Southern Ontario Library Service

Services	Goals for 2017/18	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	Ensure efficient access to ILL.	*Create VDX tutorials using the LibGuides Content Management System. Target: at least 50 website visits to the ILL LibGuides.* As of the end of December, three short videos have been created: (1) What is INFO? (2) Basic Borrowing (3) Basic Lending. Work continues to produce more specific videos on borrowing and lending procedures that complement the updates and the fully indexed and searchable user manual. We do not anticipate any problems reaching the 50 website visits to use the ILL LibGuides.
		Create webinar on best practices for ILL efficiency. Target: 25 library staff register for the webinar Jill Pangborne delivered the webinar "Ask yourself… Are you handling Interlibrary Loan as efficiently as you can?" in June 2017. The total number of registrants was 96, which greatly exceeded our stated target of 25. Three more ILL webinars were offered this fall as interactive Q & A discussions about interlibrary loan with one exclusively for northern public libraries. 45 staff registered for these sessions. Two "*Discovering efficiencies for the full VDX user*" sessions also were held at the Ontario Library Service-North conference on September 28, 2017.

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E-Collections	Equitable access to e-resources for Ontarians.	*Promote effective selection and management of digital content by library staff. Target: 50 registrants for the "Managing Digital Content" course.* This course is running between February 12th and March 25th. Registration for the course opens February 2nd.
	Promote Ontario literature.	*Establish an "Ontario Reads" to highlight the work of an Ontario author through the provincial ebook collection. Target: 30% of Ontario Digital Library member libraries participate by downloading the ebook.* The Southern Ontario Library Service and the Ontario Media Development Corporation (both agencies of the Ministry of Tourism, Culture and Sport) were pleased to collaborate on **Together We Read: Ontario**. The online reading program celebrated both Ontario Public Library Week and the 30th anniversary of the Trillium Book Awards. From October 16 - 30, we offered the 2017 Trillium Book Award winning title, *The Sweetest One* by Melanie Mah, for two weeks of unlimited access through the OverDrive websites of 236 libraries across the province. All libraries/systems in the province with an OverDrive account were invited to participate. The title was checked out 3,975 times, and the SOLS shared collection and the Toronto Public Library tied for the most checkouts at exactly 913 each. SOLS is looking forward to continuing our relationship with the OMDC to offer similar reading programs in the future that promote Ontario authors and their works.

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	Other	We continue to offer and promote discounted e-resources to libraries. For our Provincial Licensing, we aggregate orders from libraries to maximize discounts, and then invoice libraries directly. We have 62 products in this category this fall. Supplementary Licensing are for additional e-resources that are discounted from list price, but that libraries order individually from the vendor directly. We offer with 53 products in this category. Also, we have partnered with OverDrive to offer webinars focusing on Marketing Digital Content for Kids and Teens, as a way of promoting the 12,000 juvenile and youth ebooks and audiobooks that we already have we have in the provincial e-resources collection.
2. Libraries will have well-informed and skilled staff.		
Leadership Development	Equip public libraries to position themselves as key players in their local cultural communities.	*Facilitate the compiling and sharing of experience-based guiding principles for effective cultural partnerships. Target: host a panel discussion (via webinar) featuring library leaders, aimed at collaboratively compiling guiding principles for cultural partnerships; staff from at least 15 libraries participates.* We hosted a panel discussion, via webinar, featuring library leaders who embrace the library's culture role. Panelists and participants compiled a few guiding principles for cultural partnerships; these principles will be shared with the library community. Staff from 22 libraries participated in the webinar.
		Develop an online course on cultural leadership for the APLL Institute. Target: 21 APLL students take the online course and engage in sharing ideas and best practices; 10 APLL graduates take the course. We anticipate meeting this target in early 2018, when 21 current APLL students will take the online course and engage in sharing ideas and best practices. We also hope to have 10 APLL graduates take the course.
Continuing Education	Introduce quick learning modules for time-crunched, busy	*Create short, interactive online modules, available-on-demand, on relevant topics that reflect top trends. Target: 50 staff complete at least one of the 4 modules introduced.*

