

**SOLS' Operations Plan Update
JUNE 2018**



Services	Goals for 2018/19	Task/Update
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.		
1. Libraries will have equitable access to worldwide library collections and e-resources.		
INFO	Public library staff access easily available ILL training.	<p><i>Introduce a newsletter focusing on interlibrary loan user tips and training suggestions.</i></p> <p>Target: 100 staff from libraries across Ontario use monthly newsletter to access tips and training.</p> <p>Our plan is to launch the newsletter in the second quarter.</p>

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E-Collections	Public libraries consider new provincial collective purchasing and licensing options.	<p><i>Establish partnerships and agreements with organizations and vendors that provide cost effective services and products to libraries.</i></p> <p>Target: <i>Host an information session on ORION services. Up to 5 library representatives attend and 5 libraries purchase makerspace and/or Wi-Fi hotspot equipment.</i></p> <p>ORION: The ORION information session is scheduled for June 26. Invitations were sent May 15 to CEOs and IT directors from Barrie, Brampton, Oakville, Oshawa, Ottawa, Richmond Hill, Toronto, and Waterloo, as well as Ministry staff.</p> <p>Hotspots: We have been investigating whether the Ontario VOR offers for wireless hotspots and connectivity service are a good fit for our libraries, as some VOR vendors are reluctant to let libraries purchase these if they intend to circulate them to patrons. We have been in touch with the Inside Account Manager for Rogers to give them an overview of the public library market and hotspot use cases, and to receive reassurances that libraries can participate. Assuming this will go forward, we are also planning to establish more local/regional contacts for libraries interested in participating.</p> <p>Makerspaces: We have recently added discounts from B&B Education (Brault & Bouthillier) on many coding and robotics products, and electronic building blocks, and more. We continue to promote the multiple 3D printers offered by Shop3D.ca and are exploring the possibility of discounts from other electronics and makerspace vendors. In the interim, we have updated the Ministry data on libraries with makerspaces and/or 3D printers, and have identified 240 libraries that have neither. Our goal is to create a resource guide that will explain the value of these services, and guide libraries to training and purchasing options available through SOLS.</p>
	Public libraries offer increased exposure and awareness to Canadian and Ontarian authors.	<p><i>Curate ebook lists focusing on Ontario & Canadian writers in the provincial collection.</i></p> <p>Target: <i>10% overall increase in circulation to titles in the provincial OverDrive collection.</i></p> <p>An "Ontario Authors" Curated list has been posted to the OMDC website since the beginning of April, and will be updated regularly as new titles by Ontario Authors are purchased. Circulation for 2018 is currently at 1,013,172, which is over 12% higher than circulation at this time in 2017.</p>

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	The provincial OverDrive collection offers patrons expanded availability for digital content.	<p><i>Encourage libraries using the "Advantage Plus" to share their owned titles with other members of the provincial consortium.</i></p> <p>Target: Increase number of libraries using Advantage Plus to 10.</p> <p>6 Libraries are now Advantage Plus members. To further promote this feature and answer any questions libraries may have, Dave Farrow from OverDrive will be hosting a webinar on Advantage Plus in June. Beth Harding will also promote the feature in OverDrive Update emails to members, and in Signal.</p>
	Libraries provide new programs, services, or collections through collaborations.	<p><i>Seek partnership(s) between SOLS and other agencies within the Ministry of Tourism, Culture and Sport.</i></p> <p>Target: Establish a collaborative initiative with another MTCS agency.</p>
	Other	
2. Libraries will have well-informed and skilled staff.		
Leadership Development	Public libraries use outcome measures to convey value	<p><i>Support libraries in applying Project Outcome measures and messaging.</i></p> <p>Target: 5 libraries with populations under 20,000 participate in a pilot project to use Project Outcome, with support from SOLS and their peers.</p> <hr/> <p><i>Develop a professional resource on performance measures.</i></p> <p>Target: 25 libraries access the online resource.</p>
Continuing Education	Leadership development is recognized as a crucial investment for public libraries	<p><i>Use APLL's 10th anniversary to engage graduates and their peers in an online conversation about leadership.</i></p> <p>Target: 25 graduates post outcome-based testimonials. These will serve to spotlight up and coming public library leaders.</p> <p>Testimonials are currently being solicited as part of recognizing the 10-year milestone. The testimonials – written and videotaped – will be incorporated into the anniversary reception and shared in blog posts.</p>

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	Public libraries adopt learning, discovery and change readiness as core competencies.	<p><i>Host a leadership symposium aimed at CEOs and staff with high leadership potential.</i> Target: 200 individuals attend the symposium and 50 individuals participate in online discussion prior to and/or following the symposium.</p> <p>A focus group of current and emerging leaders is currently working on shaping the symposium.</p> <p><i>Develop interview-style videos that highlight best practices in building and sustaining a learning culture.</i> Target: 10 individuals view at least one of two videos.</p> <p>Develop a professional resource on competencies-based hiring, using the competencies profiles. Target: 7 libraries access the resource.</p>
	Public library staff identify as active learners.	<p><i>Collaborate with ARUPLO to build a training program for county library staff with a focus on being the “continuous learner”.</i> Target: Collaborate with ARUPLO to build a training program for county library staff with a focus on being the “active learner”.</p>
Consulting Resources & Publications	New CEOs have on-demand access to the information they need to fulfill their responsibilities.	<p><i>Create 4 videos covering key topics of relevance to new CEOs.</i> Target: 8 new CEOs view at least one video.</p>
Networking	Public library staff has access to reliable information to support successful partnerships.	<p><i>Develop a professional resource on effective partnerships that includes sample agreements and governance models.</i> Target: 10 libraries access the online resource.</p>
	Other	
3. Libraries will provide services according to minimum standards.		
Guidelines Consulting	Public libraries use the Ontario Public Library	<i>SOLS consultants incorporate the guidelines into consulting with libraries, orientations for new CEOs and into professional resources as appropriate.</i>

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	Guidelines in assessing and developing services and operations.	Target: 8 libraries use the guidelines for planning/assessment purposes.
First Nations Consulting	First Nations libraries complete the Annual Survey and PLOG requirements accurately and on time.	<i>Hold regional hands-on workshops for First Nations CEOs where they will complete their surveys and PLOG requirements with SOLS assistance.</i> Target: 100% of First Nations libraries meet the deadlines for submitting the Annual Survey and PLOG requirements.
	Other	