



SOLS' Operations Plan Update October 2008

Mission: SOLS exists so that the people of Ontario, as represented by the Minister with jurisdiction for public libraries, will have equitable access to library services at a sustainable cost.

Ends	Action Plans	Goals for 2008/09	Task/Update
1. Libraries will be equipped to deliver equitable access.			
1.1 There will be a network for equitable access to worldwide library collections.	<ul style="list-style-type: none"> ▪ Provide a resource sharing network to public libraries and facilitate interlibrary loan with other publicly-funded libraries worldwide. ▪ Provide delivery of interlibrary loan materials. 	Expand direct patron access to interlibrary loan.	A total of 28 libraries are currently using the patron access ILL interface to VDX. An additional five libraries have requested a demonstration over the next few months. Patron-initiated ILL functionality will be demonstrated more widely to all library staff attending the Fall 2008 VDX User Group clinics across Ontario.
		Ensure consistent interlibrary loan service across the province.	A representative sample of the INFO network (44 libraries or a quarter of participating libraries) was surveyed regarding their ILL policy and practices this past summer. An advisory committee with ten library members reviewed the survey results and made recommendations for updating the INFO interlibrary loan network participation policies, which will be a topic at the Fall 2008 VDX User Group clinics.
		Other Updates	<ul style="list-style-type: none"> • An upgrade to version 3.2.2 of VDX is scheduled for November 24, 2008. Library staff will receive an orientation to these changes in the VDX software at the Fall 2008 VDX User Group clinics. • Three SOLS staff will attend a Canadian VDX Users Group Meeting In Mississauga on November 8th, 2008. • SOLS staff (Jill Pangborne) has been invited to represent the Canadian public library customer base on a global advisory group to help OCLC with web administration developments for a new interface being planned for the "Jupiter" release of VDX.
1.2 Libraries will provide services according to minimum standards.	<ul style="list-style-type: none"> ▪ Assist libraries with the development and implementation of work plans for achieving accreditation. ▪ Delivery programs to develop basic library skills and to support the continuing education needs of library staff. ▪ Provide 	Increase the number of libraries operating within a framework that would satisfy <i>Guidelines</i> requirements.	Work continues on updating the governance policies from the older Trillium Policy Manual (part of the Sourcebook series) as well as writing new policies that are now required based on the 4 th edition of the <i>Ontario Public Library Guidelines</i> . These policies are being used in the Policy Development Workshops in September.
1.2.1 Libraries will have a mechanism for collaboration on the development and achievement of common			Re-accreditation is being pursued by St. Marys PL and Galway-Cavendish-Harvey PL. Pre-accreditation was completed in September for Petawawa PL. Pre-audits were completed for two branches of Leeds & 1000 Islands PL and re-accreditation is being pursued for the Lansdowne branch. The library plans to go for accreditation and re-accreditation in 2009/10.
			Translation of the Library Development Guide, <i>Creating the Future You've Imagined: a Guide to Essential Planning</i> will take place in 2008/2009 to help French libraries with their planning process. The English clinic entitled <i>Creating the Future You've Imagined: Planning that Makes a Difference</i> that was offered in English last Spring has been translated and will be offered this Fall with the next meeting of the Comité des services en français.

