questions and answers will be shared with all interested potential respondents to this RFP.