



Mobile Framework

(draft presented to the OPL Board in February 2026)

A Guide to Mobile Service Delivery

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Introduction and Strategic Context

Ottawa Public Library (“OPL” or “the Library”) services are guided by legislative requirements, the OPL Strategic Plan, and the OPL Service Delivery Framework (SDF).

The *Public Libraries Act, RSO 1990, c.P.44* (“the *PLA*”) requires all libraries in Ontario to provide residents with the ability to “reserve and borrow circulating materials” and “use reference and information services” for free.

OPL’s Strategic Plan affirms OPL’s vision to build community and transform lives, and its mission to inspire learning, spark curiosity, and connect people. These commitments are grounded in the core values of community, inclusion, integrity, intellectual freedom, and literacy.

OPL’s SDF outlines the Library’s public services and how residents can access them. Offerings are organized into five service categories: collections, expertise, programs, tools, and spaces, each supported by a Service Strategy. Collections and expertise are designated essential services, because they are legislatively required to be provided for free under the *PLA*. Programs, tools, and spaces are core OPL services that reflect contemporary community expectations of a modern public library. In periods of operational constraint, collections and expertise are prioritized. The SDF further identifies three channels through which services are delivered: facilities, mobile, and virtual.

The Mobile Framework provides an objective and transparent process for determining the deployment of mobile services across the city. It outlines which mobile services are offered to residents in urban, suburban, and rural neighbourhoods.¹ The mobile channel plays a key role within OPL given Ottawa’s unique mix of neighbourhood types, resident needs, and existing OPL facilities.

Definition and Scope

Definition of Mobile Services

The mobile channel refers to the ways OPL delivers services regularly and primarily in person at locations outside of library branches, as defined in the SDF. This channel

¹ The term “urban” is used throughout this document to refer to both urban and suburban areas, while “rural” is used to refer to areas outside of the urban/suburban transect, in alignment with terminology in the Ottawa Neighbourhood Study (ONS). Residents of rural neighbourhoods include those residing in the rural transect.

extends OPL's reach beyond its physical branches through a flexible and reliable service model supported by a diverse fleet of vehicles. Mobile services operate at the neighbourhood level (such as Bookmobile Services) and at the individual level (such as Home Services).

Scope of Mobile Services

In line with the service commitments identified in the Service Strategies, mobile services primarily provide access to the collections and expertise service categories. Clients using mobile services can access collections and benefit from employee expertise, including information assistance, reference support, or readers' advisory.

Clients visiting a bookmobile may also have limited access to spaces, programs, and tools. These services are offered informally, within the vehicle and when feasible. Programming is distinct from, and is not offered as a regular part, of mobile services; informal programming (such as read-alongs or storytimes on a large bookmobile) may be offered. Regularly scheduled off-site programming is coordinated and delivered by branch staff, in their service areas, in consultation with Bookmobile Services as needed. These programs connect participants with collections and staff expertise, foster literacy and lifelong learning, and increase awareness of all OPL services, including mobile services. Off-site programs may occur at the same time as a neighbourhood bookmobile stop or may feature a special bookmobile visit.

Scope of the Mobile Framework

The Mobile Framework is a Board-approved document that establishes the principles and criteria that guide decisions about where, when, and how mobile services are delivered. The Mobile Framework ensures that decisions about mobile services align with the OPL Strategic Plan and related OPL frameworks, notably the SDF and supporting frameworks, such as the Facilities Framework. Additionally, the Mobile Framework considers local context, including the City of Ottawa Official Plan, demographic trends, and community feedback, to inform service planning. Once approved by the Board, the Mobile Framework principles and criteria are then implemented by staff to deliver mobile services.

