



Nancy Bolt  
Nancy Bolt & Associates  
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November 3, 2014

Leslie Bednar  
Illinois Heartland Library System  
1704 W Interstate Dr.  
Champaign, IL 61822

Dear Leslie,

Please find enclosed the final proposal for consulting services in support of "A Proposal to Create a Strategic Plan for the Illinois Heartland Library System." NB&A will work with Heartland staff and Board to facilitate the development of a strategic plan that can be used by Heartland to improve current and plan future services and their delivery.

Consultants working on this project are Nancy Bolt, President of NB&A, and Liz Bishoff of the Bishoff Group. We proposed two budgets, one at \$48,554 and a second at \$39,073. The differences in the budget are summarized below.

In Phase 1 (Smart Start Meeting): We offered two options, first, that only one consultant (Nancy Bolt) conduct the Smart Start meeting and the first meeting with the Board and Planning Committee; the second, that both consultants participate in the Smart Start and Board/Planning Committee meeting. You agreed that both consultants participate in these meetings.

In Phase 2 (Member Library and Staff Surveys): We propose that the consultants do the staff survey which will allow staff to provide candidate responses and maintain needed confidentiality. It is our understanding that you agreed with that approach.

For the member survey we offered two options, the first that we do the member survey; the second that the Heartland staff design and conduct the survey with input and advice from Liz and myself. Based on our prior discussion, we do not believe a decision has been made as to who will manage this survey. This contract is prepared to allow for both options and we can revise the contract at a later date. We would like to see this decision made by at the Smart Start meeting in January 2015.

In Phase 6 (Final Plan Presentation): The proposal offers two options for the final plan presentation; one is that we participate in person, and the other that we participate via conference call. We believe that it may be too early to make this decision and we recommend that we leave this part of the proposal the way it is with an option to revise at a later date.

This budget and scope of the project can be amended based on agreement by both parties. NB&A will invoice Heartland at the end of each phase with payment due upon presentation.

Please sign this letter to signify your agreement.

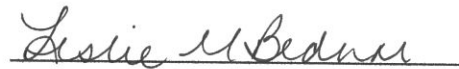
In anticipation of a successful project,

Robert Hofmann, NB&A Treasurer  
On behalf of Nancy Bolt,  
President, Nancy Bolt & Associates



Date: Nov 3, 2014

Leslie Bednar  
Heartland Executive Director



Date: 11-26-14

Sent by Email  
CC: Liz Bishoff