REQUEST FOR PROPOSALS (RFP)

Community Library Service Needs & Space-Service Gap Analysis

Focusing on Westchester Avenue Corridor Growth & Service Adequacy

ISSUED BY:
The Town/Village of Harrison, New York
By and through the Harrison Public Library Board of Trustees

RFP RELEASE DATE: November 2, 2026
PROPOSAL SUBMISSION DEADLINE: January 29, 2027, 2:00 PM EST

PRIMARY CONTACT:
Galina Chernykh, Library Director
Halperin Building, 2 Bruce Avenue, Harrison, NY 10528
Email: gchernykh@harrisonpl.org | Phone: 914-670-3153

1. Project Introduction & Strategic Purpose

The Town/Village of Harrison, New York, acting by and through the Harrison Public Library Board of Trustees, is seeking proposals from qualified library planning and community research consultants. The objective of this Request for Proposals (RFP) is to commission a highly focused Community Library Service Needs & Space-Service Gap Analysis. This study will evaluate the adequacy of Harrison's current library services and determine how our existing spaces either support or limit service delivery over a 5-to-10-year planning horizon.

Unlike traditional, broad architectural feasibility studies, this project intentionally bypasses physical schematic designs, construction drawings, and engineering audits (formerly conceptualized as Phases 3 and 4). Instead, this project is strictly concentrated on community service models, user behaviors, and the critical question of service adequacy: Is our service adequate for the community's evolving needs? What is missing from our service models today? And precisely how do our existing physical facilities—the Halperin Building and the West Harrison Branch—fail to satisfy these needs in their current spatial configurations?

2. Background & Evolving Demographics

The Harrison Public Library system serves an active, diverse, and rapidly growing community of users through two physical branches:

- **Halperin Building (2 Bruce Avenue, Harrison, NY):** Centrally located in downtown Harrison, the main branch has recently undergone partial interior cosmetic renovations. However, it faces severe operational and spatial bottlenecks. Evolving patron behaviors, high daily attendance, and competing user needs have created critical acoustic conflicts and overcrowded public zones.
- **West Harrison Branch (2 Madison Street, West Harrison, NY):** This branch is currently undergoing site construction, including extensive landscaping and interior enhancements. It serves an increasingly active and diverse neighborhood facing mounting pressure from nearby residential developments.

Harrison is experiencing substantial, localized demographic developments that directly impact library service adequacy and space utilization. The two primary demographic forces shaping this study are:

- **The Westchester Avenue Corridor Development:** Extensive new multi-family housing developments and high-density rental apartments have been built and continue to be developed along the Westchester Avenue corridor. This corridor has introduced a significant new population of renters, commuters, and young professionals. Their service expectations include flexible after-hours access, robust digital resources, quiet co-working spaces, and convenient pickup/return services.
- **Rising School Enrollments:** A steady rise in local public school participation has driven record-breaking attendance in children's, junior, and teen library program areas. This surge has created acute space competition during after-school and weekend hours, straining staff resources and existing spatial allocations.

To address these challenges, the Library Board of Trustees recently approved a new 5-year Strategic Plan. This project serves as the primary evaluation tool to align our service delivery models and existing facilities with that plan's strategic goals.

3. Scope of Services

The selected consultant will execute a tightly focused, service-centric study divided into two highly integrated phases. The scope strictly excludes architectural drafting, structural schematics, rendering, or capital cost estimating.

Phase 1: Community Needs & Service Adequacy Assessment

The consultant must conduct a rigorous, data-driven investigation into who our patrons are, how they utilize the library today, what services are missing, and how to effectively serve the community over the next 5 to 10 years. Methodologies must include:

- Targeted Commuter & Renter Outreach: Design and implement specialized outreach pathways targeting renters, commuters, and young professionals in the Westchester Avenue corridor. This must include coordination with property management companies, commuter-hour focus groups, and online surveys optimized for busy professionals.
- Activity-Based 'Unmet Need' Evaluation: Move beyond standard satisfaction surveys to map user behaviors. Identify unmet community activities, including collaborative remote working,

independent quiet study, digital content creation (media labs), teen collaborative socialization, and early childhood play-based learning.

- Integrated Stakeholder Interviews: Conduct interviews with the Harrison School District administration to analyze enrollment projections and after-school programmatic gaps. Consult with the Harrison Town Planner and residential developers to align library service planning with local master plans and building timelines.
- Alternate Service Delivery Feasibility: Assess public interest in and operational feasibility of modern, low-cost decentralized library services along the Westchester Avenue corridor, including smart book pickup/return lockers at transit hubs, digital self-service kiosks, or pop-up library spaces.

Deliverable 1 - Community Service Adequacy Report: A comprehensive findings report compiling all qualitative and quantitative survey data, segmented demographic growth models, detailed user journey maps, a prioritized list of unmet community activities, and a clear feasibility assessment of decentralized corridor service delivery.

