



REPORT TO THE LIBRARY BOARD

MEETING DATE: MAY 23, 2013

Session:	Public Session
Subject:	LPL 2014-2016 Strategic Plan: Progress Report
Prepared By:	Strategic Plan Steering Committee (Josh Morgan, Scott Courtice, Gloria Leckie, Anne Baker, Ellen Hobin, Susanna Hubbard Krimmer, Barb Jessop, Margaret Wilkinson)
Presented By:	Susanna Hubbard Krimmer
Purpose of Report:	For Receipt <input checked="" type="checkbox"/>

RECOMMENDATION:

It is recommended that the Library Board receive this report.

ISSUE/OPPORTUNITY

The purpose of this report is to provide a progress report on the strategic planning process to-date and to announce that Overlap Associates will be the consulting firm that will support Phase Two of the planning process: Community Engagement and Participation.

BACKGROUND & REVIEW

At its meeting of March 28th, 2013, the Library Board approved that London Public Library commence a strategic planning process to create a new three-year Strategic Plan. It also approved the Strategic Theme: *Library Space as Community Place*; along with Guiding Principles and Assumptions to direct the strategic planning work.

Further, the Board approved a planning process and general timelines for the work and asked that Administration undertake next steps to develop milestones and timelines for Phase Two of the planning process: "Engagement and Participation". This was brought back to the Library Board and approved at its meeting of April 18th, 2013.

Next steps approved on April 18th were:

- Creation of a staff research team with the mandate to undertake “Phase One: Research - Best Practices and the World of Opportunities” to support work of the Steering Committee, e.g. identify stakeholders and create contact lists;
- Establishment of a Steering Committee to guide and support the strategic planning process;
- Request for Proposal process to procure the services of a consultant to support the Phase Two of the planning process: Community Engagement and Participation.

The purpose of this report is to provide a progress report on work accomplished on the above next steps.

PROGRESS

Research Team

A Staff Research Team with broad representation was established with the following members: Anne Baker (Project Sponsor), Carolyn Doyle (Project Team Leader), Barb Adams, Leonor DaCosta, Norma Gelinias, Lindsay Harris, Anya Hleba, Colleen Kaloyanis, Jamie Kamula, Dave Mitchell and Lisa Manax Skikos. Ellen Hobin and Margaret Wilkinson will act as team resources. Delilah Deane Cummings, who is overseeing the updating of LPL’s system-wide community mapping, will also serve as a resource. The research team will contribute to the development of the new strategic plan by conducting comprehensive research into best practices and trends relating to public spaces and libraries and identifying innovations and opportunities in the external environment. The team held its first meeting on May 16th and work has begun.

Steering Committee

The Steering Committee was established with the following members: Josh Morgan, Scott Courtice, Gloria Leckie, Anne Baker, Ellen Hobin, Susanna Hubbard Krimmer, Barb Jessop and Margaret Wilkinson.

Consultant Selection Committee

LPL issued a Request for Proposal (RFP) on April 22, 2013 to seek proposals from qualified, experienced firms to support public community engagement and participation in the strategic planning process. An RFP Evaluation Committee was established and the committee’s process included: detailed review of the written submissions using pre-established evaluation criteria; interviews with the shortlisted firm and reference checking. The evaluation criteria included the following:

- Ability to meet the scope of work and all specifications of the RFP document;
- Previous experience in related work;
- Cost; and
- References.

The RFP Committee has selected Overlap Associates as the firm that will provide consulting services to LPL to support the Community Engagement component of the strategic planning process. The CEO is authorized per the *LPL Procurement Policy* to approve, or delegate the approval of, all purchase packages up to \$50,000 in value and thus because the bid was under this threshold, it was approved by the CEO, in consultation with the Strategic Plan Steering Committee, and does not require Board approval.

Strategic Plan Consulting Services

Role of Consultant

To confirm information from previous Board reports, the role of the consultant will be to support the LPL strategic planning process by:

- Designing and undertaking the community engagement process;
- Ensuring that the community is informed, involved and consulted and that there are opportunities for collaboration, as appropriate;
- Ensuring that the process is strategic and innovative;
- Gathering, collating and analyzing information, input, and validation;
- Writing a report to the Steering Committee that provides findings and makes recommendations and presenting this report to the Steering Committee;
- Presenting findings and recommendations to the Library Board.

The LPL stakeholder process will include an extensive staff engagement process. The consultant will not be designing and undertaking the full staff engagement process but will be sharing information and findings from the public consultation process at a system-wide staff strategic planning event.

Overlap Associates

Overlap Associates has cross-sectorial experience having worked with libraries, municipalities, universities, healthcare organizations, foundations and not-for-profit, and corporations, including technology corporations. The firm is known for its fresh and innovative approaches, along with strategic expertise, that achieve transformational results. The engagement approaches include a range of innovative approaches designed to reach current library users and partners along with individuals and groups that do not use LPL. An example includes use of “Street Teams” that will literally “hit the streets” to gather very real insights including those from hard-to-reach citizens and “Stakeholder Labs” in which facilitated lab activities have specific creative and practical outcomes that provide a deeper understanding of insights and community needs.