



**CITY OF GLENDORA** CITY HALL

(626) 914-8200

116 East Foothill Blvd., Glendora, California 91741  
[www.ci.glendora.ca.us](http://www.ci.glendora.ca.us)

September 27, 2012


To All Interested Parties:

The City of Glendora is soliciting proposals for a possible facilitator to develop a strategic plan for its library services.

Attached is a detailed discussion regarding the proposals being sought. We invite you to consider submitting a proposal to Glendora City Clerk, Ms. Kathleen Sessman @ 116 E. Foothill Blvd., Glendora, CA 91741 or by email: [ksessman@ci.glendora.ca.us](mailto:ksessman@ci.glendora.ca.us) no later than October 28, 2012.

Sincerely,

CITY OF GLENDORA

  
Chris Jeffers  
City Manager



## **Library Service Strategic Plan- Request for Proposals**

The City of Glendora is interested in retaining the services of a facilitator to help the community strategically plan its library services over the next five years. The goal is to integrate the changes in library services which are occurring (e-books; resource opportunities, shared services, etc.); identify services and processes that may be outdated or inhibit change; balance the vision with realistic local revenue projections; and identify opportunities for increased civic engagement.

The City of Glendora has a current population of 50,361 (DOF). The 2010 Census showed Glendora to have a median age of 40.2 and income of \$66,674. The age distribution was 23.4% for 18 and under; 33.5% for 19-45; 28.9% for 45-65 and 14.1% for over 65. Of the 17,778 housing units, 73.1% were owner occupied. Finally, English which is not the first language spoken at home, is 25.1% of households.

The Glendora Library has been widely viewed by the community as an integral part of its quality of life and has a very positive view as a result of their programs. It enjoys an active volunteer base and strong Friends of the Library entity. Based on the latest information compiled by the California State Library (California Library Statistics 2009-2010), the Glendora Library had an expenditure per capita of \$37.84 as compared to the State mean of \$32.70. The same information indicated the library visits per capita were 5.08 versus the State mean of 4.41. As of this writing, the 2010-2011 statistics have not been made available to the public.

During the last five years, municipal governments have struggled with the great economic recession and its impacts upon the funding of a wide variety of services. Glendora has not escaped that struggle. In that time period, the General Fund has contracted from a high of \$25 million (2007-08) to a low of \$22 million in Fiscal year 2009-10. The 2012-13 fiscal year is projecting a General Fund revenue base of \$23 million. Two sources account for approximately 70% of the General Fund receipts for the City, our share of property tax and sales tax. The City has no special taxes, such as utility user tax or dedicated parcel tax for a service.

The workforce has dropped from a high of 319 FTE in 2007-08 to 238 FTE for the current fiscal year. No department has escaped the impacts of the recession. The library staff, just as other city employees, has clearly stepped up their effort and involvement to lessen the impacts to customers by the reduced funding and staffing levels.

Part of the City's Overall Strategic Planning is the goal of developing and presenting to the City Council by June 30, 2013, a five year vision for the Library and Public Works Departments. The initial thought by the City is that the process needs to include not only active library voices but also "outside" opinions that may offer suggestions about the service changes along with the desires of the community not normally engaged in such processes.

If you are interested in this unique opportunity, the City of Glendora invites you to submit a proposal. The proposal should include a resume outlining your facilitation experience, your suggested structure of the process and estimated costs to undertake the proposed structure. The proposal should include a maximum, "not to exceed" total cost. Interested parties are strongly encouraged to provide as much information about the proposed process for the City to clearly understand how such a process would meet its goal with undertaking a Strategic Plan in the first place.

The City, in its sole and absolute discretion, may decide to narrow down the list of interested parties for further consideration, pick a single proposal for additional negotiations, or reject all proposals. Proposals are due by October 28, 2012, and should be addressed to:

Glendora City Clerk  
116 E. Foothill Boulevard  
Glendora, CA 91741

Or can be emailed to [KSessman@ci.glendora.ca.us](mailto:KSessman@ci.glendora.ca.us)

Proposals will be vetted by the Library Director and City Manager by November 2012. Depending on time and budget proposals, the City Council may be asked to approve a recommended facilitator. Should that be needed, the goal is to present a recommendation to the City Council to award at their December 11, 2012 council meeting. The proposed facilitator is expected to attend the meeting to answer any questions the City Council may have. Those costs associated with attendance should not be part of any proposal. The City is desirous of receiving a final strategic plan product from the selected facilitator no later than the end of April 2013.

If you have any questions, they may be directed to either the Library Director, Robin Weed-Brown, at (626) 852-4892 or the City Manager, Chris Jeffers, at (626) 914-8201.