Context and Assessment

Library Sector Context

The International Federation of Library Associations (IFLA) affirms the vital role of mobile services in promoting literacy and expanding access to information, especially in underserved areas. IFLA also underscores the importance of ensuring these services are accessible, inclusive, and responsive to local contexts.² Research also highlights the role of mobile services in fostering social connections among vulnerable groups and in contributing to a stronger sense of community.³

Feedback gathered through OPL questionnaires and interviews conducted in 2016 and 2022-23 highlights several trends among North American public libraries operating mobile services:

Resource challenges and opportunities:

- Many responding libraries are seeking to expand mobile services despite limited operational resources; and,
- Some responding libraries are extending service reach by collaborating with branch staff or engaging new types of community partners.

Service standards:

- Neighbourhood bookmobile stops are typically two hours in length, with visit frequencies ranging from weekly to biweekly to seasonal;
- Among all responding libraries with a specialized fleet, two out of five report operating a Sprinter-style van, while electric vehicles remain uncommon;
- Among larger responding libraries (serving populations greater than 500, 000) with a specialized fleet, 80% operate at least one large coach-style vehicle; and,
- In responding libraries with multiple vehicles, specific vehicle types are often assigned to specific client groups.

² “Mobile Library Guidelines.” Edited by Ian Stringer, IFLA Professional Report No. 123, IFLA, 2010, www.ifla.org/wp-content/uploads/2019/05/assets/hq/publications/professional-report/123.pdf.

³ Lo, Patrick, and Andrew Stark. “Examining the Relationship between Social Inclusion and Mobile Libraries in the Age of Internet Connectivity: A Qualitative Study of Mobile Librarians around the Globe.” *Journal of Librarianship and Information Science*, vol. 53, no. 2, 2021, pp. 245–70, <https://doi.org/10.1177/0961000620935476> and Farrell, Janine. “Seniors Fact Sheet: Social Support - CCPA.” CCPA, 17 Oct. 2024, policyalternatives.ca/publications/facts-infographics/seniors-fact-sheet-social-support.

Service criteria:

- Most responding libraries apply consistent criteria to determine eligibility for home services;
- Services such as books-by-mail are more prevalent in responding libraries with rural communities;
- The presence of formal criteria for bookmobile services is uncommon; when criteria exist, they often include socioeconomic or racial equity considerations and/or distance;
- Fewer than half of responding libraries use formal evaluation criteria for bookmobile or home services; when present, criteria include usage, client feedback, and cost analysis; and,
- Formal partnerships with community groups are critical for most responding libraries.

Ottawa Context

City of Ottawa Official Plan:

The City of Ottawa Official Plan (OP) is a legal document adopted under the authority of the *Ontario Planning Act* that articulates the City's goals, objectives, and policies to guide growth and manage physical change through to 2046, when Ottawa's population is expected to exceed 1.4 million people.⁴ More than half of this projected growth is anticipated to occur through regeneration within existing urban neighbourhoods. This regeneration is envisioned within the context of 15-minute neighbourhoods, where daily and weekly needs can be met within a 15-minute walk. The OP identifies public libraries as part of the City's "Community Infrastructure," supporting economic development, healthy and inclusive communities, and the City's gender and racial equity goals.

Neighbourhoods:

Most Ottawa residents live in suburban communities such as Barrhaven, Kanata, Orléans, Riverside South, and Stittsville.

⁴ City of Ottawa Planning, Development and Building Department. "New Official Plan." New Official Plan | City of Ottawa, 8 Sept. 2023, <https://ottawa.ca/en/planning-development-and-construction/official-plan-and-master-plans/official-plan>

In recent years, these suburban areas have accounted for more than 75% of population growth, driven largely by housing development and LRT expansion.⁵ Urban growth is slower but steady, while rural growth remains modest.⁶ Ottawa is unique, having the largest rural area of any Canadian city, including 26 villages, and approximately 9.5% of Ottawa residents live in rural communities.⁷

Patterns of movement within and across neighbourhoods have shifted in recent years due to several factors, including the pandemic and increased investments in public transit, cycling, and pedestrian infrastructure.⁸

Demographics:

