			Board Work Plan	Corporate Work Plan			
ltem	Strategic Direction	Strategic Priority	Item	Item	2024 actions	2025 actions	Status
					Approved Asset	Update Asset	
		Define the ideal client		Develop the Asset	Management Plan and	Management Plan and	
	Redesign the Library	experience across service	Guide development of	Management Plan and	Development Charges	develop Facilities Master	
1.1	Experience	channels	Facilities Master Plan	Facilities Master Plan	Project List	Plan	In progress
		Define the ideal client				Initiate revisions, starting	
	Redesign the Library	experience across service	Approve a revised	Develop a revised	Pending development of	with five-year technology	
1.1	Experience	channels	Technology Plan	Technology Plan	service strategies	roadmap	In progress
					Work with the City of	Complete architect	
		Define the ideal client			Ottawa to finalize land	procurement process and	
	Redesign the Library	experience across service		Plan for Riverside South	acquisition; initiate RFP	initiate public engagement	
1.1	Experience	channels		branch			In progress
		Define the ideal client			Work with the City of	Develop a feasibility study	
	Redesign the Library	experience across service			Ottawa regarding project	with conceptual design	
1.1	Experience	channels		Plan for Barrhaven branch	scope and timelines	options.	In progress
		Define the ideal client					
	Redesign the Library	experience across service		Plan for East Urban	On hold pending outcome	Pending outcome of	
1.1	Experience	channels		branch	of Facilities Master Plan	Facilities Master Plan	On hold
		Define the ideal client					
	Redesign the Library	experience across service		Plan for Metcalfe Village	On hold pending outcome	Pending outcome of	
1.1	Experience	channels		branch	of Facilities Master Plan	Facilities Master Plan	On hold
		Define the ideal client					
	Redesign the Library	experience across service			On hold pending outcome	Pending outcome of	
1.1	Experience	channels		renovations	of Facilities Master Plan	Facilities Master Plan	On hold
		Define the ideal alient		Mahaita minuation to latest			
	Dedeelan the Library	Define the ideal client		Website migration to latest			
	Redesign the Library	experience across service		version of content		Complete migration	
1.1	Experience	channels		management software	Begin migration process	process	In progress
				Review of rural branch			
				hours for			
		Define the ideal client		potential standardization			
	Redesign the Library	experience across service		within		l	
1.1	Experience	channels		existing budget envelope	Expansion of rural hours	N/A	Complete

			Board Work Plan	Corporate Work Plan			
tem	Strategic Direction	Strategic Priority	ltem	Item	2024 actions	2025 actions	Status
				Provide tools and supports			
				for			
		Define the ideal client		employees in an evolving			
	Redesign the Library	experience across service		work	Developed and launched		
	Experience	channels		environment		N/A	Complete
		Define the ideal client		Audit of privacy	5 5		
	Redesign the Library	experience across service		procedures and practices			
	Experience	channels		· ·	N/A	Initiate audit	NEW
		Define the ideal client	Guide development of			Approval of Mobile	
	Redesign the Library	experience across service	Service Channel	Develop Mobile and Virtual	Drafting of Mobile	Framework; drafting of	
1.1	Experience	channels	Frameworks	Frameworks	Framework	Virtual Framework	In progress
	Redesign the Library	Develop the service	Guide development of			Approval of service	
1.2	Experience	strategies	Service Strategies	Develop service strategies	Drafting of strategies	strategies	In progress
				Plan for Ādisōke, including	Approved visitor		
		Create the destination		visitor experience	experience principles and		
	Redesign the Library	experience for the Central		principles and related	service plan for the Central	Approval of service	
1.3	Experience	branch at Ādisōke		strategies	branch at Ādisōke	strategies	In progress
		Renew and formalize a			Adopted a formal	Apply the CD approach;	
	Redesign the Library	community development		Formalize community	community development	run the Priority	
1.4	Experience	approach		development approach	approach	Neighbourhood Project	Complete
				Assess current digital	Planning and delivery re.		
