MEMO / NOTE DE SERVICE

To / Destinataire	OPLB Trustees
cc:	Library Senior Management Team
From / Expéditeur	Craig Ginther, Division Manager, Service Planning

Subject / Objet	Service Delivery Framework – Implementation Update	**Date:** April 3, 2023

The Board approved the Service Delivery Framework ("the SDF") at its meeting on May 10, 2022 (OPLB-2022-0503). As part of that report, an implementation phase, called "Phase 6," was proposed, and approved. The purpose of this memo is to provide the Board with an update on this phase.

As described in the last update received by the Board at the meeting of October 11, 2022 (OPLB-2022-1011-11.5), there are two distinct phases to completing work on the SDF:

1. **Implementation (Phase 6)**: the next steps are comprised of the tasks identified in Phase 6, and which are outlined in Table 1 below.
2. **Operationalization:** once the activities of Phase 6 are completed, staff will operationalize service development at OPL.

The timelines identified below reflect the depth of work required, as well as the development of the staff team who will oversee the work.

Table 1: Phase 6 (Implementation)

Activity	Recent Progress	Next steps
• Establish a service planning and design department that will lead and implement the SDF.	• Identification of overall team lead and sponsor. • Re-organization to solidify Service Design unit • Budget approval for a temporary position to	• Hire temporary manager and finalize organizational unit.

	oversee the work.	
• Ensure new frameworks, and revisions to existing frameworks, align with the new SDF	• Identification of Content Services Framework and Alternative Services Framework as applicable existing frameworks	• Alternative Services Framework to be renamed "Mobile Framework" • Content Services Framework to be reviewed as the Collections Strategy is developed
• Complete the three (3) Service Channel Frameworks and bring these Frameworks to the Board for approval	• Approval of Facilities Framework. • Initial work on other Frameworks (Mobile & Virtual) • Approval of creation of Ad hoc committee of the Board	• Ad hoc committee to begin meeting in 2023 • Mobile Framework to be tabled at Board meeting in 2023, prior to public engagement • Virtual Framework to be tabled later
• Develop the five (5) Service Strategies, incorporating public engagement where applicable, and bring these Strategies to the Board for approval	• Initial work has begun. • Approval of creation of Ad hoc committee of the Board • Budget approval for consultant for public engagement	• Ad hoc committee to begin meeting in 2023 • Finalize service inventory (as-is state) and perform gap analysis • Plan for public engagement on levels of service provided through channels • Build Service Strategies to reflect public engagement, and bring to Board for approval (timing TBD)
• Keep the Board appraised of progress of SDF implementation	• This memo presents an update	• Next update in Q3 2023

In summary, the Board can expect to receive several documents related to the SDF for consideration, including a general status update in Q3 2023, and the service strategies and frameworks.