Ottawa is home to a growing number of residents who identify as visible minorities, and foreign immigration plays a significant role in Ottawa's population growth.⁹ Immigrants to Ottawa are predominantly working- age adults, including those with young families.¹⁰ Poverty continues to be a consideration: while the poverty rates declined between 2015 and 2020, they have risen significantly since 2021¹¹ Lastly, the population of children and youth under 19 is decreasing; however, levels of poverty, housing insecurity, and mental health challenges are increasing among Ottawa's youth¹²

Further, Ottawa's population is aging: In 2021, 17% of residents were aged 65 or older, and by 2031 this group is expected to represent 22% of the population.¹³ Projections to

⁵ Cox, Wendell. "Suburbanizing Canada: The 2021 Census." *Suburbanizing Canada: The 2021 Census*, New Geography, 6 June 2022, www.newgeography.com/content/007466-suburbanizing-canada-the-2021-census.

⁶ "Socio-Demographic Data and Population Projections." *Ottawa Public Health*, www.ottawapublichealth.ca/en/reports-research-and-statistics/sociodemographics.aspx. Accessed 20 Dec. 2025

⁷ City of Ottawa Planning, Development and Building Department. "Current Population and Household Estimates: By Sub-Area, Year End 2024." *City of Ottawa*, 2 Oct. 2025, ottawa.ca/en/living-ottawa/statistics-and-demographics/current-population-and-household-estimates#section-29b9341b-b349-49d2-98dc-5e384fb00c53.

⁸ Arcadis. "Transportation Trends Report: Highlights." Prepared for City of Ottawa, 5 June 2024, <https://bit.ly/45jyUv7>

⁹ "Socio-Demographic Data and Population Projections." *Ottawa Public Health*, www.ottawapublichealth.ca/en/reports-research-and-statistics/sociodemographics.aspx. Accessed 20 Dec. 2025

¹⁰ Ibid

¹¹ "Current State of Poverty in Ottawa." *City of Ottawa*, Sept. 2024, documents.ottawa.ca/sites/default/files/povertydata2024_EN.pdf.

¹² StrategyCorp. "State of Child and Youth Safety and Well-Being." *City of Ottawa*, July 2024, <https://pub-ottawa.escribemeetings.com/filestream.ashx?DocumentId=201275>

¹³ City of Ottawa Community and Social Services. "Older Adult Plan." *City of Ottawa*, 5 Nov. 2025, ottawa.ca/en/family-and-social-services/older-adults/older-adult-plan.

2035 suggest that older adults will not only increase in number but also disperse geographically - moving further west and east - with growing populations in both suburban and rural areas such as Carp, Manotick, North Gower, and Richmond.¹⁴

Community agency feedback:

Partners and community agencies consulted by OPL highlighted the following themes:

- Personal connection is critical, with clients valuing social connectivity and opportunities to build local, in-person relationships with neighbours and OPL staff;
- Equity considerations are important, and must be balanced with other factors such as geography; and,
- There is continued interest in collaborating with OPL to meet community needs and increase access to, and awareness of, OPL services.

OPL Context

In 2025, close to 1200 clients used OPL's mobile services in an average month, including more than 600 clients accessing neighbourhood services at 20 weekly bookmobile stops, and more than 500 clients who received monthly home services.

At OPL, many individuals who rely on mobile services belong to vulnerable communities, and face barriers to using library services through facility or virtual channels.¹⁵ Based on client questionnaires and informal feedback, Bookmobile Services clients are primarily adults, often with young children, who prefer after-school/workday or evening stop times, and older adults, who often prefer mornings. These clients value broad collections, the holds system, and staff expertise. Based on usage data, most visit less than weekly, often every second or third week. Bookmobile Services also participates in special events, such as community fairs, and conducts special visits to community facilities (for example, shelters or day centres), commonly occurring on weekends or in spare schedule timeslots.

¹⁴ Duthie, Cole. "ID # 315 - Population by Age - 2025-2035." *Ottawa Public Library*, 19 Dec. 2025, Environics.

