Fourteen drawers. *One library.*

Shelfmark's response to Bayview County Public Library's RFP BCPL-26-014, to modernize all fourteen branches over five years.



BCPL-26-014 027.4 SHE

Shelfmark. Modernizing Bayview County Public Library. Prepared for the County Librarian, branch managers, County IT and the County Board. 5 yrs. 14 branches. **$9,800,000.** 1. Self-service. 2. Open Plus hours. 3. Maker spaces. 4. Digital lending.

Open the catalog | Download PDF

Submitted 31 October 2026 Valid 120 days

Response to RFP sections 1 to 6

You wrote the brief. *We read every line.*

Four sentences from RFP BCPL-26-014 that the rest of this proposal answers, in order.

"Our branches close at six on weekdays, which is when most working residents are free to come."

RFP §1.2 Statement of need

"Staff spend their best hours scanning returns when they could be running programs."

RFP §1.4 Staff time

"A hold can take a week to cross the county. Residents give up and buy the book."

RFP §2.3 Holds and delivery

"Any change must keep every branch feeling like a neighborhood library, and no staff position may be lost."

RFP §4.1 Constraints

42 hrs

Average open hours a week per branch, with every branch dark by 6 p.m. on weekdays

6.4 days

Average time from placing a hold to the book reaching the shelf

24 days

Average wait for a popular ebook or audiobook

18 percent

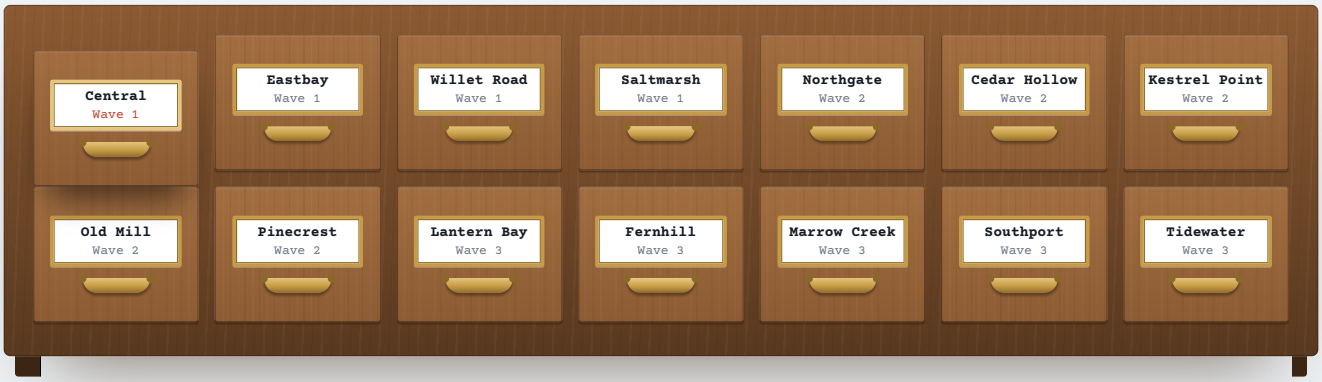
Drop in visits at the six smallest branches since 2019



Figures from RFP Appendix C, branch statistics for fiscal year 2025.

Pull a drawer.
Every branch has its own plan.

Fourteen drawers, one per branch. Drag one down or tap it, then flip through the cards to see what changes in that building and when.



Opened **1 of 14** drawers

Use the arrow keys to move between drawers

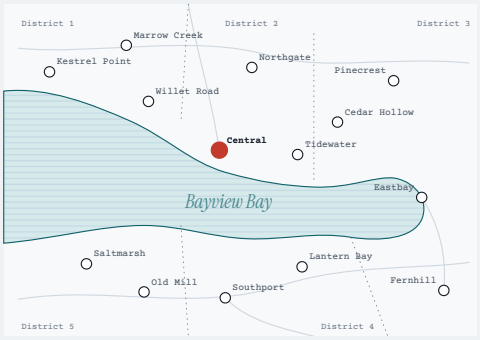
Branch	Self-service	Maker space	Digital	Hours
CENTRAL				**BCPL 01.0**
Address				**Harbor Street**
District				**2**
Size				**38,000 sq ft**
Visits last year				**412,000**
Install wave				**Wave 1, from 1 Mar 2027**
Closed for install				**8 Mar 2027 and the next day**
Goes live				**15 Mar 2027**

Central

Harbor Street, District 2. Wave 1.

60 to 96
open hours a week

2
weekdays closed for the install



Try the catalog *residents will use.*

Search a title and pick a home branch. The map shows where the nearest copy sits and how it reaches you, today and once the hubs are sorting overnight.

