

2017 BOARD WORK PLAN

<p>SERVICES that are customer centric</p>	<p>Act as catalyst for exploration and discovery</p> <p>Provide physical and digital collections that are responsive to customer demands and community needs</p> <ul style="list-style-type: none"> – Collection Management Framework <p>Enhance the customer experience by leveraging best practices and technology</p> <ul style="list-style-type: none"> – Technology Framework
<p>SPACES for community, collections, and creation</p>	<p>Develop an inclusive, dynamic Central library enabling creation and learning</p> <ul style="list-style-type: none"> – Central Library Development Project (Ottawa Public Library and Library Archives Canada Joint Facility Project) <p>Sustain collaborative and flexible physical spaces across the library system</p> <ul style="list-style-type: none"> – Rosemount Renovation – Riverside South Preliminary Design Planning <p>Design virtual spaces for creation and sharing</p>
<p>SUCCESS through learning, literacy, and innovation</p>	<p>Strengthen and promote the library's reach and value</p> <ul style="list-style-type: none"> – Canada 150 <p>Foster community partnerships</p> <p>Align library services in support of customer needs</p> <ul style="list-style-type: none"> – Hours of Operation Optimization – OPL Board Governance and Evaluation – Alternative Services Long Term Plan

BEST PRACTICES

- OPL Board Training and Development