¹⁵ In October 2022, the OPL Board approved a working definition of vulnerable communities: "The Library defines vulnerable communities according to the criteria from the Neighbourhood Equity Index, including the five domains of well-being and the associated indicators, as well as equity-deserving population groups including seniors, immigrants and racialized groups, youth, and families and children. OPL also recognizes that, on a smaller scale, there may be "pockets" of other vulnerable groups or communities within individual neighbourhoods. These are identified by branch employees as required."

Home Services clients are generally over the age of 80, with varying levels of social connectivity and digital literacy. In 2025, 51% resided in congregate living and 49% resided in private residences.¹⁶ Feedback indicates that Home Services clients value collections in a variety of formats to help stay mentally engaged, and that they value connection with staff expertise by phone or email.

¹⁶ Congregate living facilities are defined as “facilities where people (most or all of whom are not related) live or stay overnight and use shared spaces (e.g., common sleeping areas, bathrooms, kitchens).” “Covid-19 Resources for Congregate Living Settings.” *Public Health Ontario*, 7 May 2024, www.publichealthontario.ca/en/Diseases-and-Conditions/Infectious-Diseases/Respiratory-Diseases/Novel-Coronavirus/Congregate-Living-Settings-Resources.

Mobile Framework Guiding Principles

Given the context for mobile services at OPL as described above (within the library sector and the municipality), the following guiding principles provide the foundation for the Mobile Framework. They build on the commitments in the OPL Strategic Plan, including the Library's values, and reflect sector research, local context, and community feedback. They help ensure mobile services, with its unique considerations, are aligned with organizational priorities, and responsive to relevant best practices and the local environment.

Access: Mobile services at OPL reach people in a variety of locations around the city and increase people's access to the most robust collection possible within mobile vehicles. Services consider community feedback and geographic coverage when determining timing and locations within neighbourhoods and aim to reduce barriers to access.

Connection: Mobile services work together with other library service areas, as well as with City and community organizations, to increase awareness, encourage social inclusion, and support positive outcomes for everyone. Regular and reliable service, delivered at a time and place better suited to the community's needs, supports connection.

Adaptability: Recognizing the agility of mobile services, OPL monitors and assesses demographic changes, sector trends, and in-house data and feedback to design services that will continue to best meet the needs of diverse residents today and in the future.

Service Standards

Service Offerings

The SDF Service Strategies define OPL's five key services (collections, expertise, programs, spaces, and tools), and service commitments (what services can be expected via each service channel: facilities, mobile, and virtual).

Service standards for the mobile channel outline the mechanism(s), frequency, reliability, capacity, and service categories that clients can expect when using this channel. As the mobile channel relies on a fleet to deliver services, capacity is described per vehicle unit. Table 1 outlines the service standards for Mobile Services, described in more detail below.

Table 1: Mobile Services Standards

| | Neighbourhood Services | Home Services |
|--|---|--|
| Mechanism(s) | Large bookmobile stops; or mini bookmobile stops | Individual delivery by small vehicle; delivery via partners or bookmobile; or, delivery by mail |
| Capacity¹⁷ | 10-12 stops per week per vehicle | 200 clients per week per vehicle |
| Frequency | Every 2 weeks | Every month |
| Reliability target | 95% | N/A ¹⁸ |
| SDF Service categories¹⁹ | Collections (browsing and holds) Expertise Programs: Limited Spaces: Limited Tools: Out of scope; offered via holds | Collections (holds) Expertise Programs: Out of scope Spaces: Out of scope Tools: Out of scope; offered via holds |

¹⁷ Currently estimated per vehicle, and accounting for preventative maintenance, rescheduling, programming, or home services collaboration. As books-by-mail is not currently offered at OPL, capacity will be assessed as may be implemented.

¹⁸ "Reliability target" is a term used in the OPL Asset Management Plan and refers to the target level of performance of the service, in this case as a percent of scheduled hours of service. This measure is unique to neighbourhood services given the specialized nature of the Bookmobile fleet. Home Services can be delivered by a non-specialized fleet of interchangeable vehicles, and individual deliveries are easily rescheduled to ensure service continuity.