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standards.	<p>information, advice and assistance on sound library, management and governance practices.</p> <ul style="list-style-type: none"> ▪ Assist libraries to position themselves more effectively within the municipal content. ▪ Support the work of the Guidelines Council. 	<p>Improve the library skills of staff managing small public libraries.</p>	<p>The new Advanced EXCEL program will open its first semester in October with five courses. A total of 63 registrations have been made by 53 students from 36 libraries. The courses offered this semester are:</p> <p>A31- Government Services - 16 registrations A32 - Electronic information - 20 registrations A35 - MARC Records - 21 registrations A37- Services to Children - 2 registrations A39- Readers' Advisory - 4 registrations</p> <p>Registration for basic EXCEL programs remains strong with 137 registrations in the Fall semester.</p>
		<p>Expand the skills of library staff in leading their organizations and working effectively within the municipal context.</p>	<p>In October, SOLS will launch the Advancing Public Library Leadership (APLL) certificate program. Registration for APLL opened on July 21 and reached its maximum number of registrations in just under two weeks and with numbers far exceeding our expectations. Registration closed with 19 participants, geographically ranging from Petawawa to Windsor and including CEOs and library managers from large urban systems, county, and small, rural libraries, including those with and without their MLIS degrees. The first online course begins October 14th and the first classroom session November 12th.</p> <p>In partnership with the Municipal Cultural Planning Partnership, SOLS is offering an all-day forum on Municipal Cultural Planning on October 28th in Waterloo. To date, there are 12 registrants.</p> <p>Over the past year, in the development of APLL, SOLS has developed a good working relationship with staff and faculty at the University of Waterloo. This has resulted in significant UW participation in the APLL curriculum. It has also resulted in public library participation in the Transformational Leadership research of UW professor Diana Denton. Dr. Denton has presented one change leadership module to 16 public library staff in June and is scheduled to present a follow-up on November 6th.</p>
		<p>Other Updates</p>	<p>Training Workshops and Webinars - The fall brochure was distributed to libraries in July and posted on the SOLS website. The following is being offered this fall:</p> <p>Webinars:</p> <ul style="list-style-type: none"> ◆ Netlibrary: Using eBooks ◆ NetLibrary: Using eAudiobooks ◆ EBSCO's Canadian Reference Centre ◆ Core Collection of On-Line Reference Tools

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			<p>Workshops:</p> <ul style="list-style-type: none"> ◆ Music and Rhymes for Storytimes ◆ Library Redesign ◆ Policy Development (one location in French) ◆ Building your Website Step-by-Step ◆ Municipal Cultural Planning <p>Funding Development SOLS provided funding development support to a number of public libraries in Southern Ontario over the summer months. The work included:</p> <ul style="list-style-type: none"> ◆ Board presentations on capital campaigns (Minden, Meaford) ◆ Advice on gaming licenses and charitable status (East Perth, Front of Yonge) ◆ Advice on FR staffing models (Windsor) ◆ Assistance in planned giving program development (Oakville, Barrie) ◆ FR Interest Group meeting and workshop on mail programs (Toronto, Oakville, Barrie). <p>Assistance and Advice to Libraries</p> <ul style="list-style-type: none"> ◆ Board orientations are scheduled with East Gwillimbury, Arnprior and Orangeville. ◆ Board visioning days are scheduled with Owen Sound, Rideau Lakes and Smith Falls. ◆ Board & municipal relationship review with Clarence-Rockland. ◆ Board/Staff assistance on connecting planning and new/renovated facilities with Hastings Highlands, Cramahe and Tweed. ◆ CEO Orientations with Peterborough, St. Marys, Orillia, Renfrew and Orangeville.
<p>1.3 Libraries will have a mechanism for collaboration on the cost-effective acquisition and use of resources.</p>	<ul style="list-style-type: none"> ▪ Support the development of shared electronic, print and non-print collections. ▪ Organize economies of scale in 	<p>Expand availability of ebooks in libraries.</p> <hr/> <p>Streamline processes for effective collaboration between libraries.</p>	<p>The COOL V collection has not yet been purchased for this year but new audiobook and ebook titles will be added before the end of the calendar year. The process has been delayed while consultation was conducted with members of the Collection Development Committee.</p> <hr/> <p>SOLS assisted in the creation of the Saugeen Library Consortium through development of a memorandum of agreement and assisting the group in the selection of a vendor to implement an open source ILS.</p>

