



**Southern
Ontario
Library
Service**

OPERATIONS PLAN 2017 – 2018

STRONGER LIBRARIES
STRONGER COMMUNITIES



SOLS OPERATIONS PLAN 2017 – 2018

This Operations Plan will guide SOLS's services for fiscal year 2017-2018. SOLS's 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

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

Services

- *INFO (Information Network for Ontario) – Expanding the materials libraries make available to their communities.¹
- 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.

2017/18 Principal Goal	Task	Target
Ensure efficient access to ILL.	Create VDX tutorials using the LibGuides Content Management System	At least 50 website visits to the ILL LibGuides
	Create webinar on best practices for ILL efficiency	25 library staff register for the webinar.
Equitable access to e-resources for Ontarians.	Promote effective selection and management of digital content by library staff.	50 registrants for the “Managing Digital Content” course.
Promote Ontario literature.	Establish an "Ontario Reads" to highlight the work of an Ontario author through the provincial ebook collection.	30% of Ontario Digital Library member libraries participate by downloading the ebook.

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

STRONGER LIBRARIES STRONGER COMMUNITIES

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 to that the public has equitable access to:

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.

2017/18 Principal Goal	Task	Target
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.	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.
	Develop an online course on cultural leadership for the APLL Institute.	21 APLL students take the online course and engage in sharing ideas and best practices; 10 APLL graduates take the course.
Introduce quick learning modules for time-crunched, busy library staff	Create short, interactive online modules, available-on-demand, on relevant topics that reflect top trends.	50 staff complete at least one of the 4 modules introduced.
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	At least 10 people take each of 3 revised courses.
	Redesign online courses to include up-to-date content, dynamic learning objects and engaging online discussion	At least 15 people take one revised course.
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.	At least 5 libraries planning to hire a new CEO consult the guide.

STRONGER LIBRARIES STRONGER COMMUNITIES

2017/18 Principal Goal	Task	Target
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	At least 50 staff access one of the professional information LibGuides
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	Publish an article in <i>Municipal World</i> .

STRONGER LIBRARIES STRONGER COMMUNITIES

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 to that the public has equitable access to:

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.

2017/18 Principal Goal	Task	Target
Promote the 7 th edition of the Guidelines as an assessment tool	Conduct a webinar promoting the 7 th edition of the Guidelines, highlighting the pre-audit as a useful process for establishing priority work	12 libraries attend the webinar
	Introduce a pre-audit self-assessment tool that enables CEOs to identify where development is needed	5 libraries submit a completed pre-audit assessment as prerequisite for guidelines consulting assistance
	Assist libraries who have completed the pre-audit assessment tool to apply for accreditation	4 libraries will be accredited using the 7 th edition.