

2021 Corporate Work Plan

Strategic Direction	Corporate Strategic Priority	Corporate item
1. Redesign the Library Experience	<ul style="list-style-type: none"> a. Conduct a programming review b. Define the ideal experience across physical and virtual channels c. Create the destination experience for the OPL component of the Ottawa Public Library - Library and Archives Canada Joint Facility. d. Assess the impact of barriers to service e. Develop the physical space experience 	<ul style="list-style-type: none"> i. Develop Service Delivery Framework (new) ii. Develop Service Delivery Plan for programming (on hold) iii. Define customer experience current state (physical and virtual) (on hold) iv. Map customer journey (on hold) v. Enable online registration (in progress) vi. Facilities Master Plan * (in progress) vii. Facilitate planning for East Urban (in progress) and Centennial Branches (on hold) viii. Riverside South Branch Design Process (on hold) ix. Complete Rosemount Renovation (in progress) x. Metcalfe facility planning (in progress) xi. Develop a revised Technology Plan (in progress) xii. Develop security enhancement

* Multi-year item

		<p>measures (in progress)</p> <p>xiii. Continue development of Ottawa Public Library - Library and Archives Canada Joint Facility design and service planning (in progress)</p> <p>xiv. Develop response plan to COVID-19 pandemic (including any updates relating to “COVID Current” and “Post-Pandemic” periods) (in progress)</p> <p>xv. Increase virtual offerings (in progress)</p> <p>xvi. Develop inclusion and anti-racism action plan * (new)</p>
2. Build Organizational Capacity	<p>a. Redesign the employee experience</p> <p>b. Renew leadership accountability</p> <p>c. Develop data-driven decision-making</p>	<p>i. Initiate the governance review process for the Board * (in progress)</p> <p>ii. Develop Financial Framework (complete)</p> <p>iii. Develop HR Strategy (in progress)</p> <p>iv. Further succession planning * (in progress)</p> <p>v. Staff scheduling (on hold)</p> <p>vi. Develop a “data statement” (complete)</p> <p>vii. Initiate the Collective Bargaining Process (in progress)</p>

* Multi-year item

3. Promote OPL's value	<ul style="list-style-type: none">a. Develop and implement a brand strategyb. Develop and implement a fundraising planc. Strengthen stakeholder relationships and advocacyd. Strengthen the Intellectual Freedom program	<ul style="list-style-type: none">i. Approve brand strategy and integration plan targeted at non-customers (on hold)ii. Develop and implement a fundraising strategy for OPL (complete)iii. Develop an inventory of partnerships at executive level, and a plan for continuous monitoring and maintenance of key relationships (in progress)iv. Develop revised Intellectual Freedom Framework (in progress)
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