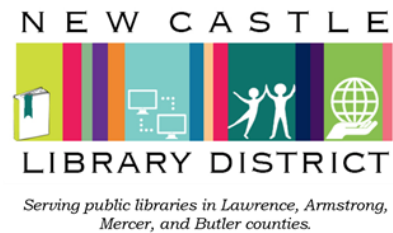


New Castle District Library Center
207 E. North Street
New Castle, PA 16101
724-658-6659



New Castle Library District
Technology Support
Request for Proposals

Section 1: Background Information

The New Castle Public Library District has its headquarters at the District Library Center in the New Castle Public Library in Lawrence County, Pennsylvania.

The District Library Center has designated state allocated funds through the Department of Education and Office of Commonwealth Libraries to serve as a District Library Center that provides resources, guidance and support for the twenty-four (24) state aided and non-state aided public libraries across the following four counties: Armstrong, Butler, Lawrence and Mercer.

There are 29 District Library Centers across Pennsylvania to serve as a level of support for public libraries in their designated geographic areas.

[MAP OF LIBRARY LOCATIONS](#)

Armstrong County Public Libraries

- Apollo Memorial Library
- Freeport Area Library Association
- Ford City Public Library
- Kittanning Public Library
- Leechburg Public Library
- Worthington/West Franklin Community Library

Butler County : Butler County Federated Library System

- Butler Area Public Library
- North Trails Public Library, Branch of Butler County Federated Library System
- Cranberry Public Library
- Evans City Public Library

- Mars Area Public Library
- Prospect Community Library
- Slippery Rock Community Library
- South Butler Community Library
- Zelienople Area Public Library

Lawrence County : Lawrence County Federated Library System

- Ellwood City Public Library
- F.D. Campbell Memorial Library
- New Castle Public Library*
*District Center

Mercer County Public Libraries

- Community Library of the Shenango Valley
- Stey-Nevant Community Library
- Greenville Area Public Library
- Grove City Community Library
- Lakeview Area Library
- Mercer Area Library

The mission of the New Castle Public Library District is to utilize state designated funding to support the growth and development of the member public libraries in their capacity to serve their communities with 21st Century public library services.

This support provides a wide range of support services including professional consultant services on library resources, services, and programming, leadership and management development, continuing education for Library Directors and Trustees, technology support and training, databases, shared resources and weekly delivery.

This support is authorized by an annual agreement between the State (Office of Commonwealth Libraries), District Library Center Board of Trustees (Trustees of the New Castle Public Library) and District Advisory Council (Representative Body of Member Library Leadership).

This annual agreement for funding year July 1, 2025-June 30, 2026, outlines the budget for Technology Support and Training services provided to benefit the 24 district member libraries needs.

Technology Support and Training Services are currently outsourced by three separate IT contracts. Fifteen libraries are supported in technology and training by one IT vendor, another eight libraries have identical support with the same vendor but with a pre-existing contract, and one library has a contract with their sponsoring municipality to provide IT support and

training for their individual unit. Additionally, member libraries may select not to receive IT support service because it is provided elsewhere. Currently one library (Greenville) opts out of offered IT support, however, this library has been included in the total count to provide the opportunity for future needs within the three year contract for IT support.

New Castle Public Library is a 501(c)3 organization, non-profit entity, in which the District Library Center is a department of the non-profit organization. New Castle is not a government entity, nor is it federally funded, rather operating income comes from a variety of sources from state tax revenue, local government financial support, competitive grants and private donations.

New Castle Public Library has been in operation since 1814 serving the literacy needs of Lawrence County. It was housed in multiple venues around the city of New Castle, until it moved into its current location at 207 East North Street in New Castle, Pennsylvania in 1980.

Section 2: Scope of Services Needed

The scope of the services is to provide technology support, troubleshooting, data management and backup, keeping track and managing hardware and software updates, support for connectivity and access issues, IT infrastructure design support and security, system monitoring, device management, data analytics, and system upgrades directly to the 24 member libraries within the four counties.

Current technology services provide direct customer support to the individual member libraries through phone or email. There is a physical presence required to set up hardware, install software and to help support the removal of unwanted hardware and software but a significant portion of the services can be provided with remote access.

The majority of the member libraries are open 45 hours a week, some less and the two federated library system headquarters, New Castle Public Library and Butler Area Public Library are open 65 hours a week. Almost all of the libraries are open for some hours on Saturday but the majority of operating hours are Monday through Friday.

All member libraries are accessible facilities with public access and parking. Most libraries are located in rural or suburban areas.

