

## 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:** December 27, 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, staff were directed to implement “Phase 6.” Since 2022, staff have provided several updates to the Board regarding Phase 6, including most recently on March 6, 2024. The purpose of this memo is to provide the Board with an update on this phase, contained in the “Recent Progress” and “Next Steps” columns of Table 1 below.

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"> <li>• Establish a service planning and design department that will lead and implement the SDF.</li> </ul>	<ul style="list-style-type: none"> <li>• Completed in 2023</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure new frameworks, and revisions to existing frameworks, align with the new SDF.</li> </ul>	<ul style="list-style-type: none"> <li>• Alternative Services Framework redeveloped into Draft “Mobile Framework”.</li> </ul>	<ul style="list-style-type: none"> <li>• Content Services Framework to be redeveloped after Collections Strategy is complete.</li> </ul>
<ul style="list-style-type: none"> <li>• Complete the three (3) Service Channel Frameworks and bring these to the Board for approval.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources allocated to the Mobile Framework, as reported to the Board in a June 19, 2024 memo.</li> <li>• Draft Mobile Framework developed.</li> <li>• Initial work on Virtual Framework continues.</li> <li>• Service Framework Ad hoc Committee met throughout 2024.</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile Framework anticipated in 2025.</li> <li>• Virtual Framework anticipated in 2025.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop the five (5) Service Strategies, incorporating public engagement where applicable, and bring these Strategies to the Board for approval.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff working groups for all five Service Strategies met throughout 2024.</li> <li>• Service Strategy Ad hoc Committee met throughout 2024.</li> <li>• Service inventory (as-is state) continues to be used as a reference.</li> <li>• Public engagement conducted from September to December 2024, and final report received.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff will continue to develop Service Strategies, incorporating public engagement insights, and bring to Board in 2025.</li> </ul>
<ul style="list-style-type: none"> <li>• Keep the Board apprised of progress of SDF implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• This memo presents an update.</li> </ul>	<ul style="list-style-type: none"> <li>• Next update to follow in 2025, if required pending the completion of Phase 6</li> </ul>

In summary, the Board can expect to receive several documents related to the SDF for consideration, and the delivery of the Service Strategies and Frameworks for approval in 2025.