¹⁹ For more detail regarding each category, refer to the Service Delivery Framework - Service Strategies report (OPLB-2025-0408-11.2), "Document 2: Service Commitments." <https://pub-ottawa.escribemeetings.com/filestream.ashx?DocumentId=230070>

The mobile services fleet may include:

- A large coach style bus;
- A shuttle bus;
- A Sprinter-style van; and/or
- A smaller delivery vehicle such as a cube van.

The design of specific mobile services, and the importance of a diverse fleet, allows for adaptation to the changing needs of OPL and the community. Specific vehicles may be appropriate for different contexts or communities: considering service offerings, employee health and safety, and resourcing. To support access to the key service categories (collections and expertise), a large vehicle is the priority for neighbourhood services when possible (including, but not restricted to, when suitable infrastructure is in place). A mini bookmobile, or a smaller delivery vehicle, might be suitable for a congregate living facility for older adults.

Mobile services are affected by mechanical and weather conditions. The 2025 Library Services Asset Management Plan reported that in 2023 the bookmobiles were able to deliver services 90.6% of the time. Neighbourhood services will provide services for, at a minimum, 90% (per cent) of scheduled hours of service. OPL will prioritize service continuity and in instances where the typical vehicle is unavailable, will deploy an alternate vehicle when possible to maintain services.

Neighbourhood Services give clients access to:

- The ability to browse a broad and robust collection of materials;
- Pick up requested items, i.e. “holds;”
- Expertise and assistance from OPL employees; and,
- Space to gather and interact with their neighbours.

Neighbourhood Services are offered to each qualifying neighbourhood every two weeks for two hours, on a year-round set schedule. A two-week schedule with standardized stop lengths allows OPL to provide consistent services in additional neighbourhoods at the times most convenient for residents.

Home Services are two-fold: they provide staff expertise (assistance with the intake process and personalized selection if desired), and delivery via driver and vehicle.

Together, these give clients access to:

- Receive, via delivery, requested items (holds) once per month; and,
- Expertise and assistance from OPL employees (by phone or email).

Home Services prioritize client independence and are tailored to each client's needs and circumstances. They include the following mechanisms:

1. Door-to-door individual delivery;
2. Delivery in collaboration with other services, such as the bookmobile or a congregate living facility; and,
3. Mail delivery, including potential delivery by courier.

Decision Criteria

To guide decisions about where neighbourhood services should be offered, OPL will use data to support an equitable and transparent approach to neighbourhood selection. Criteria, based on specific data as outlined below, are designed to help identify communities where neighbourhood services can meaningfully improve access to OPL services, considering both levels of need and proximity to existing OPL branches. These criteria are used to make decisions about adding and removing neighbourhood services.

The principles used in developing the criteria align with those in the Facilities Framework, and with OPL's community development approach. As in the Facilities Framework, prioritization scores will be developed to rank neighbourhoods, using the Ottawa Neighbourhood Study (ONS), housed at the Bruyère Health Research Institute (BHRI), as well as the Neighbourhood Equity Index (NEI), coordinated by the Social Planning Council of Ottawa, as data sources. ONS methodology delineates "natural" neighbourhoods that reflect lived experience and are "defined by real community connections and geographical features that influence daily life. They consider local landmarks, historical patterns, shared amenities, and social networks," and boundary reviews include opportunities for feedback from local residents.²⁰ NEI regions were mapped onto ONS neighbourhoods to allow for equity scores to be calculated for ONS neighbourhoods. For the purpose of the decision criteria, suburban neighbourhoods are classified under the broader definition of 'urban'. This allows for a simplified distinction between urban and rural neighbourhoods, in alignment with ONS' and NEI's methodology.

Matrices summarizing the decision criteria are provided as appendices to this document.

Urban Neighbourhoods

Ninety percent (90%) of the bookmobile schedule is allocated to urban neighbourhoods, to align with the approximate population of Ottawa that lives in these areas. The following criteria are used for urban neighbourhood services. Appendix A summarizes definitions, data sources, weighting, and scoring for each criterion.

