



Request for Qualifications (RFQ)  
for Consulting Services for Public Engagement  
for Potential Library Buildings for the  
Pierce County Library System

**Project Description**

## TABLE OF CONTENTS

- I. INVITATION FOR PROPOSAL
- II. BACKGROUND
- III. PROJECT DESCRIPTION
- IV. SCOPE OF WORK
- V. DELIVERABLES
- VI. SUBMISSION REQUIREMENTS

I. INVITATION FOR PROPOSAL

The Pierce County Library System invites proposals from qualified consultants to develop and guide public engagement for three potential library buildings in two Pierce County communities. The resulting project will provide the public input, and an understanding of public interest and readiness for capital library projects in the City of Sumner and the City of Lakewood, Washington.

The public engagement process will include collaboration with customers, the public, and key stakeholders.

As a result of the public engagement process, the Library will have a clear understanding of the interest and readiness for capital projects to potentially relocate and build new library facilities in each of the communities.

**Vision Statement**

We are the community’s choice for the discovery and exchange of information and ideas.

**Mission Statement**

To bring the world of information and imagination to all people of our community

II. BACKGROUND

Pierce County Library is the fourth largest library system in the State of Washington, serving 603,000 people across 1,800 square miles through 20 library locations, mobile services, and an online presence. The Library has active collaborative partnerships with schools, government agencies, and organizations, and is known for its work in early learning and STEM.

Established in 1946 under Washington State law Chapter 27.12 RCW, the Library is an independent taxing district governed by a five-member volunteer Board of Trustees appointed by the Pierce County Executive. The Board sets the property tax levy each year and approves the annual budget on its own authority. Property taxes are its primary revenue source.

The Pierce County Library System serves all of unincorporated Pierce County and the 15 annexed cities and towns of Bonney Lake, Buckley, DuPont, Eatonville, Edgewood, Fife, Gig Harbor, Lakewood, Milton, Orting, South Prairie, Steilacoom, Sumner, University Place, and Wilkeson.

The 2019 operating budget is \$36.4 million. In 2017, 2 million people visited libraries in person and 3.5 million visited online, residents checked out 6.6 million books and other library materials, and 110,000 people attended classes. In 2018, the Library served communities with 275 FTEs.

The Library is committed to providing customer and community-driven services and regularly undertakes public engagement activities to understand and respond to community interests to ensure the Library System provides services residents value. Recent major public engagement processes include:

- The Library is funded by a dedicated property tax levy. In 2018, input from the public resulted in a recommendation by a citizen's advisory committee for the Library System to ask voters to restore the Library's levy to its full legal amount of 50 cents per \$1,000 of assessed property value. Voters passed a levy lid lift effective in 2019 with funds projected to maintain library services for up to five years.
- In 2016, the Library System interviewed more than 20 community leaders and gathered more than 12,000 responses from individuals through surveys and community meetings. This community input shaped the Library's Strategic Plan, which guides core services, and focuses the Library on services and initiatives to spark success for the public through learning, enjoyment, and community. The Strategic Plan is premised to ensure individuals view Pierce County Libraries as welcoming and vital to communities.
- In 2009, the Library completed a Facilities Master Plan, Pierce County Library 2030, which provided a detailed analysis of library facilities, their use, and a proposal for facility needs in the future. Pierce County Library 2030 included a library services visioning process and gathered input from more than 5,000 community members, community leaders, and stakeholders. The Library is currently updating the Facilities Master Plan.

The public engagement for potentially new libraries focuses on separate projects regarding potential facilities in two Pierce County communities – Sumner and Lakewood (including the Tillicum neighborhood).

The 10,600 square foot Sumner Pierce County Library serves 8,700 residents in the City of Sumner plus surrounding areas of unincorporated Pierce County. The current building was constructed on city-owned land in 1992, and ownership is shared by the Library System and the City of Sumner. The City of Sumner has been developing comprehensive plans for Town Center and East Main Street. The plan(s) call for changes in use where the Library is currently located. The City has purchased property to hold as a site for the Library to relocate.

