

the Chapman Group Proposal

Organization:	Rapid City Public Library
Service:	Strategic Thinking, Planning and Implementation (Coloring Outside the Lines)
Date:	To Be Determined
Time:	TBD
Location:	TBD
Fee:	\$10,000 plus expenses and any applicable taxes

Scope of Work – Strategic Thinking * Implementation

Narrative

We propose a multi-phased planning session in which we engage library staff and other committed stakeholders around questions and conversations that matter about how best to address what the term “public library” means in the 21st century and in particular in the Rapid City community.

This multi-phased process would start with the pre-meeting interviews, which would include board members, selected staff, and some members from the community at-large. We would then work with you, or those designated by you, and design the planning day. It is our wish to utilize different and unique design methodologies in order to maximize the ideas and talent of the participants.

These methodologies would include, and are not limited to, hosting the participants in Circle, designing questions and conversations around a World Café and Open Space Technology (OST). These concepts are in keeping with “thinking outside of the box” and “coloring outside the lines.” In phase three, we would generate a summary/report of actions that would be your strategic plan. We also would make recommendation on how to best implement the ideas.

It’s been our experience that while these methodologies may be different they work to help create a more participatory environment encouraging participants to stay fully engaged throughout the entire process. This approach does a few things:

1. It helps the Library begin the process of thinking forward
2. It helps create a community road map for engagement with its library
3. Depending on how you choose to share your work, it heightens a sense of awareness about the library and why and how the work of libraries has and continues to evolve

Although OST lends itself to the participants encouraged topics we will have more specific conversations around the following topics:

- Collections
- Facilities
- Operating Systems

- Public Awareness
- Customer Service/Relations
- Access to Information
- Engaged and Empowered Residents
- Building Partnerships
- Library Culture
- Future Needs
- Staff Training □ Children's Library
- Book exchange programs

Audience

The process highlights a primary and secondary audience:

- Primary audience: Board of Directors, staff of the RC Public Library
- Secondary audience: Those that are being served by the library – the Community

Objectives

The objectives of this strategic planning process is to develop a strategic plan that will build on the success of the RC Public Library's 2013-2015 Plan and to create opportunities to have participants think bigger and differently about what the future potentially holds for library services in Rapid City.

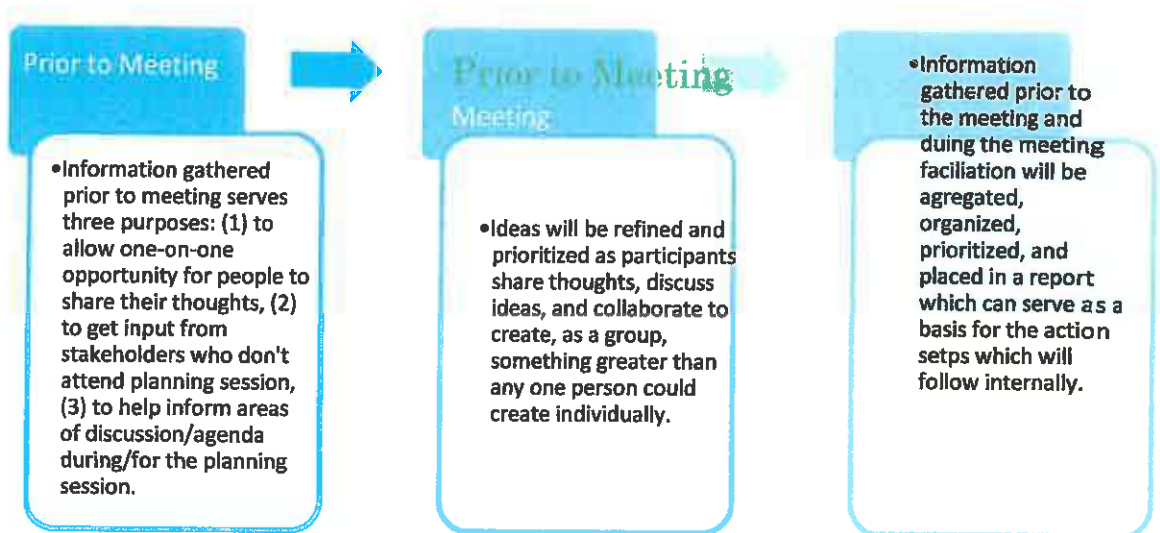
Method

A variety of methods will be used to gather information to assist in the strategic planning process and to facilitate participants' development of the strategic plan.

- Pre-meeting department level strategic planning assessments
- Pre-meeting interviews
- Two-way communication
- SWOT evaluation
- Videos
- Activities
- Circle
- World Café
- Open Space Technology

Summary of Services

The following are the services to be provided for the pre-facilitation preparation, facilitation, and postfacilitation report. The three stages of services are cumulative: each stage builds from information gained during the previous stage.



- Work with staff to understand how the RCPL is currently positioned (e.g., values, core principles, projects, facility, organization).
- Prepare supervisory level strategic planning assessment, distribute to supervisors, collect their responses, and aggregate responses.
- Distribute aggregated supervisor level strategic planning assessments and distribute to participants prior to strategic planning meeting.
- Collaborate with RCPL staff to formulate interview questions.
- Apply a 360° approach to conduct pre-meeting interviews with non-board member stakeholders, board members, and supervisors.
- Aggregate information from interviews to correlate common themes for use in the strategic planning meeting.

