



Georgia Library Association

<https://gla.georgialibraries.org/>

Request for Proposal Administrative Services

This RFP is to contract a company or individual(s) to provide administrative services for the Georgia Library Association (GLA).

RFP Sent: March 8, 2024

Responses Due: April 8, 2024 by 5:00 PM EST

Send any questions on the RFP to: Ashley Dupuy, adupuy@georgialibraryassociation.org, 470-578-2560

Send proposals to: Ashley Dupuy, adupuy@georgialibraryassociation.org, 470-578-2560

Term for contract: May 1, 2024-May 31, 2026. Contract to be renewed every two years.

This contract is non-exclusive; GLA need not be the contractor's sole client. The contractor may be a member of GLA but may not serve on the GLA Executive Board or receive any other compensation or stipends from GLA. If the contractor is employed by a library, they should confirm non-conflict of interest and requirements for contract work with their employer. Contractor will be reviewed annually for performance.

Georgia Library Association Overview

GLA is a non-profit, volunteer-run organization with over 800 members - librarians, trustees, staff, friends, students, and others - representing libraries of all sizes and types, including school, public, academic, and special. The Georgia Library Association's mission is to provide leadership in empowering and supporting library and information professionals and the diverse library community. GLA promotes professional growth and fosters innovation, creativity, expertise, and advocacy that advances and sustains library services throughout the state of Georgia. GLA is a state chapter of the American Library Association. Please visit our website to see the structure of the organization and to read the bylaws, constitution and Association handbook (<https://gla.georgialibraries.org/>).

Our Members

The Association provides several types of membership with a progressive membership structure based on annual income:

- a. Library Worker - librarian/media specialist, library/media administrator, library staff
- b. Student - library science, media student, or student assistant
- c. Trustee/Friend/Advocate - library trustee, library board member, or friend of the library
- d. Retired - retired member
- e. Supporting - membership which includes a donation to the Association
- f. Sustaining - membership which includes a donation to the Association
- g. Library - library, media center, or other non-profit organization. Membership is for the organization and does not include membership benefits for individual employees.
- h. Corporate - corporation or for-profit organization. Membership is for the corporation and does not include membership benefits for individual employees.
- i. Life membership - an honorary membership bestowed by the Awards Committee to nominees that have contributed significantly to the work of the Association
- j. Affiliate member

Membership Numbers:

As of February 2024, membership numbers broken down by membership type:

- a. Library Worker - 708
- b. Student - 20
- c. Trustee/Friend/Advocate - 7
- d. Retired - 15
- e. Supporting - 3
- f. Sustaining - 0
- g. Library - 9
- h. Corporate - 1
- i. Life membership - 40
- j. Affiliate member - 86

Current Administrative Services

Administrative services for the Association are currently provided by a company. The contractor chosen will be expected to receive documentation and be in communication with the current administrative services team until the transition is complete.

Requirements for Administrative Services:

Essential Services

1. Membership Management

- Manage and support an online membership registration system for membership in GLA and its Divisions, Committees, and Interest Groups including implementing revisions as needed and answering questions from members.
- Process invoices and checks as necessary from the membership, vendors, or donors.

- Supply standardized membership reports to the Board.
- Work with and provide consultation to the Membership Committee on recruitment and retention of members, including but not limited to membership campaigns, membership categories, and processes.
- Provide non-event basic membership support for GLA Divisions, Committees and Interest Groups.

2. Google Workspace

- Manage and support the Association's Google Workspace account including changes to the platform, email management, Google Drive organization, and updates.
- Maintain and update all GLA listservs with current membership from the membership portal on a monthly basis.
- Provide names and contact information for group members of GLA Divisions, Committees and Interest Groups when requested.

3. Administration, Clerical, and Executive Board Support

- Maintain mailing address for Association business.
- Maintain the Member Services GLA email address.
- Respond to and forward correspondence as necessary.
- Answer telephone number for GLA and answer as a GLA representative.
- Communicate with the Board regarding all aspects of the association on a regular basis.
- Participate in any GLA meetings, conferences, or programs as requested by the Board.
- Provide advice and counsel to the Board on matters relevant to non-profit boards, member and board management, or similar matters as necessary to ensure efficient association management and operations.
- Provide administration support for Board activities.
- Provide non-event basic staff support for GLA Divisions, Committees and Interest Groups.

4. Elections

- Administer online ballot process that allows the membership to vote electronically for officers of the Board, divisions, and interest groups.

5. Technology/Website/Communication Services

- Work with the GLA webmaster to update the GLA website.
- Manage member directory, group forums, and editing permissions in the membership portal.
- Manage and update all GLA technology subscriptions including Zoom, Tech Soup, Vimeo, social media, etc.
- Administer any online meetings requested by the organization.
- When provided content and directed by the Board or other association designee, broadcast emails to members as needed.

- Maintain a system to keep records of GLA social media, website, and other necessary account logins and passwords.

6. Bookkeeping and Financial Services

- Provide monthly accounting support for using Quickbooks and other accounting systems as requested by the Board and/or Treasurer.
- Assist the Treasurer and Budget Committee in developing the budget, creating documentation for Board meetings, and maintaining an accurate accounting of income and expenses.
- Facilitate financial audits and reviews including document preparation and correspondence with the auditor.
- Assist in the preparation of the annual budget, financial reports, tax filings, and non-profit registration for the organization, including detailed financial statements, records, or forms.

7. Event Support Services

- Event support services provided by the contractor will include the annual Georgia Libraries Conference, the annual GLA Legislative Lobby Day, GLA Midwinter Conference, GLA Leadership Conference and any other association-wide member events that may be scheduled.
- Support for the conference committee may include: online registration, payment coordination, conference planning, contract maintenance, technology support, scheduling, volunteer coordination, on-site management, vendor relations, and marketing.

Proposal Requirements

Please include the following in your proposal response:

- Overview of your company or yourself including a short bio
- CV or resume
- Detailed description of software, equipment, personnel, and resources you will use to meet the administrative services needs of the organization
- At least three references
- Insurance coverage and bonding of your company if applicable

Budget

GLA expects to pay \$10,000 per year for 300 hours of work or approximately 25 hours per month.

Systems

- Wild Apricot is used for the membership database.
- Google Workspace is used for Association communication and file sharing.
- Zoom is GLA's meeting platform.
- GLA's website is a WordPress site, integrated with Google Calendar and Wild Apricot.

RFP & Project Timeline Details

RFP Sent: March 8, 2024

Responses Due: April 8, 2024 by 5:00 PM EST
Award contract: April 25, 2024
Services begin: May 1, 2024

GLA will interview potential contractors during the month of April 2024. If the contractor is willing to provide some of the services listed above but not all of them, please indicate this in your proposal response.

Thank you for your interest in responding to this RFP with a proposal to perform administrative services for the Georgia Library Association. We look forward to your response.