

MEMO / NOTE DE SERVICE



To / Destinataire OPL Board Trustees

cc: Library Senior Management Team

From / Expéditeur Myra Skaronski, Division Manager, Branch Services

Subject / Objet Mobile Framework & Bookmobile Services update **Date:** June 19, 2024

The purpose of this memo is to provide trustees with an update on the status of the Mobile Framework, and an update on Bookmobile Services temporary schedule modifications.

Context

Over the last 12 months, the Alternative Services department (called hereafter Mobile Services, and comprising of Bookmobile, Kiosk, and Homebound Services) has experienced unexpected and ongoing operational pressures and challenges which negatively impact OPL's ability to deliver reliable, dependable, and consistent service. Challenges include staffing shortages, equipment or mechanical malfunctions, and deviations from established procedures.

I'm pleased to share that improvements to workflow, priorities, and staffing have significantly improved the reliability and dependability of mobile services in 2024, particularly Bookmobile Services.

For instance, in late 2023 we increased the staffing complement, allowing staff to backfill immediately for unplanned absences and resume a more proactive vehicle maintenance schedule. Operational practices have also been streamlined, including more agile distribution of tasks among team members. Staff also resumed the pre-pandemic practice of providing services in partner spaces when a Bookmobile vehicle is unavailable, to continue to provide valuable access to collections and expertise despite mechanical challenges.

The combination of these changes (and some help from favorable weather conditions) led to an 83% decrease in temporary adjustments (including cancellations and modifications) from January to June 16, 2024, compared to the same period in 2023. In the first half of 2024, OPL clients have experienced one (1) cancellation of a bookmobile stop and seven (7) modifications, compared to 37 cancellations and nine (9) modifications for the same period in 2023. Further, of the seven modifications in 2024, only two resulted in reduced service hours, with five (5) retaining full-service hours for clients through partner spaces.

Additional details are included in **Table 1**.

Table 1: Bookmobile Service temporary schedule modifications – January to June 16, 2023 and 2024

2023 Jan-June (46 changes)	Mechanical	Staffing	Weather	Parking	TOTAL
Cancellations	10	20	6	1	37
Modifications: partial service hrs	5	4	0	0	9

2024 Jan-June (8 changes)	Mechanical	Staffing	Weather	Parking	TOTAL
Cancellations	1	0	0	0	1
Modifications: partial service hrs	1	1	0	0	2
Modifications: full service hrs retained	3	0	1	1	5

Mobile Framework

In the March 6, 2024, memo to trustees, “Service Delivery Framework Update,” staff indicated that the Mobile Framework will be tabled in Q4 2024. The Framework was subsequently included in the 2024 Board Work and Corporate Plans at the April 2024 Board meeting.

Management attention to operational matters described earlier in this memo has resulted in delayed progress on the strategic planning for the Mobile Framework.

Recognizing the need to focus on both strategic and operational matters simultaneously, staff intend to hire temporary support to provide dedicated attention to the development of a renewed Mobile Framework.

Next steps

Staff will share any updates on the timeline for the Mobile Framework with trustees via a subsequent memo to the Board, as required. Meetings of the Service Framework Ad hoc Committee are expected to resume in July.

Please feel free to contact me with any questions.

Myra Skaronski

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