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	<ul style="list-style-type: none"> ▪ purchasing. ▪ Foster the exchange of information among libraries. ▪ Facilitate collaborative projects. ▪ Facilitate linkages to initiatives within the broader library community. 	<p>Improve the skills of Anglophone library staff serving francophone populations.</p>	<p>An interest group consisting of staff from Anglophone libraries serving francophone populations has been established. After an initial teleconference this summer, the libraries asked that three calls be scheduled annually. The next one will be held mid-October. In addition, we are planning visits with these libraries. Five were completed in the summer and three more are planned (Sarnia, Brampton and Burlington) for October or early November.</p>
		<p>Other Updates</p>	<p>Funding Development A meeting of Friends Groups was held on June 14th at the Deseronto Library with 17 participants from 8 libraries located in the Hastings-Prince Edward-Northumberland area attending. A number of follow-up information sessions are to be organized for individual libraries.</p> <p>CPA & COOL Renewals for AccessScience from McGraw-Hill and Oxford University Press online databases occurred in June.</p> <p>A bulk purchase for ILL bags for libraries was coordinated through Brodart. The CPA with Brodart was re-negotiated for another year, and for the month of September the discount was raised to 20% from the normal 15%. A new CPA for multilingual books and videos was arranged.</p> <p>Summer Reading Program SOLS completed the delivery of TD Summer Reading materials to 175 libraries (five more than last year) across southern Ontario in April and May. Some 617 sites actually offered the program and distributed over 142,000 kits to kids. We also provided updates through a listserv operating throughout the summer period.</p>
<p>2. The Minister will be equipped to delivery equitable access.</p>			
<p>2.1 The Minister will have expert, credible information and advice about the sector.</p>	<ul style="list-style-type: none"> ▪ Maintain a database of library information. ▪ Conduct surveys as needed by the Minister. 	<p>Improve access to current information about our clients on a range of topics.</p>	<p>SOLS is consolidating a variety of data about libraries in Ontario to create a single database of current library information that is easily accessible. So far, the database contains directory information and 2005 annual survey data. This fall, we are managing library data, testing event registration and credit card transactions internally. In the spring, we plan to pilot direct library access to these functions.</p>

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<p>2.2 The Minister will have a mechanism for delivery of core information and services that need to reach all libraries.</p>	<ul style="list-style-type: none"> ▪ Manage projects on behalf of the Minister. 	<p>Improve the connectivity bandwidth available in public libraries.</p>	<p>SOLS manages the Internet Connectivity project on behalf of the Ministry of Culture for libraries province-wide. The project's purpose is to improve connectivity in all branches (including those open less than 12 hours per week). As of August 2008, we are targeting a minimum speed of 1Gb (up from 512Kbps). We are also funding implementation and improvements to wireless "hotspots" within public libraries. The project is now funding 209 library systems province-wide (65%) improving connectivity in 306 branches (35%). We encourage any library considering improvements, regardless of size and current bandwidth, to contact us.</p>
		<p>Improve basic library skills of First Nations staff.</p>	<p>A proposal is currently being developed to offer EXCEL's Introduction course to First Nations clients in a classroom setting.</p>
		<p>Raise awareness of the pivotal role of First Nations libraries in supporting literacy and reading skills.</p>	<p>SOLS continues to lend support to the First Nations Public Library Strategic Plan Committee in its current awareness project "Speak Up for First Nations Libraries" funded through an LSDF grant.</p>
		<p>Provide equitable access to a range of digital information, community collections, and services to Ontarians.</p>	<p>50% of libraries in Ontario participated in the consultation sessions that SOLS and OLSN conducted over the summer on the \$15 million investment from the Ministry of Culture. The Consultation Report, which summarizes the input from the consultations, was published in August and SOLS and OLSN then used this input to complete initial program design. Following a review with the Ministry in early September, we have asked a cross section of library clients to act as key informants and provide feedback on our work so far. SOLS and OLSN have another meeting scheduled for October 8 and 9 to consider this feedback and review and revise program guidelines. We anticipate making initial announcements during Ontario Public Library Week.</p>