



**Southern  
Ontario  
Library  
Service**

**OPERATIONS PLAN 2018 – 2019**

**STRONGER LIBRARIES**

**STRONGER COMMUNITIES**



## **SOLS OPERATIONS PLAN 2018 – 2019**

This Operations Plan will guide SOLS services for fiscal year 2018-2019. SOLS' overriding consideration is that the people of Ontario have equitable access to library services.

On behalf of its owners, the people of Ontario, as represented by the Minister with jurisdictions for public libraries, SOLS exists so that the public has equitable access to library services thus supporting a dynamic cultural environment, economic vitality and quality of life. This is to be achieved at a sustainable cost.

Without limiting the scope of the above, SOLS exists so that the public has equitable access to:

1. Worldwide library collections and e-resources
2. Well-informed and skilled staff, and
3. Library services that meet common standards

The following pages are organized according to these policies and include goals, tasks and targets for this year. The goals are the major thrusts of our activity for the year – they represent the points of focus and change. Consequently, they are not comprehensive – where it is business as usual in a service area, there is no specific goal listed.

# STRONGER LIBRARIES STRONGER COMMUNITIES

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## 1. Worldwide library collections and e-resources

### Services

- \*INFO (Information Network for Ontario) – Expanding the materials libraries make available to their communities.<sup>1</sup>
- Courier and mail service for interlibrary loan materials – Expediting delivery of materials between libraries.
- \*E-Resources – organizing economies of scale purchases.
- \*E-Collections – Ensuring access to ebooks and other downloadable media.
- \*Internet Connectivity – Ensuring high speed connectivity.
- Pools – Supporting the distribution of shared print and non-print collections.

2018/19 Principal Goal	Task	Target
Public library staff access easily available ILL training.	Introduce a newsletter focusing on interlibrary loan user tips and training suggestions.	100 staff from libraries across Ontario use monthly newsletter to access tips and training.
Public libraries consider new provincial collective purchasing and licensing options.	Establish partnerships and agreements with organizations and vendors that provide cost effective services and products to libraries.	Host an information session on ORION services. Up to 5 library representatives attend.
		5 libraries purchase makerspace and/or Wi-Fi hotspot equipment.
Public libraries offer increased exposure and awareness to Canadian and Ontarian authors.	Curate ebook lists focusing on Ontario & Canadian writers in the provincial collection.	10% overall increase in circulation to titles in the provincial OverDrive collection.
The provincial OverDrive collection offers patrons expanded availability for digital	Encourage libraries using the “Advantage Plus” to share their owned titles with other members of the provincial	Increase number of libraries using Advantage Plus to 10.

<sup>1</sup> An asterisk ahead of a service means that SOLS offers the service province-wide.

# STRONGER LIBRARIES STRONGER COMMUNITIES

2018/19 Principal Goal	Task	Target
content.	consortium.	
Libraries provide new programs, services, or collections through collaborations.	Seek partnership(s) between SOLS and other agencies within the Ministry of Tourism, Culture and Sport.	Establish a collaborative initiative with another MTCS agency.

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## 2. Well-informed and skilled staff

### Services

- Leadership Development – Developing the skills and competencies necessary for leading the public library effectively in the municipal environment.
- Continuing Education – Supporting the continuing education of library staff and trustees.
- Consulting, \*Resources and \*Publications – Supporting sound library, management and governance practices.
- Networking – Fostering the exchange of information among and about libraries.

2018/19 Principal Goal	Task	Target
Public libraries use outcome measures to convey value	Support libraries in applying Project Outcome measures and messaging.	5 libraries with populations under 20,000 participate in a pilot project to use Project Outcome, with support from SOLS and their peers.
	Develop a professional resource on performance measures.	25 libraries access the online resource.
Leadership development is recognized as a crucial investment for public libraries	Use APLL's 10 <sup>th</sup> anniversary to engage graduates and their peers in an online conversation about leadership.	25 graduates post outcome-based testimonials. These will serve to spotlight up and coming public library leaders.
	Host a leadership symposium aimed at CEOs and staff with high leadership potential.	200 individuals attend the symposium

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2018/19 Principal Goal	Task	Target
		50 individuals participate in online discussion prior to and/or following the symposium.
Public libraries adopt learning, discovery and change readiness as core competencies.	Develop interview-style videos that highlight best practices in building and sustaining a learning culture.	10 individuals view at least one of two videos.
	Develop a professional resource on competencies-based hiring, using the competencies profiles.	7 libraries access the resource.
Public library staff identify as active learners.	Collaborate with ARUPLO to build a training program for county library staff with a focus on being an <i>active learner</i> .	25 county library staff go through the program and are recognized as <i>active learners</i> .
New CEOs have on-demand access to the information they need to fulfill their responsibilities.	Create 4 videos covering key topics of relevance to new CEOs.	8 new CEOs view at least one video.
Public library staff has access to reliable information to support successful partnerships.	Develop a professional resource on effective partnerships that includes sample agreements and governance models.	10 libraries access the online resource.

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### 3. *Library services that meet common standards*

#### Services

- Guidelines Consulting – Helping libraries meet basic standards for library service.
- First Nations Consulting – Assisting First Nations in the development of library services.
- \*Basic Training – Developing the basic library skills of staff.

<b>2018/19 Principal Goal</b>	<b>Task</b>	<b>Target</b>
Public libraries use the Ontario Public Library Guidelines in assessing and developing services and operations.	SOLS consultants incorporate the guidelines into consulting with libraries, orientations for new CEOs and into professional resources as appropriate.	8 libraries use the guidelines for planning/assessment purposes.
First Nations libraries complete the Annual Survey and PLOG requirements accurately and on time.	Hold regional hands-on workshops for First Nations CEOs where they will complete their surveys and PLOG requirements with SOLS assistance.	100% of First Nations libraries meet the deadlines for submitting the Annual Survey and PLOG requirements.