

2018 BOARD WORK PLAN

<p>SERVICES that are customer centric</p>	<p>Act as catalyst for exploration and discovery</p> <ul style="list-style-type: none"> - Intellectual Freedom Framework <p>Provide physical and digital collections that are responsive to customer demands and community needs</p> <p>Enhance the customer experience by leveraging best practices and technology</p>
<p>SPACES for community, collections, and creation</p>	<p>Develop an inclusive, dynamic Central library enabling creation and learning</p> <ul style="list-style-type: none"> - Central Library Development Project (Ottawa Public Library - Library Archives Canada Joint Facility Project) <p>Sustain collaborative and flexible physical spaces across the library system</p> <ul style="list-style-type: none"> - Rosemount branch Renovation - Riverside South branch Design Process <p>Design virtual spaces for creation and sharing</p>
<p>SUCCESS through learning, literacy, and innovation</p>	<p>Strengthen and promote the library's reach and value</p> <p>Foster community partnerships</p> <p>Align library services in support of customer needs</p> <ul style="list-style-type: none"> - Hours of Operation Optimization - Alternative Services Long Term Plan

BEST PRACTICES

- OPL Board Governance and Evaluation:
 - o 2019 – 2022 Strategic Directions and Priorities
 - o OPL Board Rules of Procedure By-Law Review
 - o Senior Succession Plan