Phase 2: Space-Service Alignment & Facility Gap Analysis

The consultant will conduct an operational and physical space evaluation of both existing facilities, explicitly focused on 'space-service alignment.' The objective is to identify how current physical layouts, rules, and operational policies support or fail to support the community needs identified in Phase 1.

- Acoustic & Behavioral Conflict Analysis: Evaluate current branch environments to pinpoint structural and behavioral conflicts, such as the friction between noisy high-traffic areas (children's zones, checkout lines) and quiet reading or independent remote work study spaces.
- Functional Space Allocation Audit: Audit the square footage efficiency of both buildings. Evaluate whether existing physical configurations (large service desks, administrative offices, oversized traditional shelving) can be downsized, reconfigured, or relocated to reclaim public-facing space for collaborative co-working, teen gathering, and digital access.
- Atypical Facility Bottleneck Review: Identify physical and regulatory limitations in our current structures, specifically looking at electrical capacity for mobile charging, Wi-Fi coverage dead zones, after-school safety and supervision, and physical accessibility (ADA) constraints.
- Operational Policy Alignment: Review library hours of operation, digital collections, and space policies to identify non-spatial gaps that impact service delivery to Westchester Avenue corridor commuters.

Deliverable 2 - Space-Service Alignment & Operational Gap Report: A detailed gap analysis report identifying exactly what is 'not working' in our current layouts. This must include layout assessment maps highlighting acoustic conflicts and circulation bottlenecks, a square-footage efficiency audit, and specific operational policy recommendations to bridge service gaps without major capital expansion.

4. Project Schedule & Milestones

By focusing strictly on service evaluations and skipping complex architectural and costing phases, the project timeline has been streamlined.

RFP / Project Milestone	Target Date
RFP Release Date	November 2, 2026
Pre-Proposal Conference & Optional Site Tours	December 1, 2026
Deadline for Written Clarification Questions	January 15, 2027
Proposal Submission Deadline	January 29, 2027, 2:00 PM EST
Consultant Shortlist & Interviews (if needed)	February 5 - February 15, 2026
Consultant Selection & Contract Award	March 5, 2027
Project Kick-off Meeting	TBD
Draft Deliverable 1 (Community Service Adequacy) Due	TBD
Draft Deliverable 2 (Space-Service Alignment) Due	TBD
Final Unified Assessment Submission & Presentation	TBD

5. Proposal Submission Requirements

Submit one electronic copy and one (1) printed copies of proposals clearly marked 'Harrison Public Library Service Assessment Proposal' to:
Galina Chernykh, Library Director
2 Bruce Avenue
Harrison, NY 10528
Phone: 914-670-3153
gchernykh@harrisonpl.org
cc to harrisonpubliclibrarytrustees@gmail.com

Submissions must be received no later than **January 29, 2027 at 2:00 PM EST**. The email subject line must read: 'Harrison Public Library Service Assessment Proposal'.

Proposals must be streamlined and highly focused, mirroring the narrow scope of the study. Each submission must be organized into the following numbered sections:

1. **Cover Letter & Executive Summary:** A brief introduction of the lead consultant, identifying the principal-in-charge and outlining the firm's specific enthusiasm for service and operational library planning.

2. Firm Qualifications & Relevant Experience: A description of the firm's structure, specifically detailing experiences with library service needs assessments, demographic community engagement, and operational space auditing. Case studies of standard structural renovations or brand-new building designs are not desired.

3. Project Team & Key Personnel: Resumes and credentials of team members directly assigned to this study, highlighting expertise in public library service design, sociological research, and municipal demography.

4. Detailed Methodology (Phases 1 & 2): A detailed work plan explaining how the firm will design and execute Phase 1 (demographic and community engagement targeting commuters/renters) and Phase 2 (the space-service alignment audit).

5. Cost Proposal & Fee Schedule: A clear, not-to-exceed fee proposal broken down by the two phases of work, detailing estimated hours, personnel billing rates, and any anticipated direct administrative or travel expenses.

6. Selection and Evaluation Criteria

The Harrison Public Library Board of Trustees will evaluate all qualifying proposals based on a structured, service-oriented evaluation model. Selection of the winning consultant will be determined by the following weighted criteria:

Experience & References in Library Service Design (30%): Demonstrated success in leading library service needs assessments, user behavior research, and operational space audits, particularly in communities experiencing rapid multi-family development.

Community Outreach & Engagement Methodology (30%): The creativity, rigor, and depth of the proposed Phase 1 outreach strategy, specifically regarding its ability to successfully target and engage commuter and renter demographics along the Westchester Avenue corridor.

Project Team & Personnel Credentials (20%): The credentials, direct qualifications, and availability of key personnel assigned to lead the study, particularly in fields of library planning, sociology, or community research.

Cost Proposal & Value Delivery (20%): The clarity, fairness, and structural cost-effectiveness of the fee schedule, ensuring high-value, actionable research deliverables within a fiscally responsible budget.

The Library Board of Trustees reserves the right to reject any or all proposals, request supplementary information, conduct interviews with shortlisted firms, and award a contract in the best interest of the Town/Village of Harrison.