Search the Bayview catalog

Bayview Birds

Bayview Birds | The Glass Orchard | Sourdough at Home | Python for Beginners | Tidewater Almanac 2026 | The Night Ferry

Your home branch

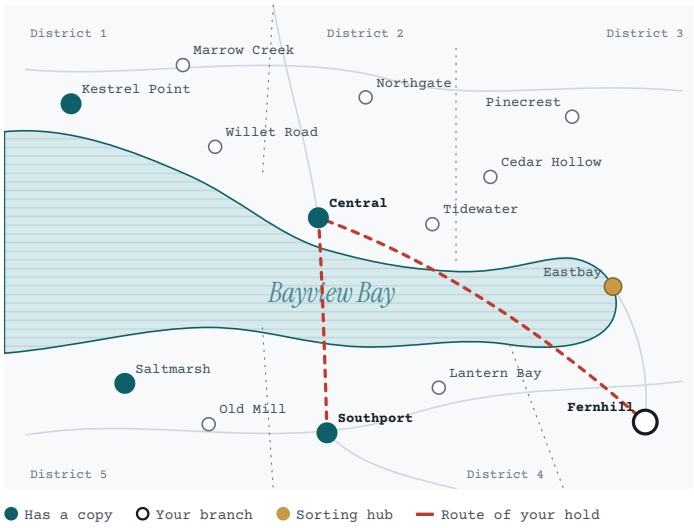
Fernhill

Bayview Birds

A field guide to the bay and its marshes. Nearest copy at Southport, 30.7 miles via the Central hub.

Today
6 days
Rides the weekly van and waits to be sorted by hand

With Shelfmark
Next day
Sorted overnight at Central, on Fernhill's holds shelf by 10 a.m.

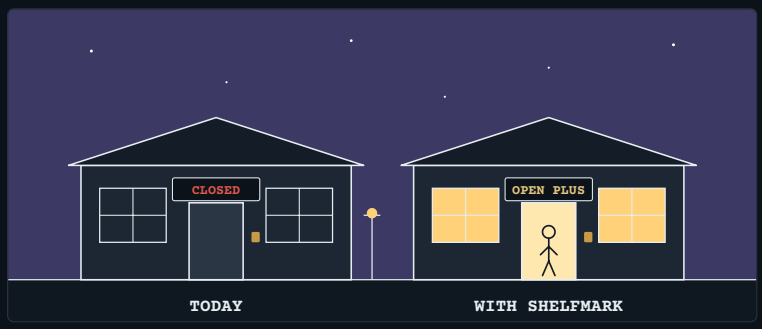


One Tuesday *at Willet Road.*

Scroll through the day. Staffed hours stay exactly where they are. Open Plus fills the dark ends of the day with card entry, cameras and a librarian on call.

7:30 p.m.

7 p.m. Homework hour. Students use the study tables and the printers, with cameras and a librarian on call.



Open now, today	Open now, with Shelfmark
0 of 14	10 of 14



Across the ten branches that suit it, that's *360 more open hours a week*, from 582 to 942. Every staffed shift stays on the schedule.

Stamped *and due.*

Five years, three install waves, every milestone on one slip. Each branch closes for two weekdays during its install and no more.

DATE DUE	SHELFMARK, BCPL-26-014
12 JAN 2027	**Contract signed.** Program office opens at Central with your project lead and ours.
01 MAR 2027	**Wave 1 begins.** Central, Eastbay, Willet Road and Saltmarsh.
14 JUN 2027	**Wave 1 live.** Sorting machines running at both hubs. Holds arrive next day countywide.
06 SEP 2027	**One app.** The digital lending platform goes live for every cardholder.
10 JAN 2028	**Wave 2 begins.** Northgate, Cedar Hollow, Kestrel Point, Old Mill, Pinecrest.
05 JUN 2028	**Open Plus starts** at the first six branches, after a two-month staffed trial.
08 JAN 2029	**Wave 3 begins.** Lantern Bay, Fernhill, Marrow Creek, Southport, Tidewater.
04 JUN 2029	**Every branch live.** Open Plus at all ten branches that suit it.
31 DEC 2031	**Contract ends.** Hardware, data and records stay with Bayview.

Three waves, busiest branches first.

Wave 1 — March to June 2027

Central · Eastbay · Willet Road · Saltmarsh

The two hubs go first, so sorting is running before anyone else switches over.

Wave 2 — January to June 2028

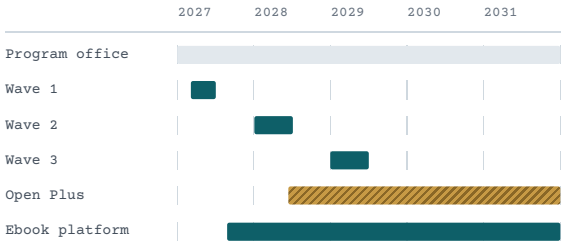
Northgate · Cedar Hollow · Kestrel Point · Old Mill · Pinecrest

Mid-size branches, plus the two leased buildings while we settle the doors.

