

## 2022 Corporate Work Plan

Strategic Direction	Corporate Strategic Priority	Corporate item
1. <b>Redesign the Library Experience</b>	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	i. Develop Service Delivery Framework <b>(in progress)</b> ii. Develop Programming Strategy <b>(in progress)</b> iii. Define customer experience current state (physical and virtual) <b>(removed)</b> iv. Map customer journey <b>(removed)</b> v. Enable online registration <b>(complete)</b> vi. Facilities Master Plan <b>(in progress)</b> vii. Facilitate planning for East Urban <b>(in progress)</b> and Centennial Branches <b>(on hold)</b> viii. Riverside South <b>(in progress)</b> ix. Rosemount Renovation <b>(complete)</b> x. Metcalfe facility planning <b>(in progress)</b> xi. Develop a revised Technology Plan <b>(in progress)</b> xii. Implement security enhancement measures <b>(in progress)</b> xiii. Continue development of service planning for Ādisōke <b>(in progress)</b> xiv. Develop response plan to COVID-19 pandemic <b>(in progress)</b> xv. Increase virtual offerings <b>(in progress)</b> xvi. Develop inclusion and anti-racism action plan <b>(in progress)</b>

<b>2. Build Organizational Capacity</b>	<ul 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> </ul>	<ul style="list-style-type: none"> <li>i. Complete the governance review process for the Board <b>(in progress)</b></li> <li>ii. Develop Financial Framework <b>(complete)</b></li> <li>iii. Develop HR Strategy <b>(in progress)</b></li> <li>iv. Further succession planning <b>(in progress)</b></li> <li>v. Staff scheduling software <b>(on hold)</b></li> <li>vi. Develop a “data statement” <b>(complete)</b></li> <li>vii. Collective Bargaining <b>(in progress)</b></li> </ul>
<b>3. Promote OPL’s Value</b>	<ul 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 and advocacy</li> <li>d. Strengthen the Intellectual Freedom program</li> </ul>	<ul style="list-style-type: none"> <li>i. Develop brand strategy and integration plan targeted at non-customers <b>(in progress)</b></li> <li>ii. Develop and implement a fundraising strategy for OPL <b>(complete)</b></li> <li>iii. Develop an inventory of partnerships at executive level, and a plan for continuous monitoring and maintenance of key relationships <b>(in progress)</b></li> <li>iv. Develop revised Intellectual Freedom Framework <b>(in progress)</b></li> </ul>