

2020 Corporate Work Plan

Strategic Direction	Corporate Strategic Priority	Corporate item
<p><b>1. Redesign the Library Experience</b></p>	<p>a. Conduct a programming review</p> <p>b. Define the ideal experience across physical and virtual channels</p> <p>c. Create the destination experience for the OPL component of the Ottawa Public Library - Library and Archives Canada Joint Facility.</p> <p>d. Assess the impact of barriers to service</p> <p>e. Develop the physical space experience</p>	<p>i. Develop Service Delivery Plan for programming <b>(on hold)</b></p> <p>ii. Define customer experience current state (physical and virtual) <b>(on hold)</b></p> <p>iii. Map customer journey <b>(on hold)</b></p> <p>iv. Enable online registration <b>(in progress)</b></p> <p>v. Facilitate planning for East Urban and Centennial Branches <b>(on hold)</b></p> <p>vi. Riverside South Branch Design Process <b>(on hold)</b></p> <p>vii. Complete Rosemount Renovation <b>(in progress)</b></p> <p>viii. Metcalfe facility planning <b>(in progress)</b></p> <p>ix. Develop security enhancement measures <b>(in progress)</b></p> <p>x. Continued development of Ottawa Public Library - Library and Archives Canada Joint Facility design and</p>

		<p>service planning <b>(in progress)</b></p> <p><b>New:</b></p> <ol style="list-style-type: none"> <li>1. Develop response plan to COVID-19 pandemic <b>(in progress)</b></li> <li>2. Increase virtual offerings <b>(in progress)</b></li> <li>3. Enable enhanced communications with customers <b>(complete)</b></li> </ol>
<b>2. Build Organizational Capacity</b>	<ol style="list-style-type: none"> <li>a. Redesign the employee experience</li> <li>b. Renew leadership accountability</li> <li>c. Develop data-driven decision-making</li> </ol>	<ol style="list-style-type: none"> <li>i. Develop HR Strategy <b>(on hold)</b></li> <li>ii. Further succession planning <b>(on hold)</b></li> <li>iii. Staff scheduling <b>(in progress)</b></li> <li>iv. Review and revise Key Performance Indicators <b>(complete)</b></li> <li>v. Develop a “data statement” <b>(in progress)</b></li> <li>vi. Initiate the 2020 Collective Bargaining Process <b>(in progress)</b></li> </ol>
<b>3. Promote OPL’s value</b>	<ol style="list-style-type: none"> <li>a. Develop and implement a brand strategy</li> <li>b. Develop and implement a fundraising plan</li> <li>c. Strengthen stakeholder relationships</li> </ol>	<ol style="list-style-type: none"> <li>i. Approve brand strategy and integration plan targeted at non-customers <b>(on hold)</b></li> <li>ii. Develop and implement a fundraising strategy for OPL. <b>(in progress)</b></li> </ol>

	and advocacy d. Strengthen the Intellectual Freedom program	iii. Conduct stakeholder survey to establish level of awareness <b>(on hold)</b>
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