²⁰ "Neighbourhood Boundaries, Explained." *Ottawa Neighbourhood Study*, 12 Sept. 2025, ons.sgo.ca/about-neighbourhood-boundaries/.

1. Equity

The use of equity as a criterion helps prioritize residents with equity needs that align with OPL's core services. Equity is defined using the NEI Social & Human Development Domain, which considers children who are vulnerable in one or more areas of their development, and the educational and employment levels of residents, among other indicators that are combined into a single score which ranges from 2 to 10. These indicators are dimensions that OPL - a literacy-focused organization - can meaningfully influence through its services.

The equity score is given primary weighting of three (3), meaning that the score will be multiplied by 3 to get the weighted score for equity.

2. Distance

In an effort to further reduce barriers to accessing OPL services, the distance criterion further prioritizes neighbourhoods that are outside of a two (2) kilometre walking distance to an OPL branch. Distance is defined as the population-weighted average walking distance in kilometers to the nearest existing OPL location, using the ONS "pseudo-household" methodology. The pseudo-household method helps assess the "travel burden" of the average resident of the neighbourhood under consideration. Consequently, a high average distance will lead to a higher distance score. This methodology uses a dataset of more than 38,000 origin points (not actual households) placed alongside the road network and assigned populations based on Statistics Canada data, and is intended to provide a reasonable approximation of a neighbourhood's population distribution.

Walking distance was selected to align with an analysis of recent usage of bookmobile stops, as well as anecdotal data and previous client questionnaires regarding modes of transportation and average distances travelled to access the bookmobile. Two (2) kilometres was selected as this is an approximate 20-minute walk, aligning relatively closely with the concept of a 15-minute neighbourhood. It also aligns with feedback from clients about the distances they travel to visit the bookmobile, as well as data regarding the postal codes of regular clients of current stops.

Neighbourhoods with an average walking distance (via the pseudo-household methodology) of 2 kilometers from an existing OPL branch will be given a distance score of zero (0). For neighbourhoods with an average walking distance above 2 kilometres, to calculate how much this distance exceeds the baseline, 2 kilometres will be subtracted from the average distance. The distance score will be given a weight of two (2), meaning that after subtracting 2 kilometres from the average distance, the remainder will be multiplied by 2 to get the weighted score.

Both equity and distance scores will be combined into a “prioritization score” and used to rank neighbourhoods from highest to lowest priority. Neighbourhoods will then be assessed for site criteria in order of their prioritization score ranking.

3. Site criteria

A potential neighbourhood must have an appropriate site for mobile services, which provides:

- a. **Partnership:** Prospective sites are owned or managed by an organization willing to enter into a signed agreement with OPL. The agreement will include commitments to access and parking as well as resources such as washrooms and power sources.
- b. **Access:** Prospective sites minimize overall travel distance and coverage overlap with other OPL branches or neighbourhood services locations.²¹ They are accessible by all modes of transportation (including but not restricted to walking, wheelchair or mobility device, biking, transit, or driving), and near free or low-cost client parking. Sites serving the public are required to be on public property.
- c. **Parking:** Prospective sites have sufficient space for the appropriate mobile unit to park including safe approaches, signage reserving designated parking spots during service hours, and seasonal maintenance of the parking site.

Prospective sites either meet or do not meet the site criteria; these criteria are not weighted.

²¹ Coverage is defined as a 2 kilometre walking radius around the location.

Rural Neighbourhoods

Ten percent (10%) of the bookmobile schedule is allocated to rural neighbourhoods, to align with the approximate population of Ottawa that lives in these areas. The following criteria are used for rural neighbourhood services. Appendix A summarizes definitions, data sources and scoring for each criterion.

1. Distance

The distance criterion prioritizes neighbourhoods that are further away from an OPL branch, to further reduce barriers to accessing OPL services such as increased travel time and transportation costs. Distance is defined as the population-weighted average driving distance in kilometers to the nearest existing OPL branch, using the ONS “pseudo-household” methodology. Consequently, a high average distance will lead to a higher distance score. For rural neighbourhoods, the average driving distance will be considered.