Wave 3 — January to June 2029

Lantern Bay · Fernhill · Marrow Creek · Southport · Tidewater

The smallest branches last, when the crew has done nine installs.



Four signatures. *Four different questions.*

Each chapter starts with the question we'd expect in the room, then gives you a way to check our answer yourself.

"What happens to my staff?"

Ruth, County Librarian

Nobody loses a job. That's written into the contract at clause 4, and every hour the machines take back goes to programs. Tick the tasks self-service and sorting take off your team and see what it adds up to across fourteen branches.

Your team decides what to do with the time. We bring a program menu from comparable county systems, and you pick.





"When is my branch closed, and for how long?"

Fourteen branch managers

Two weekdays, once. Tagging happens after close, training happens in the quiet mid-week mornings, and someone from Shelfmark stands on your floor for the whole first week live. Pick your branch to see your three weeks.

One install lead per branch, one phone number, from survey to sign-off.

“Will it run on what we have, and who holds the patron data?”

Dev, Chief Information Officer, County IT

It runs on what you have. We connect through open library standards, sign in through the county’s existing identity system, and keep patron records in the county’s own cloud tenancy. Open each system to see how it connects and what your team does.

Patron data never leaves county-owned storage, and we sign your data-processing terms as written.

Your systems, one at a time

- [x] Library system
- [ ] Sign-in
- [ ] Patron data
- [ ] Payments
- [ ] Building access
- [ ] Network

Library system

How it connects: The county’s current ILS stays. Kiosks and sorters talk to it over SIP2 and NCIP, the standard library protocols it already supports.

What IT does: Approve one service account and a test window.

Reviewed 1 of 6 systems

“What do residents get, and what does it cost them?”

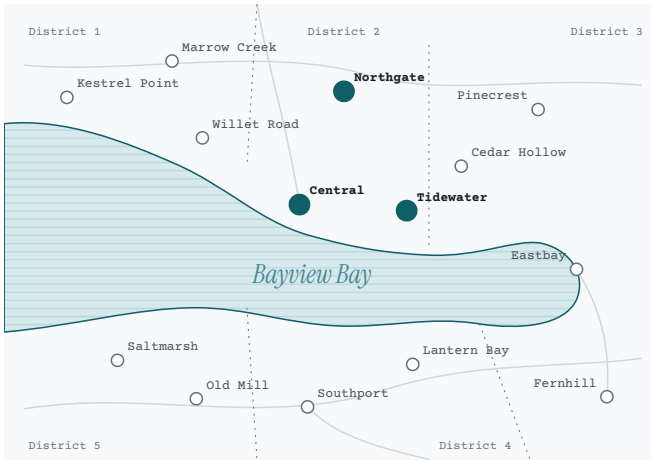
The County Board, five supervisors

Pick your district. You’ll see the branches your residents use, the hours added, and what the full program costs per resident per year, which moves with the price section below.

No new levy. The bid fits inside the capital plan the Board approved in March 2026, paid over five fiscal years.

Your district

District: 1 | 2 | 3 | 4 | 5



Branches	3
Residents	91,000
Open hours added a week	72
Maker spaces	Central, Northgate

$4.76

per resident per year, countywide, over five years. About the price of one paperback, once a year.

The price, *line by line.*

Every line drops on its own and says what Bayview gives up. The total opens at our bid, and the payment schedule redraws as you go.

Program office and design

Project leads, a survey and room design for every branch, and five years of support.

- In every version. It keeps fourteen installs on one plan with one lead.

In every version

$1,240,000

Self-service and RFID tagging

Checkout stations, returns chutes, security gates and tagging every item, $214,000 a branch.

- Every branch checks out by itself. Staff stop scanning and start helping.

− 14 of 14 +

$2,996,000

Open Plus extended hours

Card-entry doors, cameras, lighting control and an on-call line, $96,000 a branch.

- 10 branches open 7 to 10 a.m. and 6 to 9 p.m. That's 360 more open hours a week across the county.

− 10 of 10 +

$960,000

Maker spaces

Room fit-out, equipment and a year of staffed sessions, $285,000 each.

- Maker spaces at Central, Eastbay, Northgate and Lantern Bay.

− 4 +

$1,140,000

Digital lending platform

One app for print, ebooks and holds, with the library card on your phone.

- One app for the whole county's shelves, holds and ebooks.

Included

$1,180,000

Ebook and audiobook fund

Licenses bought on Bayview's behalf every year, priced per year over five years.

- $250,000 a year buys about 6,579 licenses. Average ebook wait drops to 9 days from 24.

$250,000 a year

$1,250,000

Sorting machines at two hubs

Overnight sorting at Central and Eastbay, with a daily courier loop.

