

**MEMO / NOTE DE SERVICE****To / Destinataire** OPLB Trustees**cc:** Sonia Bebbington, Chief Librarian and CEO**From / Expéditeur** Sarah Macintyre, Division Manager, Client Services**Subject / Objet** Content Services Framework**Date:** April 16 2024

The purpose of this Memo is to provide trustees with an update regarding the Content Services Framework.

**Context**

When the Content Services Framework was approved in 2020, the disposition in the Report (OPLB-2020-0304) indicated: "The next review period will take place in Year 2 of the next term of the Board (2024)."

When the Service Delivery Framework (SDF) was brought to the Board in 2022, we included plans to develop Service Strategies, including specifically a Collections Strategy intended to be approved by the Board at a subsequent date. When the SDF Report (OPLB-2022-0503) was approved, the disposition indicated that staff will: "Ensure new frameworks, and revisions to existing frameworks, align with the new SDF."

On March 6, 2024, trustees were provided with a memo from Craig Ginther, Division Manager, Service Planning, indicating that initial work on the Collections Strategy is underway.

**Update / Implications**

When the Content Services Framework was developed, the SDF did not exist.

As noted above, the Collections Strategy is being developed this year. After it has been developed, we will review the Content Services Framework with an eye to aligning this document with the SDF and the Collections Strategy. Because work on the Collections Strategy will be ongoing in 2024, we will be unable to meet the timeline indicated in the disposition of the Content Services Framework report (Year 2 of the next term of the Board).

As such, the next review of the Content Services Framework will occur in 2025 (Year 3 of the next term of the Board). This new timeline allows for alignment with the SDF.

**Next steps**

In summary, the Board can expect to receive information about the Content Services Framework review in 2025.

For any questions, please feel free to contact me.

Sarah Macintyre

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