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

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

Item	Strategic Direction	Strategic Priority	Board Work Plan Item	Corporate Work Plan Item	2024 actions	2025 actions	Status
2.1	Build Organizational Capacity	Enhance the employee experience		Implement automated staff scheduling software	Project re-launch (delayed since 2020)	Expected completion	In progress
2.1	Build Organizational Capacity	Enhance the employee experience		Establish a formalized peer support network	Revised item and combined with "tools to support employees" (complete)	N/A	Complete
2.2	Build Organizational Capacity	Foster leadership accountability		Strengthen organizational culture	Acclimate staff to new leadership competencies in advance of implementation in 2025	Work with the City to launch competency-specific training programs and supports	Ongoing
2.2	Build Organizational Capacity	Foster leadership accountability	Guide the mid-term governance review process	Begin the mid-term governance review process for the 2023-2026 term of Board	Approved updated Governance Action Plan	N/A	Complete
2.2	Build Organizational Capacity	Foster leadership accountability		Update the OPL Emergency Plan to align with incident management roles and build in flexibility	Developed updated OPL Emergency Plan	N/A	Complete
2.2	Build Organizational Capacity	Foster leadership accountability	Approve written agreement between OPLB and City Council	Formalize relationship between City of Ottawa and OPL	N/A	Develop written agreement	NEW
2.3	Build Organizational Capacity	Increase data-driven decision-making		Re-develop the use of Enhanced Risk Management	Review of ERM processes and training for LSMT	Comprehensive review of risk register including tolerance assessment	In progress
3.1	Demonstrate the Value of OPL	Develop and implement a brand strategy	Advise staff on distinct and compelling brand identity	Develop a brand strategy	Approved Phase 1 of Branding Strategy including engagement	Approval of Phases 2 and 3 of Branding Strategy	In progress

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3.2	Demonstrate the Value of OPL	Advance fund development	Support implementation of fund development strategy	Continue efforts to raise funds to support the Unlock Potential campaign	Exceeded 2024 goal of $2M in pledges, with a result of $2.6M	Confirm $3M in pledges	In progress
				Renew and formalize Community Development approach and resources for employees	Combined with "formalize community development approach" and completed	N/A	Complete
3.3	Demonstrate the Value of OPL	Strengthen community relationships and advocacy		Conduct impact study	N/A	Work with CULC partners to confirm study methodology; coordinate OPL client participation	NEW
3.4	Demonstrate the Value of OPL	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	Launch of administrative policies and training; Close-Out Report; Freedom to Read Week activities	Draft public awareness campaign	Ongoing