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	library staff	Three short online modules have been developed to date. The three modules are: Makerspaces, Wi-fi hotspots and MARC Records Part One. Registration for these online modules will open on January 16, 2018. They will then be available on-demand. The goal is to see 50 public library staff complete at least one of the 4 modules.
		Redesign online courses to include up-to-date content, dynamic learning objects and engaging online discussion. Target: at least 15 people take one revised course. The following courses have been revised to include up-to-date content, dynamic learning objects and engaging online discussion: Policy Writing, Space Planning, Community Outreach, Budgets, and Readers' Advisory. Policy Writing, Space Planning and Community Outreach were offered in the Fall 2017 semester. Four students completed the Policy Writing course, four students completed the Space Planning course and fifteen students completed the Community Outreach course. The newly redesigned Budgets and Readers' Advisory courses will be offered during the Winter 2018 semester. Registration for these courses opens on January 16, 2018.
Consulting Resources & Publications	Provide public libraries with tools and training to assist in their human capital management and development.	*Develop a guide to hiring a public library CEO. Target: at least 5 libraries planning to hire a new CEO consult the guide.* A first draft is almost completed and the final version will be released as a *LibGuide* early in the new year. We anticipate at least 5 libraries planning to hire a new CEO will consult the guide.
	Improve access to reliable professional information of relevance to public libraries.	*Use LibGuides (Content Management System) to transform professional resources pages into dynamic, multi-media online guides. Target: at least 50 staff access one of the professional information LibGuides.* Based on a lot of feedback received during the SOLS Training Consultations in 2016, we are migrating our professional resources to a new and better platform. The new **LibGuide** platform is a content management system that allows for much more flexibility and creativity in the way of making resources more prominent, dynamic and interactive. The migration is a long-term project that will eventually see resource pages for even more topics

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		than currently exist in LearnHQ. To date, we have ten (10) professional resources pages that are launched in beta with a feedback email on every page. The following resources have been posted on the new beta '**OLS Professional Resources**' landing page: • Technology • Competencies for library staff • First Nations • Marketing • Community Outreach & Engagement • Culture • Strategic Planning • Library Space & Facilities • Funding Development • Annual Reports New topics will be added as they become available. The new professional resources will be promoted through social media, the SOLS blog, and in an OLA newsletter, as well as demonstrated at AMPLO, Niagara Region CEOs, and at Library Committee meetings. Feedback will be solicited and incorporated into revisions. We anticipate there will be no problem reaching the target, with at least 50 staff accessing one of the professional information LibGuides.
Networking	Improve municipal council and staff understanding of the role of public libraries.	*Highlight the importance of knowledgeable, expert staff and address the return on investment for staff development. Target: to publish an article in Municipal World.* The topic of the article is "*The many ways public libraries contribute to healthy individuals and communities*". It will be published in the first part of 2018.
	Other	There have been several new Library CEO appointments over the summer and fall. Library orientations were conducted at Edwardsburgh-Cardinal, Petawawa, Selwyn, Wollaston, Deseronto, Stirling-Rawdon, St. Thomas and Haldimand County public libraries.

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		SOLS entered into a partnership with PLA (Public Library Association) to bring *Project Outcome* to Ontario public libraries. It "offers an innovative and easy-to-use platform for public libraries to measure the impact of their programs and services. Staff are able to easily measure patron outcomes using the field-tested surveys, quickly analyze their data using ready-made reports and interactive data dashboards, and take action using the results." We hosted one regional training day and four webinars. A total of 88 representatives from 65 libraries have participated in these training events. The number of libraries using and/or participating in Project Outcome went from 7 to 35. The coordinator of APLL, the SOLS leadership program is co-presenting a session at OLA on the leadership landscape in Ontario public libraries. The other presenter is Rebecca Raven, CEO of Brampton Libraries and co-founder of the Public Library Leaders Fellowship program.
3. Libraries will provide services according to minimum standards.		
Guidelines Consulting	Promote the 7th edition of the Guidelines as an assessment tool.	*Conduct a webinar promoting the 7th edition of the Guidelines, highlighting the pre-audit as a useful process for establishing priority work. Target: 12 libraries attend the webinar.* The webinar was presented twice in November. With a total of 32 registrants from 28 different libraries, we exceeded our stated target of 12 libraries attending.
		Introduce a pre-audit self-assessment tool that enables CEOs to identify where development is needed. Target: 5 libraries submit a completed pre-audit assessment as prerequisite for guidelines consulting assistance. The Seventh edition of the Ontario Public Library Guidelines has been approved by the Guidelines Council. A self-assessment tool based on the 7th edition is now available for libraries. We expect to see at least 5 libraries submit a completed pre-audit assessment prior to receiving consulting assistance.
		Assist libraries who have completed the pre-audit assessment tool to apply for accreditation. Target: 4 libraries will be accredited using the 7th Edition.

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		Two OPLG audits have been conducted and the libraries successfully accredited using the 7th edition: Bruce County PL and Collingwood PL. We hope to see two more come forward before the end of the fiscal year to reach our stated target of four.
Basic Training	Incorporate adult learning principles and the changing landscape of public libraries into the EXCEL program and the online course offerings.	*Redesign 3 EXCEL courses, incorporating new content, recent examples, practical assignments and interactive learning objects. Target at least 10 people take each of 3 revised courses.* The following EXCEL courses have been revised to include up-to-date content, dynamic learning objects and interactive knowledge checks: E01 (*Introduction to Public Libraries*), F01 (*Introduction aux bibliothèques publiques*) (French-language version of the Introduction to Public Libraries course) and E19 (*Readers Advisory*). The first two are both being offered during the Fall semester of 2017 with registrations reaching 42 and 1 respectively. E19 (*Readers' Advisory Services*) was offered in the summer and had 12 registrations.