

**SOLS' Operations Plan Update  
October 2017**



Services	Goals for 2017/18	Task/Update
<b>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.</b>		
<b>1. Libraries will have equitable access to worldwide library collections and e-resources.</b>		
INFO	Ensure efficient access to ILL.	<p><i>Create VDX tutorials using the LibGuides Content Management System. Target: at least 50 website visits to the ILL LibGuides.</i></p> <p>VDX version 9.1 upgrade is scheduled for October 3, 2017 and will take us to the end of our VDX contract in March 2019. The VDX user manual update to VDX 9.1 is being finalized and is integral to our plans to offer self-guided VDX training online. Three short overview videos have been created: (1) What is INFO? (2) Basic Borrowing (3) Basic Lending and work continues on producing a series of Workflow based videos.</p> <p>Other updates: The last INFO catalogue refresh, containing 9 Ontario public libraries, was completed this summer. Two new libraries (Lanark Highlands, West Lincoln) are joining the network as lending libraries now that their holdings are in INFO catalogue.</p> <p><i>Create webinar on best practices for ILL efficiency. Target: 25 library staff register for the webinar</i></p> <p>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.</p> <p>Three more ILL webinars are scheduled for this fall as interactive Q &amp; A discussions about interlibrary loan with one exclusively for northern libraries. Two “Discovering efficiencies for the full VDX user” sessions also will be held at the Ontario Library Service-North conference on September 28, 2017.</p>

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E-Collections	Equitable access to e-resources for Ontarians.	<p><i>Promote effective selection and management of digital content by library staff. Target: 50 registrants for the "Managing Digital Content" course.</i></p> <p>Registration for the online course "Managing Digital Content" opened on September 12, 2017. The course will be offered in both Fall and Winter of 2017. In addition to marketing efforts by the training team, Beth Harding will promote the course in all communications sent to libraries about Provincial and Supplemental licensing this fall, and mention it to the OverDrive and Archambault members.</p>
	Promote Ontario literature.	<p><i>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.</i></p> <p><i>Together We Read: Ontario</i> is set to coincide with Ontario Public Library Week and will run from October 16 – 30. During those two weeks, Trillium winner <i>The Sweetest One</i> by Melanie Mah will be available in simultaneous use format on each participating library's OverDrive site.</p> <p>All libraries/systems in the province with an OverDrive account have been invited to participate; to date Toronto, Vaughan, Richmond Hill, Brampton, Windsor, Ajax, Libraries on the Go, and the download Library consortium have enrolled. Beth will continue to send messaging as the date approaches.</p>
	Other	<p>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 will be offering with 53 products in October.</p> <p>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.</p>

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<b>2. Libraries will have well-informed and skilled staff.</b>		
Leadership Development	Equip public libraries to position themselves as key players in their local cultural communities.	<i>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.</i>
		<p><i>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.</i></p> <p>The cultural leadership course is currently being developed by SOLS STAFF for delivery January 2018.</p>
Continuing Education	Introduce quick learning modules for time-crunched, busy library staff	<i>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.</i> Four short online modules are currently being developed by SOLS staff.
		<p><i>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.</i></p> <p>The following courses have been revised to include up-to-date content, dynamic learning objects and engaging online discussion: Policy Writing, Space Planning, and Community Outreach. They are all being offered during the Fall semester of 2017. Registration for these courses opened September 12, 2017</p>
Consulting Resources & Publications	Provide public libraries with tools and training to assist in their human capital management and development.	<p><i>Develop a guide to hiring a public library CEO. Target: at least 5 libraries planning to hire a new CEO consult the guide.</i></p> <p>A first draft is almost completed, pending one topic, and will be released as a LibGuide later this year.</p>
	Improve access to reliable professional information of relevance to public	<i>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.</i>

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	libraries.	Resources are in the process of being migrated and updated in the new content management system (LibGuides). A beta launch of the new professional resources page is scheduled for October. The beta launch will be promoted through social media, the SOLS blog, and in an OLA newsletter. The new professional resources pages have been demonstrated at an AMPLO meeting, to the Niagara Region CEOs, and at Library Committee meetings. Feedback will be sought and incorporated into the professional resources page.
Networking	Improve municipal council and staff understanding of the role of public libraries.	<i>Target: to publish an article in Municipal World.</i> The topic of the article has been changed to “ <i>the many ways public libraries support health and wellness for communities and individuals.</i> It will be published in the first part of 2018.
	Other	There have been a number of new Library CEO appointments over the summer. Library orientations were conducted at Edwardsburgh-Cardinal, Petawawa, Selwyn, Wollaston, Deseronto, Stirling-Rawdon, St. Thomas and Haldimand County.  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.
<b>3. Libraries will provide services according to minimum standards.</b>		
Guidelines Consulting	Promote the 7 <sup>th</sup> edition of the Guidelines as an assessment tool.	<p data-bbox="678 961 1936 1034"><i>Conduct a webinar promoting the 7<sup>th</sup> edition of the Guidelines, highlighting the pre-audit as a useful process for establishing priority work. Target: 12 libraries attend the webinar.</i></p> <p data-bbox="678 1075 1936 1148">Two dates have been selected for this webinar – Thursday, November 2<sup>nd</sup> and Wednesday, November 15<sup>th</sup>. Registration opened on September 12, 2017.</p> <p data-bbox="678 1156 1936 1261"><i>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.</i></p> <p data-bbox="678 1310 1936 1412">The Seventh edition of the Ontario Public Library Guidelines has been approved by the Guidelines Council. Work on the self-assessment tool is nearing completion and will be available in October.</p>

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		<p><i>Assist libraries who have completed the pre-audit assessment tool to apply for accreditation. Target: 4 libraries will be accredited using the 7<sup>th</sup> Edition.</i></p> <p>Two OPLG Audits have been conducted and the libraries successfully accredited using the 7<sup>th</sup> edition. These libraries are: Bruce County PL and Collingwood PL .</p>
Basic Training	Incorporate adult learning principles and the changing landscape of public libraries into the EXCEL program and the online course offerings.	<p><i>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.</i></p> <p>The following EXCEL courses have been revised to include up-to-date content, dynamic learning objects and interactive knowledge checks: Introduction to Public Libraries <i>and Introduction aux bibliothèques publiques</i> (French-language version of the Introduction to Public Libraries course). They are both being offered during the Fall semester of 2017. Registration for both courses opened September 12, 2017.</p> <p>The Readers' Advisory course is in the process of being converted into a new format, which will include interactive content and knowledge checks. This course will be offered during the Winter 2018 semester, which begins in February 2018.</p>
	Other	