



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: March 6, 2024

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 previous reports received by the Board (most recently October 10, 2023, OPLB-2023-1010-10), there are two distinct phases to completing work on the SDF:

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

Table 1: Phase 6 (Implementation)

Activity	Recent Progress	Next steps
<ul style="list-style-type: none"> • Establish a service planning and design department that will lead and implement the SDF 	<ul style="list-style-type: none"> • Identification of overall team lead and sponsor • Re-organization to solidify Service Design unit • Budget approval for a temporary position to oversee the work • Hire temporary manager 	<ul style="list-style-type: none"> • Complete (as previously noted)

<ul style="list-style-type: none"> • Ensure new frameworks, and revisions to existing frameworks, align with the new SDF 	<ul style="list-style-type: none"> • Identification of Content Services Framework and Alternative Services Framework as applicable existing frameworks • Alternative Services Framework to be redeveloped into “Mobile Framework” 	<ul style="list-style-type: none"> • Mobile Framework is being developed using the Alternative Services Framework as a basis • Content Services Framework is being reviewed as the Collections Strategy is developed
<ul style="list-style-type: none"> • Complete the three (3) Service Channel Frameworks and bring these to the Board for approval 	<ul style="list-style-type: none"> • Facilities Framework was approved in 2022 • Initial work on other frameworks (Mobile & Virtual) has begun, including an environmental scan to inform the Mobile Framework • Approval of creation of Ad hoc committee of the Board. Initial meeting has been held 	<ul style="list-style-type: none"> • Ad hoc committee to continue meeting as work progresses • Mobile Framework is in progress. Target for completion: Q3 2024 • Virtual Framework will be started in 2024. Target for completion: Q4 2025 • Public engagement planning is in progress (see below)
<ul style="list-style-type: none"> • Develop the five (5) Service Strategies, incorporating public engagement where applicable, and bring these Strategies to the Board for approval 	<ul style="list-style-type: none"> • Initial work is underway, including outlines and draft definitions for Spaces, Tools and Collections Strategies. Service delivery principles are being developed for these. (Programs and Expertise Strategies will begin in Q2 2024) • Ad hoc committee of the Board has been struck • Service inventory (as-is state) has been finalized and is being used as a reference • Consultant scope of work is being developed 	<ul style="list-style-type: none"> • Ad hoc committee to begin meeting in Q2 2024 • Consultant services to be procured to plan and coordinate public engagement for strategies and frameworks • Staff will continue to develop strategies, incorporating public engagement insights, and bring to Board in Q1 2025

<ul style="list-style-type: none">• Keep the Board apprised of progress of SDF implementation	<ul style="list-style-type: none">• This memo presents an update	<ul style="list-style-type: none">• Next update in Q3 2024
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In summary, the Board can expect to receive several documents related to the SDF for consideration, including another status update in Q3 2024, and the service strategies and frameworks in 2025.