

## 2023 Board and Corporate Work Plans

Strategic Direction	Strategic Priority	Board Work Plan Item	Corporate Work Plan Item	Status
<b>Redesign the Library Experience</b>	Develop a programming strategy;  Define the ideal experience across physical and virtual channels; and,  Create the destination experience for the OPL component of the Ottawa Public Library - Library and Archives Canada Joint Facility	Serve on Ad hoc committee to guide development of service strategies	Develop service strategies, including Ādisōke (Collections, Expertise, Programs, Spaces, and Tools)	In progress
	Define the ideal experience across physical and virtual channels	Serve on Ad hoc committee to guide development of Mobile and Virtual Channel Frameworks	Develop Mobile and Virtual Channel Frameworks	In progress

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	<p>Define the ideal experience across physical and virtual channels; and,</p> <p>Create the destination experience for the OPL component of the Ottawa Public Library - Library and Archives Canada Joint Facility</p>		<p>Plan for Ādisōke, including visitor experience principles and related strategies (e.g., wayfinding, digital access), partner protocols, and various operational planning elements (e.g. facilities, human resources, move management, IT, security, public art, retail, etc.)</p>	In progress
	<p>Define the ideal experience across physical and virtual channels</p>	<p>Serve on Ad hoc committee to guide development of Facilities Master Plan</p>	<p>Develop elements of the Facilities Master Plan, notably the Asset Management Plan and Facilities Framework Gap Analysis &amp; Prioritization</p>	In progress
	<p>Define the ideal experience across physical and virtual channels</p>	<p>Approve a revised Technology Plan</p>	<p>Develop a revised Technology Plan</p>	On hold

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	Define the ideal experience across physical and virtual channels		Plan for East Urban branch	On hold
	Define the ideal experience across physical and virtual channels		Plan for Centennial branch renovations	On hold
	Define the ideal experience across physical and virtual channels		Plan for Riverside South branch	In progress
	Define the ideal experience across physical and virtual channels		Plan for Metcalfe Village branch	In progress
	Define the ideal experience across physical and virtual channels		Plan for Barrhaven branch	In progress

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	Define the ideal experience across physical and virtual channels		Website migration to latest version of content management software	In progress
	Assess the impact of barriers to service		Increase virtual offerings	Complete
	Assess the impact of barriers to service		Assess current digital offerings, identify gaps, and develop a plan to address barriers to digital inclusion	In progress
	Assess the impact of barriers to service		Develop plans for a low-barrier membership card, for people facing barriers to providing identification	In progress
	Assess the impact of barriers to service		Renew and formalize Community Development approach and resources for employees	In progress

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	Assess the impact of barriers to service		Review hours of operation 2022 survey results and update the Board	In progress
	Assess the impact of barriers to service		Develop an inclusion and anti-racism action plan	In progress
	Develop the physical space experience		Implement security enhancement measures	In progress
<b>Build Organizational Capacity</b>	Redesign the employee experience		Develop HR Strategy	In progress
	Redesign the employee experience		Implement staff scheduling software	In progress
	Redesign the employee experience		Establish a formalized peer support network	In progress
	Redesign the employee experience; and  Renew leadership accountability		Develop manager/supervisor training	In progress

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	Renew leadership accountability		Further succession planning, including reorganization (complete) and strengthening organizational culture	In progress
	Renew leadership accountability	Serve on Ad hoc committee to guide the governance review process	Begin the governance review process for the 2023-2026 term of Board	In progress
	Develop data-driven decision-making		Perform an updated risk inventory and mitigation action plan	In progress
<b>Promote OPL's Value</b>	Develop and implement a brand strategy	Serve on Ad hoc committee to advise staff on distinct and compelling brand identity, including engagement components	Develop a brand strategy, including value proposition, messaging, brand guidelines, and visual identity	In progress
	Develop and implement a fundraising plan	Serve on Ad hoc committee to implement fund development strategy	Continue efforts to raise funds to support the Unlock Potential Campaign	In progress

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	Strengthen the Intellectual Freedom program		Develop revised Intellectual Freedom Framework, flowing from the Board statement, to include administrative policies, and staff and trustee training	In progress