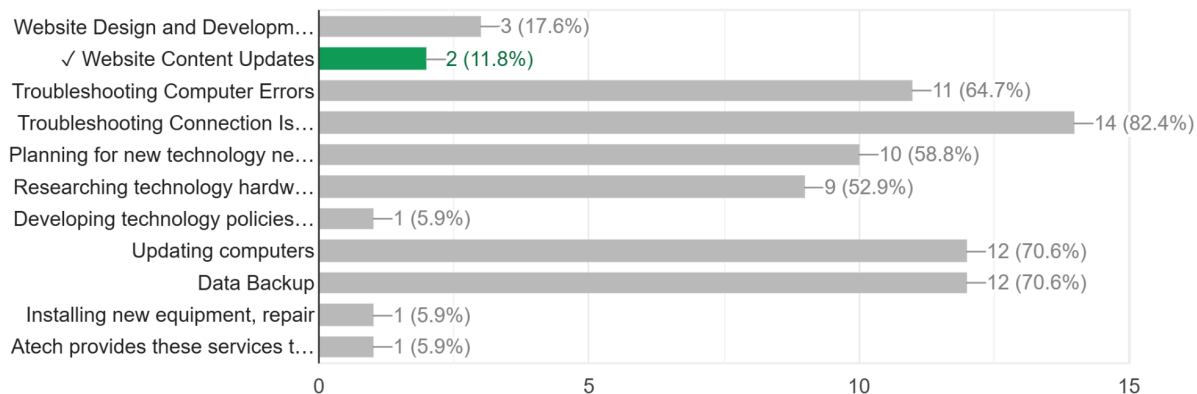
In total there are over 400,000 citizens throughout the four-county library district that benefit from public library services, resources and programming.

Technology support services are currently 100% outsourced and there are no library employees hired in IT positions to help support implementation.

Included is 2025 Summary Data from the Technology Support Survey Results:

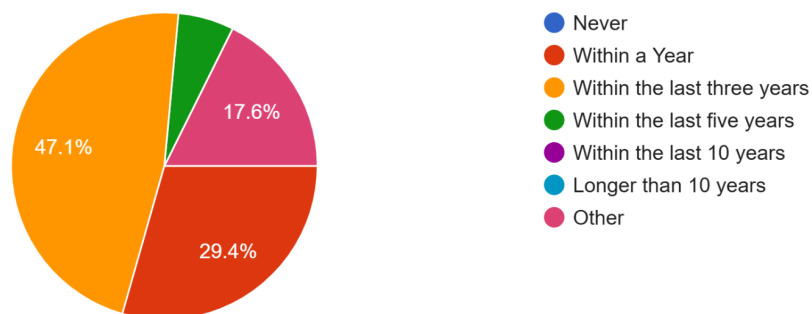
Select technology services below that cannot be provided by current staff or volunteers at your library and need to be provided by an outside source?

0 / 17 correct responses



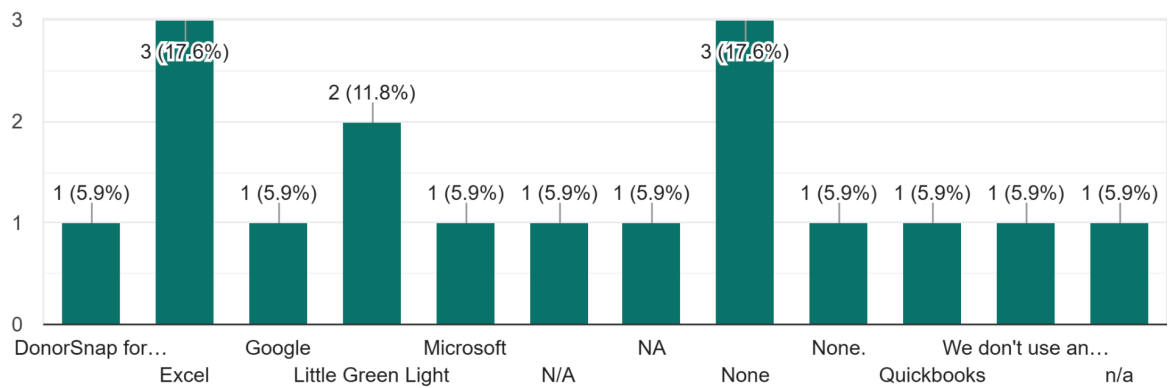
When was your last technology audit (inventory of hardware, software, dates of installation, expected life of equipment or software, in comparison to current technology needs)?

17 responses



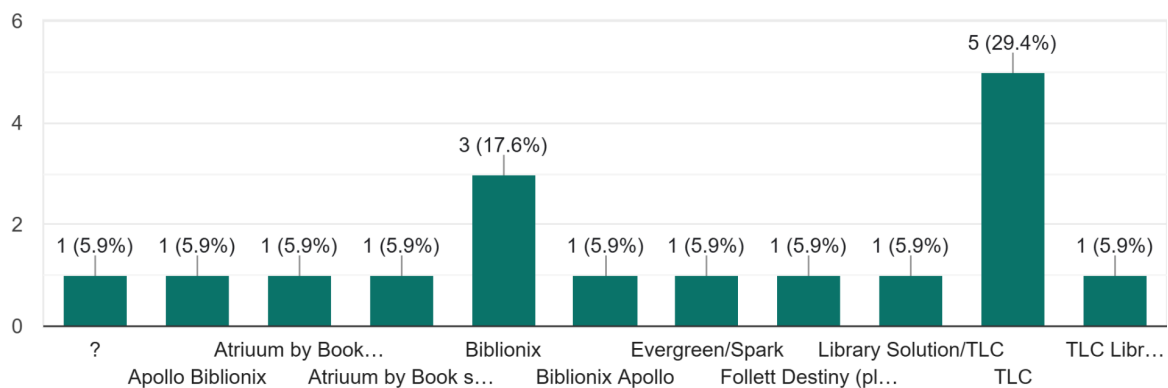
What software do you use to manage donors and volunteers?