The rural neighbourhoods will be ordered based on their average driving distance to the nearest OPL branch. Neighbourhoods will be prioritized in this order, allocating bookmobile stops to the neighbourhoods with largest average distances first, and continuing in descending order until all available stops are allocated.

2. Site criteria (as defined above)

Scheduling Considerations

Once neighbourhoods and sites are identified, a draft schedule is determined for neighbourhood services. In preparing the schedule, the following factors are considered:

1. **Fleet:** To fulfill commitments to provide access to collections and expertise, the largest vehicle available will be prioritized for neighbourhood services. In some instances, a smaller vehicle will be necessary due to site specifics (for example, a high scoring neighbourhood where the sole potential location can only accommodate a smaller vehicle) or other considerations below.
2. **Geography:** The schedule will balance services across the city in a week and two-week cycle, ensuring for example that adjacent neighbourhoods receive service in alternate weeks and facilitating continuity of service and coverage over larger areas of the city.
3. **Routes:** Some nearby neighbourhoods will be scheduled consecutively to improve efficiency and reduce driving time.
4. **Demographics:** Afternoon (generally between 2:00 – 5:00 p.m.) and evening (generally between 6:00 p.m. – 8:00 p.m.) stops are prioritized for neighbourhoods with adults and families with children, whereas morning stops (generally between 10:00 a.m. – 12:00 p.m.) are prioritized for neighbourhoods with older adults, congregate living sites, or visits or events for specific community agencies.

Home Services

All Ottawa residents are eligible for home services. To qualify, residents must be confined to their home for three months or more due to illness or disability and must complete an intake form and/or interview and agree to specific terms of service. OPL does not require supporting documentation regarding illness or disability.

In contrast to the facilities channel, and to the neighbourhood services aspect of mobile services, the expertise category is delivered primarily remotely (via assistance by phone or email) for home services clients. Nevertheless, home services clients are welcome to visit their local branch if and when they are able; these local connections help foster social inclusion and build community links. It is expected that these visits are the exception, rather than the rule; should a client's support or housing circumstances change, and they are no longer confined to their home, or any other aspect of their circumstances at intake change, they should inform staff.

After staff have reviewed the intake form and/or completed an intake interview, the following criteria are used to determine which mechanism will be used to provide home services and to assist in providing equitable and transparent access to OPL service. See Appendix B for a summary table.

1. Neighbourhood and housing

Clients in urban neighbourhoods in single-family homes or private apartment/condominiums will generally receive door-to-door individual delivery.

Clients in urban neighbourhoods in congregate living will generally receive delivery in collaboration with facility staff or via a bookmobile unit.

Clients in rural neighbourhoods in all types of housing situations will generally receive delivery in collaboration with facility staff, via a bookmobile unit, or by mail.

2. Client's needs and interests

Clients interested in selecting their own material will be supported by Home Services staff as required by phone or email and can visit any branch at any time for additional assistance or connection.

Clients who prefer assistance from staff in selecting their material will connect with Home Services staff by phone or email to develop and maintain a profile of their preferences, which will be used to select material for them on a regular basis. Clients can also visit any branch at any time for additional assistance or connection; however, the profile will be maintained and updated only by Home Services staff.

3. Support available to the client

Generally, Home Services clients live alone without regular support from family, friends, or community services and are unable to access library services through other channels.

When feasible, Home Services may collaborate with others supporting a client to facilitate the delivery of their material monthly.

Monitoring and Evaluation

The Mobile Framework is intended to guide decisions regarding the mobile channel and to inform short- and medium-term decision-making. OPL will monitor and evaluate services as follows:

On an annual basis:

Staff will review mobile service operations annually to ensure alignment with the Mobile Framework, and changes may include:

- Different timing, resources (fleet), or sites for neighbourhood or home services.

When new information is available:

Staff will review mobile service operations to ensure alignment with the Mobile Framework when new data is available, such as NEI scores, locations of new OPL branches, or changes to partner facilities.