				offerings, identify gaps,	removal of WiFi login		
				and develop a plan to	requirements and		
	Redesign the Library	Identify and address		address barriers to digital	expansion of Chromebook		
	Experience	barriers to service		inclusion	•	N/A	Complete
	Redesign the Library	Identify and address			Initiated planning for audit		Complete
	Experience	barriers to service		Develop Accessibility Plan		Complete audit	In progress
					· · ·	· ·	
					Identification of staffing	Finalize detailed staffing	
					complement (Phase 1) for	needs, confirm recruitment	
					the Central branch at	timeline, update training	
	Build Organizational	Enhance the employee			Ādisōke (part of Board-	program, and plan for	
2.1	Capacity	experience		Develop HR Strategy	approved service plan)	onboard in 2026	In progress

Build Organizational CapacityFoster leadership accountabilitygovernar process2.2Build Organizational CapacityFoster leadership accountabilityImage: Capacity2.2Build Organizational Build OrganizationalFoster leadership accountabilityApprove agreeme	Li s E p S	Implement automated staff scheduling software Establish a formalized peer support network Strengthen organizational	2024 actions Project re-launch (delayed since 2020) Revised item and combined with "tools to support employees" (complete) Acclimate staff to new leadership competencies in advance of	Expected completion	Status In progress Complete
2.1 Capacity experience Build Organizational Enhance the employee experience	s E p S	scheduling software Establish a formalized peer support network Strengthen organizational	since 2020) Revised item and combined with "tools to support employees" (complete) Acclimate staff to new leadership competencies	N/A Work with the City to	
Build Organizational Enhance the employee experience 2.1 Capacity Build Organizational Foster leadership accountability 2.2 Capacity Build Organizational Foster leadership accountability Build Organizational Foster leadership accountability Build Organizational Foster leadership accountability 2.2 Capacity Build Organizational Foster leadership accountability 2.2 Capacity Build Organizational Foster leadership accountability 2.2 Capacity Build Organizational Foster leadership accountability Build Organizational Foster leadership accountability Build Organizational Foster leadership accountability	E p s	Establish a formalized peer support network Strengthen organizational	Revised item and combined with "tools to support employees" (complete) Acclimate staff to new leadership competencies	N/A Work with the City to	
2.1 Capacity experience Build Organizational Foster leadership 2.2 Capacity Guide the governar Build Organizational Foster leadership 2.2 Capacity Guide the governar Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership Approve Approve Build Organizational Foster leadership	p s	Establish a formalized peer support network Strengthen organizational	combined with "tools to support employees" (complete) Acclimate staff to new leadership competencies	Work with the City to	Complete
2.1 Capacity experience Build Organizational Foster leadership 2.2 Capacity Guide the accountability Build Organizational Foster leadership 2.2 Capacity Guide the governant accountability Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership Approve Approve Build Organizational Foster leadership	p s	Establish a formalized peer support network Strengthen organizational	support employees" (complete) Acclimate staff to new leadership competencies	Work with the City to	Complete
2.1 Capacity experience Build Organizational Foster leadership 2.2 Capacity Guide the governar Build Organizational Foster leadership 2.2 Capacity Guide the governar Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership 2.2 Capacity Foster leadership Build Organizational Foster leadership Approve Approve Build Organizational Foster leadership	p s	peer support network Strengthen organizational	(complete) Acclimate staff to new leadership competencies	Work with the City to	Complete
2.2Build Organizational CapacityFoster leadership accountabilityGuide the governar process2.2Build Organizational CapacityFoster leadership accountabilityGuide the governar process2.2Build Organizational CapacityFoster leadership accountabilityGuide the governar process2.2Build Organizational CapacityFoster leadership accountabilityApprove agreeme	s	Strengthen organizational	Acclimate staff to new leadership competencies	Work with the City to	Complete
2.2 Capacity accountability 2.2 Capacity Guide the governant accountability 2.2 Capacity Foster leadership accountability 2.2 Capacity Foster leadership accountability 2.2 Build Organizational Capacity Foster leadership accountability 2.2 Build Organizational Capacity Foster leadership accountability 3.2 Build Organizational Capacity Foster leadership accountability		Strengthen organizational	leadership competencies	, , , , , , , , , , , , , , , , , , ,	
