

Document 2: OPL Service Commitments

Service Categories	Service Channels ->	Facility Channel				Mobile Channel	Virtual Channel
		Central Branch	District Branches	Local Branches	Rural Branches		
Collections	English Children's Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have	Will have	Will have
	English Teen Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have	Will have	Will have
	English Adult Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have	Will have	Will have
	French Children's Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have	Will have	Will have
	French Teen Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have *	Will have	Will have
	French Adult Collection (fiction, non fiction, etc.)	Will have	Will have	Will have	Will have *	Will have	Will have
	Other formats and types of collections (films, music, games, etc)	Will have	Will have	Will have	Will have	Will have	Will have
	Specific collections that are not transferable to other locations (i.e. Chromebooks, Access Passes, Telescopes)	Will have	Will have	Will have	Will have	Will have	N/A
	Accessible Collection (Large print, DAISY, Braille, etc)	Will have	Will have	Will have	Will have	Will have	N/A
	Language-Learning Collections (ESL, FSL, etc.)	Will have	Will have	Will have	May have	May have	Will have
	Indigenous languages collections (Inuit, etc.)	Will have	Will have *	May have	May have	May have	Will have
	Multilingual collections (Arabic, etc.)	Will have	Will have	May have	May have	May have	Will have
	Musical Instruments / Creative Space Equipment to Borrow that is not transferable to other locations	Will have	Will have *	Will not have	Will not have	May have	N/A
	Local History (Living Ottawa & Family History) services	Will have	Will not have *	Will not have *	Will not have *	Will not have	N/A
Expertise	Active offer of services in French (simple sentences to connect them with someone who can help)	Will have	Will have	Will have	Will have	Will have	Will have
	Services for all ages in English (general reference)	Will have	Will have	Will have	Will have	Will have	Will have
	Services for all ages in French (general reference)	Will have	Will have *	May have	May have	Will have	Will have
	Knowledge of community services for client referral	Will have	Will have	Will have	Will have	Will have	Will have
	Dedicated support accessing OPL collections, programs, spaces, and tools	Will have	Will have	Will have	Will have	Will have	Will have
	Other general support as availability permits and by appointment	Will have	Will have	Will have	Will have *	Will have *	Will have
	Collaboration with community services	Will have	Will have	Will have	Will have *	Will have *	May have
	Specialized support for unique collections, programs, spaces, and tools	Will have	Will have	May have	May have	May have	May have
Programs	Local History (Living Ottawa & Family History) services	Will have	Will not have *	Will not have	Will not have	Will not have	May have
	Language & Literacy Program - Juv EN	Weekly	Weekly	Weekly	Monthly *	Annually *	Annually *
	Language and Literacy Program - Teen EN	Weekly	Monthly *	Monthly *	Quarterly *	Annually *	Annually *
	Language and Literacy Program - Adult EN	Weekly	Monthly *	Monthly *	Quarterly *	Annually *	Annually *
	Language and Literacy Program - Juv FR	Weekly	Weekly *	Weekly *	Monthly *	Annually *	Annually *
	Language and Literacy Program - Teen FR	Weekly	Monthly *	Monthly *	Quarterly *	Annually *	Annually *
	Language and Literacy Program - Adult FR	Weekly	Monthly *	Monthly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Juv EN	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Teen EN	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Adult EN	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Juv FR	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Teen FR	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
	Life Skills and/or Creativity & Leisure Program - Adult FR	Weekly	Monthly *	Quarterly *	Quarterly *	Annually *	Annually *
Specialized programs for unique collections, spaces, and tools	Monthly	Quarterly *	May have	May have	May have	N/A	
Spaces	Collections Spaces (ex: book shelves and display furniture)	Dedicated	Dedicated	Dedicated	Dedicated	Dedicated	Dedicated
	Expertise Spaces (ex: staff hubs and touchpoint desks)	Dedicated	Dedicated	Dedicated	Dedicated	Flexible	N/A
	Programs Spaces (ex: rooms or areas to hold events)	Dedicated	Dedicated	Dedicated *	Flexible	N/A	N/A
	Tools Spaces (ex: computer area or printer area)	Dedicated	Dedicated	Dedicated *	Flexible	N/A	N/A
	Collaborative spaces (ex: area with tables for group work)	Dedicated	Dedicated	Flexible	Flexible	N/A	N/A
	Individual Spaces (ex: study carrels)	Dedicated	Dedicated	Flexible	Flexible	N/A	N/A
	Creative Spaces (ex: Imagine Space)	Dedicated	Dedicated *	Will not have	Will not have	N/A	N/A
	Spaces for shared/partner use (ex: community offices)	Dedicated	Flexible *	Will not have	Will not have	N/A	N/A
Tools	Computers & Internet access (ex: desktops or laptops)	Increased	Increased	Increased	Baseline	May have	N/A
	Printing/copying resources (ex: printer/scanner/copier)	Increased	Increased	Increased	Baseline	Will not have	N/A
	General Creative Tools (ex: Lego wall, craft supplies, puzzles)	Increased	Increased	Baseline	Baseline	May have	May have
	Dedicated Creative Space Tools (ex: 3D printer)	Will have	Will have *	Will not have	Will not have	May have	N/A

Legend	
Will have :	Clients can expect to find some amount of the service
May have:	Clients should not expect the service, but it's possible, depending on community need
Will not have:	Clients should not expect this service
Weekly:	Clients can expect this service at least once per week
Monthly:	Clients can expect this service at least once per month
Quarterly:	Clients can expect this service at least once per quarter
Annually:	Clients can expect this service at least once per year
Dedicated:	Clients can expect a space built to serve a single purpose
Flexible:	Clients can expect a space built to serve multiple purposes
Baseline:	Clients can expect a baseline level of tools (quantity, variety)
Increased:	Clients can expect an increased level of tools (more quantity, or more variety) relative to the baseline
N/A:	Not applicable
* :	Does not reflect current service model. Aim to reach service commitment at the end of 5 years.