Changes may include:

- Different timing, resources (fleet), or sites for neighbourhood services or home services;
- Additions to neighbourhood services; and / or,
- The decommissioning of existing neighbourhood services.

Every four years (term of Board):

Staff will review the Mobile Framework once per term of Board, in alignment with OPL Board Policy 10 - CEO Reporting and Board Monitoring.

It is the responsibility of the Division Manager to lead reviews. Reviews will consider elements such as:

- Library sector and community trends or resources;
- Information about the use of services, and / or,
- Resident, partner, community, councillor, and OPL staff feedback, including regarding barriers to service.

Appendix A: Decision Matrices: Neighbourhood Services

Urban Neighbourhood Matrix

| Criterion | Description | Weight | Scoring |
|-----------------|--|--------|---|
| Equity | <p>Measures the level of inequity in a neighbourhood</p> <p>Scores neighbourhoods based on level of social and human development inequities, and inequitable educational and employment opportunities within the neighbourhood.</p> <p>Source: Neighbourhood Equity Index (NEI) – Social & Human Development Domain</p> | 3 | <p>Red = Strong equity concern - 10 points</p> <p>Yellow = Possible equity concern - 8 points</p> <p>Light Green = Nominal equity concern – 4 points</p> <p>Dark Green = No equity concern – 2 points</p> <p>Scoring = Equity points x Weight (3)</p> |
| Distance | <p>Measures the walking distance of each neighbourhood to the nearest OPL branch</p> <p>Scoring establishes priority for neighbourhoods with an average walking distance of more than 2 kilometres to the nearest OPL branch.</p> <p>Data source: Ottawa Neighbourhood Study (ONS)</p> | 2 | <p>Distance baseline = 2 kilometres. Neighbourhoods at or below 2 kilometres will be given a score of 0. Neighbourhoods with a greater walking distance receive more points.</p> <p>Scoring = (Average distance - baseline (2)) x Weight (2)</p> <p>Note: Equity and distance scores are summed for each neighbourhood's total score.</p> |
| Site | An appropriate site for mobile services, with access, parking, and a partner willing to enter into an agreement with OPL. | N/A | Meets / Does not meet |

Rural Neighbourhood Matrix

| Criterion | Description | Weight | Scoring |
|-----------------|--|--------|---|
| Distance | <p>Measures the driving distance of each neighbourhood to the nearest OPL branch</p> <p>Score neighbourhoods based on the proximity to the nearest OPL branch. A neighbourhood average is used to calculate this distance gap.</p> <p>Data source: Ottawa Neighbourhood Study (ONS)</p> | N/A | <p>Rural neighbourhoods will be ranked in descending order based on the average driving distance to the nearest OPL branch, with the neighbourhood with the highest average distance receiving the first stop, sequentially proceeding down the list in decreasing average distance amounts.</p> <p>Scoring = Average measured distance</p> |
| Site | An appropriate site for mobile services, with access, parking, and a partner willing to enter into an agreement with OPL. | N/A | Meets / does not meet |

Appendix B: Decision Matrix: Home Services

All Ottawa residents are eligible for home services if they are confined to their home for three months or more due to illness or disability, complete the intake process, and agree to the terms of service.

The below criteria are used to determine the mechanism for providing home services.

| Criterion | Description | Mechanism |
|---|--|---|
| Neighbourhood and housing | Urban clients in a single-family home or private apartment/condominium Clients in congregate living Rural clients | Door-to-door individual delivery Delivery in collaboration with partner or bookmobile Delivery in collaboration with partner or bookmobile; or, books by mail |
| Client needs and interests | Clients may select their own material Clients may also work with staff to develop and maintain a profile of their preferences | Delivery only; support as required by phone or email; may visit branch Personalized profile maintained by Home Services; delivery; support as required; may visit branch |
| Supports available to client (as applicable) | Support from family or friends, congregate living staff, ability to access library services regularly through any other channel | May involve collaboration with existing supports |