

2018 CORPORATE WORK PLAN

A. SERVICES that are customer centric	
i. Act as a catalyst for exploration and discovery	
a) Intellectual Freedom Framework	<p>Description: Undertake a holistic review of the Intellectual Freedom Board position statement and associated administrative policies / practices (with the assistance of third parties as required), with a focus on how these interface with customers, and ensuring appropriate protocols.</p> <p>Objective: Safeguarding the principles of Intellectual Freedom, and rights and freedoms under the Canadian Charter, while balancing the public library's role of offering a welcoming and inclusive space for OPL customers; and adhering to OPL's mission, vision, and values.</p>
ii. Provide physical and digital collections that are responsive to customer demands and community needs	
a) Catchment Area Review	<p>Description: Review of current, and recommendations for future, catchment areas.</p> <p>Objective: Develop and prioritize criteria to be used in determining boundaries and develop a high-level implementation plan for adjustments and service delivery within these areas.</p>
iii. Enhance the customer experience by leveraging best practices and technology	
a) Technology Framework	<p>Description: Complete the development of a long-range technology plan, which identifies the framework for lifecycle maintenance, innovation, and growth.</p> <p>Objective: Ensure OPL has the capacity and funding to maintain and enhance existing and future technology requirements.</p>

B. SPACES for community, collections, and creation

i. Develop an inclusive, dynamic Central Library, enabling creation and learning

a) Ottawa Public Library - Library and Archives Canada Joint Facility Project

Description: Continue to advance planning for the Ottawa Central Library Project.

Objective: Complete the planning phase including final project approvals, and initiation of project implementation (design and construction) phase.

ii. Sustain collaborative and flexible physical spaces across the Library system

a) Rosemount Branch Renovation

Description: Complete the renewal of the Rosemount branch.

Objective: Complete design, tendering and RFP for project. Conduct community engagement through the design phase. Ensure library services are provided via a depot during the duration of the temporary branch closure.

b) Riverside South Branch Design Process

Description: Development of a pre-architectural design for a new branch in Riverside South (Ward 22 Gloucester South Nepean), to be built in conjunction with the City of Ottawa's Recreation, Culture, and Facilities Department.

Objective: Inform critical decisions regarding architectural design of the new facility, including use of joint or shared spaces in the facility, incorporating new collection ideas into planning for this branch.

c) Hours of Operation Optimization

Description: Review and analyse Nanos Report on 2017 Hours of Operation Survey results.

Objective: Review and analyze Nanos Report survey results to develop proposals for revised hours of operation, which best meet customer preferences. May include pilot projects to assess viability of options.

C. SUCCESS through learning, literacy, and innovation	
i.	Strengthen and promote the Library's reach and value There are no CWP items under this priority in 2018.
ii.	Foster community partnerships a) Opioid Response Strategy Description: Develop and implement an OPL response with respect to the increasing use of opioids in Ottawa. Objective: Investigate, develop, and recommend a proposed OPL position and related action plan with regard to a potential illegal opioid overdose at a library facility / service.
iii.	Align Library services in support of customer needs a) Staff Scheduling Description: Review staff scheduling software options and bring forward recommendations to Senior Management. Objective: Review OPL's staff scheduling environment and develop options to identify, evaluate and implement a revised scheduling design, an automated tool, and a revised workflow for employees that aligns itself to available technology to support efficient and effective service delivery. b) Alternative Services Long-Term Plan Description: Complete the development of a multi-year service plan for Alternative Services (Bookmobile, Homebound Services, kiosk). Objective: Review current and future customer needs to determine future service delivery modalities, including total cost and total value of ownership. Ensure identification of sustainable funding of alternative services.

BEST PRACTICES AND GOVERNANCE	
i.	a) Board Evaluation and Governance Action Plan Description: Address Action Plan items emanating from the 2016 Board Governance Evaluation, specifically the development of 2019 – 2022 Strategic Directions and Priorities, and senior succession planning. Objective: Demonstrate continuous improvement in Board performance and overall governance of the Library, as well as ensure that OPL has a qualified pool of candidates to fill senior leadership and CEO positions.