

2024 Board and Corporate Work Plans

Strategic Direction	Strategic Priority	Board Work Plan Item	Corporate Work Plan Item	Status
Redesign the Library Experience	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)	Serve on Ad hoc committee to guide development of Service Channel Frameworks	Develop Mobile and Virtual Frameworks	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)	Serve on Ad hoc committee to guide development of Facilities Master Plan	Develop the Asset Management Plan	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)	Approve a revised Technology Plan	Develop a revised Technology Plan	On hold
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Plan for East Urban branch	On hold

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	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Plan for Centennial branch renovations	On hold
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Plan for Riverside South branch	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Plan for Metcalfe Village branch	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Plan for Barrhaven branch	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Website migration to latest version of content management software	In progress

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	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Review of rural branch hours for potential standardization within existing budget envelope	In progress
	Define the ideal client experience across service channels (branches/facilities, virtual, and mobile)		Provide tools and supports for employees in an evolving work environment	In progress
	Develop the service strategies (programs, tools, expertise, collections, spaces)	Serve on Ad hoc committee to guide development of service strategies	Develop service strategies, including Ādisōke (Collections, Expertise, Programs, Spaces, and Tools)	In progress
	Create the destination experience for the Central branch at Ādisōke		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.)	In progress
	Identify and address barriers to service		Assess current digital offerings, identify gaps, and develop a plan to address barriers to digital inclusion	In progress

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	Identify and address barriers to service		Develop Accessibility Plan	In progress
Build Organizational Capacity	Enhance the employee experience		Develop HR Strategy	In progress
	Enhance the employee experience		Implement staff scheduling software	In progress
	Enhance the employee experience		Establish a formalized peer support network	In progress
	Foster leadership accountability		Strengthen organizational culture	In progress
	Foster 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
	Foster leadership accountability		Update the OPL Emergency Plan to align with incident management roles and build in flexibility	
	Increase data-driven decision-making		Re-develop the use of Enhanced Risk Management to inform decisions and prioritize the most important, impactful, and likely risks facing the corporation	In progress

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Demonstrate the Value of OPL	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 potentially a new or updated OPL visual identity (logo, colours, tag line, etc.).	In progress
	Advance fund development	Serve on Ad hoc committee to implement fund development strategy	Continue efforts to raise funds to support the Unlock Potential Campaign	In progress
	Strengthen community relationships and advocacy		Renew and formalize Community Development approach and resources for employees	In progress
	Integrate an ongoing commitment to intellectual freedom into all OPL activities		Develop revised Intellectual Freedom Framework, flowing from the Board statement, to include administrative policies, and staff and trustee training	In progress