Request for Proposal For
Diversity, Equity, and Inclusion Consultation
Services for Fayetteville Public Library

This proposal is for services to assist Fayetteville Public Library in ensuring DEI is embedded in organizational practices.

Date: January 20, 2021

Agency Mission and Background

The Fayetteville Public Library (FPL) was established in 1916 and has served this city for over 100 years. Its mission is to "strengthen our community and empower our citizens through free and public access to knowledge." FPL's 88,000 square-foot Blair Library was voted Library Journal's 2005 Library of the Year and was the first registered LEED Silver-NC rating from the U.S. Green Building Council in Arkansas. The library is the recipient of numerous grants and awards, including an NEH Challenge Grant which established a Humanities Endowment, and most recently IMLS Cares Act funding to provide touchless library services.

A single system library, FPL is open seven days (64 hours) a week and provides online access 24 hours a day. Pre-Covid, an average of 185 people visited the library each hour and, in 2019, 78,667 people attended 1,974 programs, including one of the largest Summer Reading programs in Arkansas. The library has over 84,778 registered cardholders, including student i-cards, which borrowed 1,381,761 items in 2019.

In early 2021, FPL will open an 82,000 square foot expansion doubling the size of the library. The expansion will include increased children's and teen libraries; a Center for Innovation with audio and video recording studios, virtual reality labs, a simulation lab, fabrication lab, and robotics lab; a teaching kitchen; an art and movement room; and a 700-seat multipurpose event space. In order to grow services, the total library staff size will increase by approximately 25%, pushing the organization over 100 employees.

In 2020, FPL staff completed a 9-month DEI training program which resulted in a diversity, equity, and inclusion implementation plan, much of which has informed this RFP. Additionally, FPL has focused on a Multicultural Engagement Initiative over the past
two years. This project included hiring an outreach liaison to develop outreach programs and services to engage underserved populations, implement multilingual programming held at the library and provide guidance to library marketing and administration to make the library more welcoming in general. Through an internal focus on DEI, FPL strives to ensure that library programs and services are welcoming and accessible to everyone in the community.

Description of Inclusiveness Goals

FPL completed a 9-month DEI framework training in 2019, and an action plan developed through this training identified three main goals.

Goal 1 - Governance
FPL will develop a long-term governance plan to increase the library's Board of Trustees (BOT) DEI awareness/knowledge to actualize a BOT that is DEI-focused on culture, composition, and operations. Successful evidence of this will be demonstrated in two ways:
• The board membership is more reflective of the NWA community demographics
• Results of an annual board self-evaluation reflect practices and a culture aligned with DEI.

Goal 2 - Human Resources
HR will have policies, protocols, and practices that evidence a commitment to DEI. Evidence of this will be demonstrated in two ways:
• A job applicant pool and a staff reflective of the community
• Staff surveys with results reflecting the organization's culture and values align with DEI.

Goal 3 - Stakeholders
FPL will craft an engagement plan that creates a targeted marketing and outreach strategy that includes:
• Customer service/library experiences designed and adapted to provide welcoming and equitable service and experience to people visiting the library, including, but not limited to, multi-lingual public information materials, signage, and other communication channels
• Library collections that better represent a diverse community
• Library programming/events developed to attract and serve new audiences
Description of Role of the Consultant
FPL seeks a consultant to support us in accomplishing Goals 1 and 2.

We expect that a consultant will work with us for four or more half day sessions to deliver DEI trainings for the library board, library leadership and library staff; conduct an audit of governance and operational policies and procedures; present findings and recommendations to the library board and leadership.

Description of Desired Outcomes
At the end of the process, we would like to see the following concrete outcomes:

- A blueprint for further action toward becoming more inclusive.
- Measured increase in cultural competency of staff and board members.

Proposal Content
Interested parties should submit the following:

- A proposed consulting/training plan proposal, not to exceed five pages.
- A list of past clients.
- Resumes for all relevant team members.
- Proposals should contain the following:
  - Contact information
  - Inclusiveness and diversity training expertise
  - Personnel information
  - Project description/approach
  - References, with contact information

Applicants must clearly demonstrate the following:

- At least 3 years' experience in the field of inclusiveness and diversity training
- Proven knowledge of, and successful implementation of, inclusiveness and diversity training sessions
- Thorough understanding of issues of inclusiveness
- Ability to communicate effectively with diverse populations
- Knowledge of governmental agencies, public libraries, and nonprofit organizations
- Open communication throughout the duration of the contract. Communicate expectations prior to visits and follow-up after. Ongoing communication and feedback between visits
• Experienced and effective meeting facilitator
• Flexibility
• The accepted vendor/contractor shall provide insurance certificates evidencing the required coverages and must be authorized to do business in Arkansas

Timeline
Consultant's work will begin by May 2021 and be completed by December 2021.

The selected consultant will be notified by April 1, 2021.

Letters of Proposal are due by 5pm CST on February 25, 2021 to Fayetteville Public Library, Attention: Arienne Taylor, 401 W Mountain Street, Fayetteville, AR 72701.

Contact Information
Any questions regarding this RFP should be directed to Arienne Taylor (ataylor@faylib.org) at Fayetteville Public Library.