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# Analysis of staffing levels and structure

**Date Issued: January 31, 2025**

**Response due by: March 3, 2025, at 9am CST**

The Addison Public Library invites proposed solutions for analyzing current staffing levels and staffing structure.

Inquiries and responses must be sent to Mary Medjo Me Zengue, Library Director, at:

Addison Public Library  
Attn: Mary Medjo Me Zengue  
4 Friendship Plaza  
Addison, IL 60101  
630.458.3300  
[medjo@addisonlibrary.org](mailto:medjo@addisonlibrary.org)

Inquiries and submissions may be sent via email, delivered in person, or mailed. The Addison Public Library does not accept faxed proposals.

**Request for Proposal (RFP) Release**

1/31/2025  
9am CST

**Deadline for Consultant Questions**

2/18/2025  
9am CST

**RFP Response Due Date**

3/3/2025  
9am CST

**Award to selected Consultant**

on or before 3/31/2025



## General Information

### Introduction

The Addison Public Library (APL) seeks proposals from qualified consultants to obtain information and pricing for analyzing staffing levels and staffing structure.

### About the Addison Public Library

APL is in northeastern DuPage County and serves 36,000 residents. We have one location which had 160,307 visitors in FY24. We circulated almost 200,000 physical items plus 30,000 digital titles including audiobooks, eBooks, comics, movies, and magazines during that same time. Our current physical collection size is 148,000 items and we offer APL cardholders over 1,000,000 digital titles. In November 2023, APL joined the SWAN library consortium which manages the integrated library system, online catalog, and materials reporting product.

APL is undergoing a major renovation which began in January 2025 and taking about 16 months to complete. We are adding a drive-up window which will be staffed every hour we're open and expanding our maker services with advanced equipment. This new maker space will also require staffing.

We have 70 employees (34 full-time and 36 part-time) divided among 8 departments.

### Scope of Service

APL is seeking a staffing analysis to review

- current staffing levels
- staff responsibility overlap
- identify options for using existing staff hours to cover the two new service points (drive-up window and makerspace) including action steps and cost projections if any additional staffing hours are needed.

### Deliverables

The Consultant is expected to present:

- A written report outlining the findings of the staffing analysis, recommendations based on these findings, and an implementation plan including specific action steps. The recommendations should consider, but not be limited to, options such as:
  - Shifting work to different departments or staff positions
  - Eliminating or reducing services
  - Outsourcing existing work or expanded services
  - Changing the organizational structure
- An estimate of the expenditures or savings to implement each recommendation.

- A proposed implementation plan and schedule developed with the APL team which identifies resources needed, action steps, barriers to implementations, expected outcomes, and a timeline.
- Presentations to the staff and Library Board of Trustees.

## Proposal Requirements

### Consultant Information & Executive Summary

Consultants shall provide information that documents their experience and capacity to produce the required outcomes. This information shall include:

- Form of firm ownership.
- The number of years the Firm or Consultant has been in business under the current name.
- Describe the length and nature of the Firm or Consultant's experience in providing services requested in this RFP.

### Description of Proposed Analysis

The proposed analysis must include the following:

- Description of how staffing analysis will be conducted including level of staff involvement.
- Timeline of analysis.
- Description of data gathering methods to perform the analysis.
- Provided deliverables (presentations, reports, cost estimates, etc.) from the analysis.

### Pricing

Please provide detailed pricing for the outlined proposal.

### References

Consultants shall submit a list of at least three references for whom they have done work similar to that described in the scope of this RFP. Information provided for each client must include the following:

- Client's name
- Brief explanation of what the contract covered
- Size of the library
- Contact person
- Title
- Address
- Phone number
- E-mail address

Failure to provide the above information may result in the Consultant being disqualified and their proposal not considered. APL reserves the right to contact all references to obtain, without limitation, information regardless of the Consultant's performance on the listed jobs.

**Anything not covered**

Please use this area to describe any services and/or products not already mentioned in the proposal that may be of interest to APL.

**Consultant requirements**

The selected Consultant will have a proven track record of working collaboratively with public libraries, an ability to provide a high level of customer service, project management skills, and considerable expertise staffing analysis.

Appendix A

### APL staff organizational chart