- Returns sorted overnight. Holds reach any branch the next day.

Included

$640,000

Staff training and change support

Twelve hours per staff member before go-live, plus floor support in week one.

- Every staff member trains for twelve hours before their branch goes live.

Included

$394,000

Optional extras, outside our bid

Holds lockers at transit stops

Around-the-clock pickup at a bus or rail stop, $58,000 each.

- Not in our bid. Add one at a busy stop and residents collect holds at any hour.

− 0 +

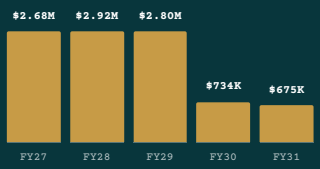
$0

Total, five years, fixed price

$9,800,000

This is our bid as submitted.

Paid by county fiscal year, on milestones



That's **$4.76** per resident per year across Bayview's 412,000 residents.

Reset to our bid

The full bid

$9,800,000

All fourteen branches on self-service, Open Plus at ten, four maker spaces, the platform, and a $250,000 a year fund for ebooks. This is the version that answers all four sentences you wrote.

Set the lines to the full bid

Branches first

$8,730,000

Same base, same install crew, same platform. Two maker spaces instead of four and a $150,000 fund. Residents get the hours and the faster holds, and maker spaces wait for a later budget.

Set the lines to branches first

We'd sign the full bid. The two extra maker spaces sit at Northgate and Lantern Bay, the districts with the fewest after-school places, and the fund is what brings the ebook wait under ten days.

The terms, *in plain words.*

The full contract follows the county's standard form. These are the parts worth reading twice.

01 **Fixed price.** The total you choose is the total you pay. Hardware price rises after signing are ours to carry.

02 **Paid on milestones.** The county pays when a branch goes live and passes its sign-off walk, never in advance.

03 **The county owns everything.** Hardware, patron data and the catalog records belong to Bayview from the day they're installed.

04 **No staff cuts.** Clause 4 bars using this program to remove a library position. Breaking it is grounds to end the contract.

05 **Two closed days per branch.** If an install runs over, we pay the branch's daily operating cost for every extra day.

06 **Five years of support,** with parts replaced inside two business days and a person answering the phone.

07 **A clean exit.** The county can end the contract with 90 days' notice after year two. We hand over every record in open formats.

What we don't know yet.

Kestrel Point and Old Mill

Both buildings are leased. Card-entry doors need the landlords' written yes, so we've left them out of Open Plus until we have it.

Staffing agreement

Open Plus hours are unstaffed by design. Library staff's union should see the plan before the Board votes, and we'll join that meeting.

Network at Marrow Creek

The branch runs on a single consumer line. We've priced a business line, but the county's network team may have a cheaper route.

Fund carry-over

We don't yet know whether unspent ebook fund money can roll into the next fiscal year under county rules.

Every RFP requirement, mapped to an answer

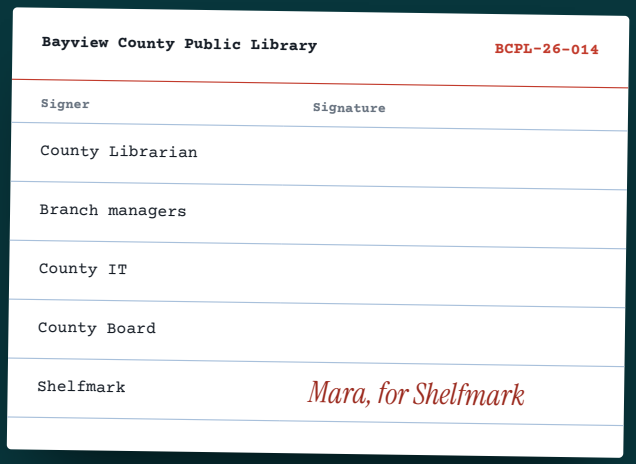
Close

RFP	Requirement	Where we answer it	Status
§1.2	Extend access beyond staffed hours	One Tuesday at Willet Road, Open Plus line	Met
§1.4	Return staff time to programs	County Librarian chapter	Met

Sign *the card.*

If the panel shortlists us, here's what happens next.

1. Shortlist presentation at the Central branch, with a working self-service kiosk you can try.
2. A walk-through of Kestrel Point and Old Mill with both landlords, to settle the two open doors.
3. Board vote, then contract signature and the program office opens at Central on 12 January 2027.



Accept this bid **Download PDF**

Ask us a question

Questions go to Mara, our bid lead, and get an answer within one business day.

A Closewell Studio example. We never share client details, so this proposal is a mockup of how we design.

Shelfmark for Bayview County Public Library, RFP BCPL-26-014

Want one built for your deal? Start a proposal