The 32,592 square foot Lakewood Pierce County Library serves 60,000 residents of the City of Lakewood plus surrounding areas of unincorporated Pierce County. The current building was constructed in 1963 and renovated in 1994. The 2,100 square foot Tillicum Pierce County Library serves 4,400 residents in the Tillicum Neighborhood of the City of Lakewood. The building is a HUD-funded facility which the Tillicum Library occupies on a no-fee basis.

The City of Lakewood’s Comprehensive Plan, updated in November 2018, prioritized ensuring high-quality library services are available to Lakewood residents. It promoted constructing a new main library facility (Lakewood Library) within the City’s downtown core.

Both public engagement processes are intended to support the strategic plans and priorities of the cities served by the Sumner, Lakewood, and Tillicum libraries, as well as residents in nearby unincorporated Pierce County, within the context of the Library’s Strategic Plan.

### III. PROJECT DESCRIPTION

The Pierce County Library System seeks to develop an exciting, engaging, and forward-thinking public engagement process focused on determining the interest and readiness for expanded and relocated library facilities in the cities of Lakewood, Sumner, and the Lakewood neighborhood of Tillicum, Washington.

The Library expects each public engagement process (one for Lakewood/Tillicum and one for Sumner) to result in recommendations to the Library’s Board of Trustees regarding community interest and readiness for potential new library buildings in these areas. The public input and project recommendations will assist the Board of Trustees in considering the possible placement of Library Capital Facility Area(s) and bond measure(s) on an election ballot(s).

The public engagement processes must include robust, interactive, multi-channel public engagement tactics and activities to result in informed and engaged input from thousands of residents in the involved communities, and an evaluation of that input regarding potential capital projects.

Also, the public engagement process must include techniques to inform residents outside of the Lakewood, Sumner, and Tillicum communities about these activities.

Finally, the public engagement process must elicit information about how people can feel welcome at a Pierce County Library. The Library System will replicate this portion of the public engagement process to gain input about welcoming spaces at other Pierce County Libraries.

### IV. SCOPE OF WORK

#### Key Timeline Dates

April 15, 2019	Develop public engagement strategy and materials
April 16-Sept. 30, 2019	Gain public input, interest, readiness for potential libraries
Oct. 31, 2019	Summarize public input and prepare recommendations

The consultant will work with staff to design and implement a process that will result in engagement with the designated communities. The work includes the following elements:

- Collaborate and communicate with Project Team, Board of Trustees, and Library administration and staff.
- Develop and guide public engagement tactics and activities to understand and evaluate community interest and readiness for potential library buildings and locations.
- Design and facilitate a process that involves significant community and stakeholder engagement.
- Create public input process/activities to elicit how people can feel welcome at a Pierce County Library. Ensure the Library System can replicate this public engagement process/activities to elicit input about welcoming spaces in other parts of the Library's service area.
- Provide communication techniques to inform residents in the Library's service area outside of the Lakewood, Sumner, and Tillicum communities.
- Summarize and prepare recommendations about the community's interest and readiness for potentially new library buildings in Sumner, Tillicum, and Lakewood.

## V. DELIVERABLES

Consultant will provide the Library with a public engagement process to garner, cultivate, and evaluate the public's interest and readiness for potentially new library facilities in Sumner, Lakewood, and Tillicum; replacing current library buildings. Components will include:

- Public engagement plan with goals, audiences, messengers, strategies, messages, tactics, and evaluation measures.
- Timeline for public engagement plan.
- Development of public engagement tools to garner, cultivate, and evaluate public interest and readiness for potential libraries and welcoming spaces.
- Allowance in proposal for hands-on execution/facilitation and proposal without hands-on execution/facilitation by the consultant with the public.
- Analysis of community input and engagement and a recommendation on the interest and readiness for a facility in Sumner.
- Analysis of community input and engagement and a recommendation on the interest and readiness for a facility in Lakewood.
- Analysis of community input and engagement and a recommendation on the interest and readiness for a facility in Tillicum.

## VI. SUBMISSION REQUIREMENTS

See the accompanying **Instructions to Proposers** document for instructions on how to respond to this RFQ.