2.2 Capacity accountability 2.2 Capacity Guide the governant process 2.2 Capacity Foster leadership accountability Guide the governant process 2.2 Capacity Foster leadership accountability Foster leadership accountability 2.2 Build Organizational Capacity Foster leadership accountability Approve agreeme Build Organizational Foster leadership accountability Approve agreeme		Strengthen organizational	leadership competencies	, , , , , , , , , , , , , , , , , , ,	
2.2 Capacity accountability 2.2 Guide the governant accountability Guide the governant process 2.2 Capacity Foster leadership accountability Guide the governant process 2.2 Build Organizational Capacity Foster leadership accountability Approve agreeme 2.2 Build Organizational Capacity Foster leadership accountability Approve agreeme		Strengthen organizational			
2.2 Capacity accountability 2.2 Guide the governant accountability Guide the governant process 2.2 Capacity Foster leadership accountability Guide the governant process 2.2 Build Organizational Capacity Foster leadership accountability Approve agreeme 2.2 Build Organizational Capacity Foster leadership accountability Approve agreeme		5 5		specific training programs	
Build Organizational Foster leadership Guide the governar process 2.2 Capacity Foster leadership process Build Organizational Foster leadership Process 2.2 Capacity Foster leadership Process Build Organizational Foster leadership Process			implementation in 2025		Ongoing
Build Organizational Capacity Foster leadership accountability governar process 2.2 Build Organizational Capacity Foster leadership accountability Image: Capacity 2.2 Build Organizational Build Organizational Build Organizational Foster leadership accountability Approve agreeme					
Build Organizational Foster leadership governar 2.2 Capacity accountability process Build Organizational Foster leadership accountability process 2.2 Build Organizational Foster leadership accountability Build Organizational Foster leadership Approve Build Organizational Foster leadership Approve	E	Begin the mid-term			
Build Organizational Foster leadership governar 2.2 Capacity accountability process Build Organizational Foster leadership accountability process 2.2 Capacity Foster leadership accountability Build Organizational Foster leadership Approve Build Organizational Foster leadership Approve		governance review			
2.2 Capacity accountability process 2.2 Build Organizational Foster leadership accountability 2.2 Capacity Foster leadership Approve Build Organizational Foster leadership Approve	5	process for the 2023-2026	Approved updated		
Build Organizational Foster leadership 2.2 Capacity accountability Build Organizational Foster leadership Approve agreeme			Governance Action Plan	N/A	Complete
2.2 Capacity accountability Approve Build Organizational Foster leadership agreeme					
2.2 Capacity accountability Approve Build Organizational Foster leadership agreeme	ι	Update the OPL			
2.2 Capacity accountability Approve Build Organizational Foster leadership agreeme	E	Emergency Plan to align			
Approve Build Organizational Foster leadership agreeme	v	with incident management	Developed updated OPL		
Build Organizational Foster leadership agreeme	r	roles and build in flexibility	Emergency Plan	N/A	Complete
Build Organizational Foster leadership agreeme	written F	Formalize relationship			
		between City of Ottawa			
	nd City Council a	2	N/A	Develop written agreement	NFW
	F	Re-develop the use of		Comprehensive review of	
Build Organizational Increase data-driven	E	Enhanced Risk	Review of ERM processes	risk register including	
2.3 Capacity decision-making		Management	and training for LSMT	tolerance assessment	In progress
Advise st	N		Approved Phase 1 of		
			Branding Strategy	Approval of Phases 2 and	
3.1 of OPL brand strategy identity	staff on distinct		including engagement		In progress

tem	Strategic Direction		Board Work Plan Item	Corporate Work Plan Item	2024 actions	2025 actions	Status
			Support	Continue efforts to raise	Exceeded 2024 goal of		
	Demonstrate the Value	Advance fund	implementation of fund		\$2M in pledges, with a		
		development	•	Unlock Potential campaign		Confirm \$3M in pledges	
3.2		development	development strategy			Commin \$5M in piedges	In progress
				Renew and formalize			
				Community Development	Combined with "formalize		
				approach and resources	community development		
				for employees	approach" and completed	N/A	Complete
						Work with CULC partners	
		Strengthen community				to confirm study	
	Demonstrate the Value	relationships and				methodology; coordinate	
3.3	of OPL	advocacy		Conduct impact study	N/A	OPL client participation	NEW
				Develop revised			
				Intellectual Freedom			
				Framework, flowing from			
		Integrate an ongoing		the Board statement, to	Launch of administrative		
		commitment to intellectual		include administrative	policies and training; Close-		
	Demonstrate the Value	freedom into all OPL		policies, and staff and	Out Report; Freedom to	Draft public awareness	
3.4	of OPL	activities		trustee training	Read Week activities	campaign	Ongoing