

Strat Plan Item #	Strategic Direction	Strategic Priority	Board Work Plan Item	Corporate Work Plan Item	2025 actions	2026 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	Update Asset Management Plan (AMP) and develop Facilities Master Plan (FMP)	None	Completed
1.1	Redesign the Library Experience	Define the ideal client experience across service channels	Receive a Technology Roadmap	Develop a Technology Roadmap to support the Virtual Framework	Develop a Technology Roadmap to support the Virtual Framework	Finalize Technology Roadmap	In progress
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Plan for Riverside South branch	Complete architect procurement process and initiate public engagement on services.	Award RFP; public engagement; detailed design	In progress
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Plan for Barrhaven branch	Develop a feasibility study with conceptual design options.	Issue design consultant RFP; initiate preliminary design work; advance Ruth E. Dickinson feasibility	In progress
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Plan for East Urban branch	Pending outcome of Facilities Master Plan	No actions in 2026: Identified in Facilities Master Plan	Closed
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Plan for Metcalfe Village branch	Pending outcome of Facilities Master Plan	None	Closed
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Plan for Centennial branch renovations	Pending outcome of Facilities Master Plan	No actions in 2026: Identified in Facilities Master Plan	Closed
1.1	Redesign the Library Experience	Define the ideal client experience across service channels	Approve Hunt Club branch lease and recommend for Council approval	Plan for Hunt Club branch	N/A	Board and council approval of lease; public engagement; design work; plans for 2027 construction	NEW
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Website migration to latest version of content management software	Complete migration process	None	Completed
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Audit of privacy procedures and practices for public-facing services	Initiate audit	Implementation plan	In progress
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	Approval of Mobile Framework; drafting of Virtual Framework	Mobile Framework approved in February 2026; Virtual Framework expected in 2026	In progress
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Implement new program registration and meeting room rental software	N/A	Introduce new software prior to end of year	NEW

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1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Enhance client communications	N/A	Develop plan for client newsletter for 2027 launch	NEW
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Develop corporate design standards	N/A	Establish consistent guidelines for furniture, fixtures, equipment, finishes, and select mechanical/electrical specifications	NEW
1.1	Redesign the Library Experience	Define the ideal client experience across service channels		Develop a signage system that reflects new visual identity	N/A	Develop key milestones for project reflecting new visual identity consistently to enhance wayfinding, starting with exterior signage in 2026.	NEW
1.1	Redesign the Library Experience	Define the ideal client experience across service channels	Approve revised Library Code of Conduct Position Statement	Develop revised Library Code of Conduct Position Statement	N/A	Conduct environmental scan, solicit feedback including from the Governance Standing Committee, and present draft for Board approval	NEW
1.2	Redesign the Library Experience	Develop the service strategies	Guide development of Service Strategies	Develop service strategies	Approval of service strategies	None	Completed
1.3	Redesign the Library Experience	Create the destination experience for the Central branch at Ādisōke		Plan for Central branch at Ādisōke, including visitor experience principles and related strategies	Approval of service strategies	Development of operational sub-strategies, plans for premium event spaces, gift shop, café, move management, and opening	In progress
1.5	Redesign the Library Experience	Identify and address barriers to service		Develop Accessibility Roadmap	Complete audit	Operational workplan to improve client accessibility	In progress
1.5	Redesign the Library Experience	Identify and address barriers to service		Board meeting recordings	N/A	Plan for launch in 2026	NEW
2.1	Build Organizational Capacity	Enhance the employee experience		Develop HR Strategy	Advance a comprehensive staffing strategy that supports the SDF and addresses key HR needs across the organization	Strengthen recruitment and retention, operationalize new collective agreement, review staffing needs	In progress

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2.1	Build Organizational Capacity	Enhance the employee experience		Implement automated staff scheduling software	Expected completion	None	Completed
2.1	Build Organizational Capacity	Enhance the employee experience		Central branch at Ādisōke: Employee Experience Plan	N/A	Develop a plan for the experience of employees working in the Central branch, supported by broader HR Strategy	NEW
2.2	Build Organizational Capacity	Foster leadership accountability		Strengthen organizational culture	Work with the City to launch competency-specific training programs and supports for managers and leaders	Develop action plan for culture management	In progress
2.2	Build Organizational Capacity	Foster leadership accountability	Approve written agreement between OPLB and City Council	Formalize relationship between OPL and City of Ottawa	Develop written agreement	Develop service agreements and business continuity plans between OPL and City departments as well as formal written agreement between OPL and City	In progress
2.2	Build Organizational Capacity		Approve updated Financial Framework	Update Financial Framework	N/A	Draft updates and review with City and Board FFR Committee for Board consideration	NEW
2.3	Build Organizational Capacity	Increase data-driven decision-making		Re-develop the use of Enhanced Risk Management	Comprehensive review of risk register including tolerance assessment	Resume regular updates and annual assessments; mitigation plans; staff training	In progress
2.3	Build Organizational Capacity	Increase data-driven decision-making		Develop operational policies about appropriate use of AI	N/A	Develop plans to validate and implement across divisions of the organization	NEW
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	Phase 3 approved by Board in June 2025; Board Work Plan item complete	External brand launch and advertising campaign - Corporate Work Plan item remains in progress	In progress
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	Focus on major gifts	Launch public campaign	In progress

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3.2	Demonstrate the Value of OPL	Strengthen community relationships and advocacy		Children's literacy partner collaboration	N/A	Planning for 2027 initiatives to strengthen early literacy outcomes	NEW
3.3	Demonstrate the Value of OPL	Strengthen community relationships and advocacy		Conduct impact study	Work with CULC partners to confirm study methodology; coordinate OPL client participation	Received by the Board in February 2026	In progress
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	Draft public awareness campaign	Continued work on raising public awareness	In progress