17 responses



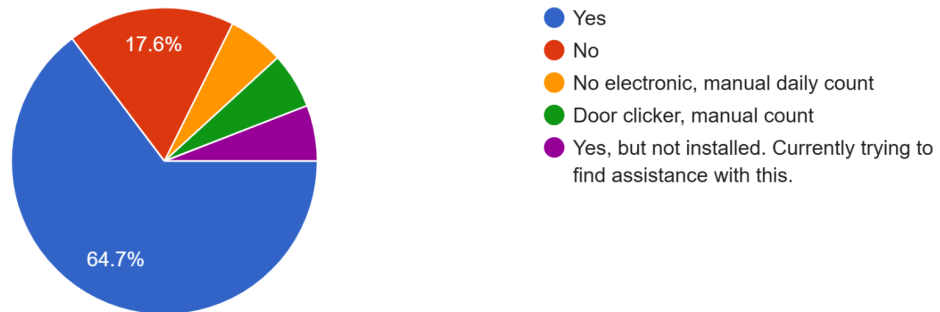
What ILS does your current library use?

17 responses



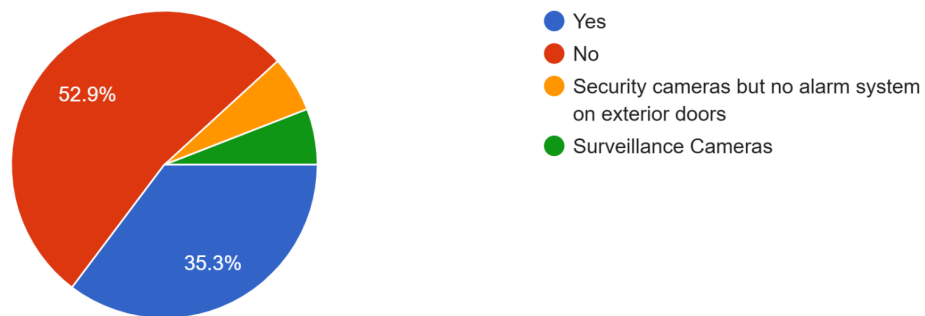
Do you have door counters for patron use statistics?

17 responses



Do you have a security system to protect your collections from theft?

17 responses



Section 3: Requirements List

Proposal should include:

Plan for providing essential technology support services for 24 member libraries in the four-county region.

- Essential Services:
 - Troubleshooting hardware/software and connectivity issues
 - Hardware and software updates and upgrade management
 - Data Security and Backups
 - Technology purchases and installations

- IT consultations with library directors for Infrastructure planning, design and management
 - Data Analytics
- Billing methods and costs for providing services
- Communication methods for managing and monitoring hardware, software and access issues.
- Plan must offer technology solutions that are compatible with various Integrated Library Systems used throughout the district, a variety of financial management software, as well as donor and volunteer management software.

Optional: Desired Services

Proposal may include plan for offering ANY of the following desired but non-essential services

- Desired Services Not Currently Available:
 - Website design and development
 - Website content customer service support
 - Conduct district wide Technology Audits
 - Assist with writing Technology Policies
 - Written recommendations for major upgrades and updates to needed technology infrastructure
 - Door counter technologies to keep track of physical visits
 - Technology Training

Section 4: Vendor Qualifications

Proposal must include:

- Company History, Years in Business, and demonstrate financial sustainability for life of contract.
- Staff infrastructure to support service and offerings, list of key staff and credentials
- Three current references for Performance
- Contact Information

Section 5: Budget and Pricing

Proposal should not exceed \$96,000 for providing essential and additional desired services annually.

Section 6: Contractual Terms

Three year contract: September 2025-June 30, 2028

Section 7: Evaluation Criteria

- Competitive Rates/Price Points
- Solid company history and financial sustainability
- Plan for Communication
- Ability to provide in-person support directly to member libraries
- Ability to meet essential and desired services
- Proposal Presentation
- Professional Reference Reviews

Process for Proposal Review:

The District Advisory Council will review proposals that are submitted within the deadline of July 31, 2025 and select vendors to present proposals for selection. Proposals should be emailed to **bmcgary@ncdlc.org** by the deadline.

Vendor selection will be conducted in August for a contract start date September 2025.

For more information, questions or clarifications, please contact Barbara McGary, Deputy Director of District Services/District Consultant at **724.658.6659 x124** or email question to **bmcgary@ncdlc.org**.