



## **SOLS OPERATIONS PLAN 2019 – 2020**

This Operations Plan will guide SOLS services for fiscal year 2019-2020.

SOLS exists to serve the people of Ontario, on behalf of the Province of Ontario, by equipping public libraries, within the resources available, with the tools, resources, and pooled expertise they require to achieve excellence in public library service.

SOLS contributes to excellence by collaborating with public libraries to achieve:

1. Good governance
2. Service excellence
3. Cost savings and province wide access

The following pages are organized according to these policies and include goals, tasks and targets for this year. The “Key Results” 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. Good Governance

### Services

- Leadership Development (APLL)
- Governance Training, Guidance & Advice
- Professional Resources (e.g. Governance Hub, New CEO Toolkit)
- Networking (e.g. Trustee Councils, Library Committee Meetings, New CEO Peer Group)

Key Results	Tasks/Activities	Measures of Success
<ul style="list-style-type: none"> <li>▪ Library boards and CEOs practice good governance</li> <li>▪ Boards and CEOs are engaged in continuous learning</li> <li>▪ Libraries have strong working relationships with their municipalities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Organize governance resources around a 4 Year Board Life Cycle</li> <li>▪ Develop and deliver webinars on governance fundamentals</li> <li>▪ Develop and deliver in person sessions on governance best practices</li> <li>▪ Provide an orientation to board governance for new CEOs</li> <li>▪ Incorporate short education segments into Trustee Council meetings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide website with governance information</li> <li>▪ Attendance at live webinars</li> <li>▪ Attendance at regional training sessions</li> <li>▪ More libraries attend Trustee Council meetings</li> <li>▪ 80% first time CEOs complete the orientation</li> <li>▪ Adapt the annual “client satisfaction” survey to include the measures we need, e.g. the question about the state of the library/municipal relationship.</li> </ul>

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## 2. Service Excellence

### Services

- Continuing Education (e.g. EXCEL, Workshops, Webinars)
- Competencies Index
- Professional Resources & Consulting Assistance (e.g. Library Building Index, Community Outreach, First Nations & French libraries support)
- Online Networking (e.g. Fundraising Roundtable, HRNL, ListServs)

Key Results	Tasks/Activities	Measures of Success
<ul style="list-style-type: none"> <li>▪ Public library staff can find learning opportunities that meet their needs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Refresh the SOLS competencies framework</li> <li>▪ Promote EXCEL and online courses as valuable learning opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of registrations for EXCEL courses</li> <li>▪ 80% of EXCEL students report that a course led to improvements in their ability to accomplish one or more things at work</li> </ul>
<ul style="list-style-type: none"> <li>▪ Libraries have the capacity to address challenging social issues</li> </ul>	<ul style="list-style-type: none"> <li>▪ Organize training opportunities that help public library staff prepare for challenging social issues</li> <li>▪ Develop dynamic resources to address a variety of social issues faced by public libraries (i.e. opioid crisis)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attendance at train-the-trainer sessions, workshops and webinars focused on the library's response to social issues</li> <li>▪ Professional resources are used</li> </ul>
<ul style="list-style-type: none"> <li>▪ Library staff identify as active learners</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop a self-directed module on active learning available on demand</li> </ul>	<ul style="list-style-type: none"> <li>▪ 50 public library staff identify as active learners</li> </ul>

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## 3. *Cost savings and province wide access*

- INFO
- Courier Service
- E-Resources
- E-Collections
- Connectivity
- Collective Purchasing Agreements (CPAs)

Key Results	Tasks/Activities	Measures of Success
<ul style="list-style-type: none"> <li>▪ The people of Ontario have access to resources beyond their local library collections</li> </ul>	<ul style="list-style-type: none"> <li>▪ Seek input from library stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Survey clients to determine ILL needs and report results.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Libraries achieve cost savings and efficiencies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Update environmental scan of interlibrary loan (ILL) software marketplace</li> <li>▪ Negotiate consortia pricing for E-Resources, E-Collections</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify potential vendors to respond to an RFP (Request for Proposal)</li> <li>▪ The dollar value of the total purchases is less than if libraries had purchased products individually</li> </ul>
<ul style="list-style-type: none"> <li>▪ Libraries are aware of and have access to emerging technologies</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide learning opportunities and information sessions on emerging technologies</li> <li>▪ Identify potential pilot projects</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attendance at webinars on technology trends hosted by SOLS/SOLS Vendors</li> <li>▪ 1 new technology pilot project offered to libraries</li> </ul>