Meeting Facilitation

- Facilitate participant's development of a strategic plan.
- Review priorities identified in 2013-2015 strategic planning meeting and successes in achieving those priorities.
- Explore change and transition resulting from those two-years.
- Convene a Circle, conduct a World Café, and use Open Space Technology.
- Discuss, evaluate, and capture the library's strengths, weaknesses, opportunities, and threats.

After the Meeting

- Evaluate and summarize information from pre-meeting interviews and meeting facilitation.
- Prepare final report.
- Submit final report for board approval.

If this proposal is acceptable to you, please sign below and return a copy to me.



Malcom "Chap" Chapman is president and founder of the Chapman Group, an organizational communications-consulting firm that offers retreat facilitation, strategic planning, coaching, seminars, and keynote addresses to organizations and businesses.

He is a former U.S. Marine Corp Officer and he served three terms as Councilman for the City of Rapid City. Chap has worked in professional sales and as a consultant to the Center for Naval Analysis in Washington D.C.

He is an active National League of Cities advocate, participant, and presenter. Chap holds a Masters' Degree in Public Administration and was awarded the

2008 South Dakota Municipal League Excellence in Municipal Government Award. He was recently selected as a 2015-2017 Bush Fellow, around his work in community leadership and capacity building.

Service has been central to Chap throughout his life. His activities with community organizations include; Optimist of the Black Hills, Leadership Rapid City, United Way of the Black Hills, Rapid City Chamber of Commerce, Youth and Family Services, South Dakota Lutheran Social Services Board Member, Friends of South Dakota Public Broadcasting Board Member, National League of Cities University Advisory Board Member, Rapid City Library Foundation, and life memberships in both the Military Officer Association of America and Optimist International. Chap's current priority is to work to further early childhood education, community leadership and affordable housing issues. Chap and his family live in Rapid City, SD



Pamela Teaney Thomas, Thomas Consulting

"All my life is a 'circle', and now I am challenging others and their learning edge to find the sweet spot both individually as well as collectively." An artist, a teacher, a counselor, a speaker and a consultant.....Pam enjoys variety in her life. Each of these areas enhances the other and allows Pam to share with people a unique way of seeing their world.

As an accomplished and dedicated professional, she has become adept in establishing and building community relationships by providing technical assistance and training communities across the country including keynoting a

national conference in Dallas, TX.

Pam received her BA from University of Northern Colorado and her Graduate degree from SDSU. Of her awards, she is most proud of being selected the recipient of the 2011 South Dakota Champion for Children.

Pam is a recent Bush Fellow, attending Harvard's Kennedy School on Leadership. Her two-year research and development of how organizations, businesses and schools can find new ways of becoming better at what they do and engage the people who care.

Pam and her husband, Doug, live in Black Hawk, SD and are proud of their three children. She enjoys art, photography, theatre, skiing and people.

**Rapid City Public Library Board of Trustees
Board Meeting
Monday, January 25, 2016 12:00 p.m.**

The special meeting of the Rapid City Public Library Board of Trustees was called to order by Jessica Olson on January 25, 2016, at 12:19 p.m.

Present by roll call: Jessica Olson, Rod Pettigrew, Maryanne Rohrer, and Robert Pasqualucci. A quorum was present.

Absent: Darla Drew

Additions or corrections to the agenda: None. Motion by Rod Pettigrew, second by Maryanne Rohrer to approve the agenda as presented; no further discussion; motion carried unanimously.

Introduction of Staff: None

Public Comment: Jeremy Altman and Patri Acevedo from AcV2 Architecture introduced themselves and answered questions about their company and what it plans to do for the library in 2016.

CONSENT CALENDAR ITEMS

Minutes & Financial Executive Summary:

Motion by Rod Pettigrew, second by Maryanne Rohrer to approve the consent calendar as amended; discussion followed to remove item 7941 (Evanced); motion carried unanimously.

Motion by Maryanne Rohrer, second by Rod Pettigrew to approve the financial executive summary as amended; no further discussion; motion carried unanimously.

POLICY COMMITTEE

Policy Review:

Motion by Maryanne Rohrer, second by Rod Pettigrew to approve AcV2 fee proposal for \$21,200 for scope of work for re-design and remodel of the first floor of the downtown library; discussion followed; motion carried unanimously.

Motion by Maryanne Rohrer, second by Robert Pasqualucci to approve Malcom Chapman with the Chapman Group for the library's strategic planning and implementation for 2016; discussion followed; motion carried unanimously.

ADJOURN Motion by Rod Pettigrew, second by Maryanne Rohrer to adjourn meeting at 12:40 p.m.; no further discussion; motion carried unanimously.

UPCOMING EVENTS

Board Meeting

Mon. February 8, 12:00 p.m.

County Liaison Quarterly Update (Jul/Aug/Sep &
End of Year Review)

Tues. March 1, 9:00 a.m.