Services	Goals for 2019/20	Task/Update
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.		
1. Libraries will have access to achieve good governance.		
Governance Training, Guidance & Advice	Library boards and CEOs practice good governance.	*Organize governance resources around a 4 Year Board Life Cycle.* ***Measures of Success:*** *Provide website with governance information.* The Governance HUB was built around the 4-year board life cycle. It includes a wide selection of topic headings to allow for good subject access. To date, the HUB includes a comprehensive selection of Year 1 resources with years 2 to 4 in various stages of development. The HUB is meant to be dynamic, with new resources being added on a regular basis.
Networking	Boards and CEOs are engaged in continuous learning.	*Develop and deliver webinars on governance fundamentals.* ***Measures of Success:*** *Attendance at live webinars.* In January 2019, SOLS & OLS – North delivered 6 webinars on Governance Fundamentals, including one in French, with a total registration of 75. In some cases, one registration included multiple individuals participating. As well, 35 people registered for the recorded version, which again, sometimes involved multiple participants, i.e. entire boards. A total of 63 libraries took advantage of the webinars across the province.

Services	Goals for 2019/20	Task/Update
	Libraries have strong working relationships with their municipalities.	*Develop and deliver in person sessions on governance best practices.* ***Measures of Success:*** *Attendance at regional training sessions.* *More libraries attend Trustee Council meetings.* SOLS staff delivered 15 workshops on "Governance Best Practices" to new board members across southern Ontario. A total of 235 participants from 77 library systems attended the sessions. In addition to these SOLS organized events, staff were asked to attend two other board sessions in the Niagara and York regions. An additional 19 libraries and 100 people attended for a total of 335 registrations representing 96 libraries. It is expected that participation in the governance workshops in the spring will result in more libraries being represented at the Fall 2019 Trustee Council meetings.
		Provide an orientation to board governance for new CEOs. ***Measures of Success:*** *80% first time CEOs complete the orientation.* Planned for fall/winter. Development is in progress.
		Incorporate short education segments into Trustee Council meetings. ***Measures of Success:*** *Adapt the annual "client satisfaction" survey to include the measures we need, e.g. the question about the state of the library/municipal relationship.* The fall 2019 Trustee Council meetings will include a short educational segment on the importance of building a strong working relationship with the municipality.

2. Libraries will have access to achieve service excellence.		
Continuing Education	Public Library staff can find learning opportunities that meet their needs.	*Refresh the SOLS competencies framework.* On hold due to a cut to the SOLS operating grant. The Training Manager and Instructional Designer would have been the leads on this project.
		Promote EXCEL and online courses as valuable learning opportunities. ***Measures of Success:*** *Number of registrations for EXCEL courses.* *80% of students who took an EXCEL course report that taking the course enhanced their ability to do their job.* The fall season (September – December 2019) is when EXCEL students will be surveyed about learning outcomes. They will be asked to rate their ability to accomplish one or more things at work because of having taken an EXCEL course. The survey will be a requirement for earning the certificate of completion.
Professional Resources and Consulting Assistance	Libraries have the capacity to address challenging social issues.	*Organize training opportunities that help public library staff prepare for challenging social issues.* ***Measures of Success:*** *Attendance at train-the trainer sessions, workshops and webinars focused on the library's response to social issues.* 26 staff from 19 libraries took the Crisis Prevention Institute's Instructor Certification Training, in de-escalation and crisis prevention, that was organized and promoted by SOLS. To date, 11 libraries in southern Ontario have purchased access to Ryan Dowd's online course (at a discount price negotiated by SOLS) on helping libraries better serve the homeless, giving staff the tools they need to serve this marginalized population while also managing the challenges in respectful and creative ways.
		Develop dynamic resources to address a variety of social issues faced by public libraries (i.e. opioid crisis). ***Measures of Success:*** *Professional resources are used.* On hold due to a cut to the SOLS operating grant. SOLS staff members will connect libraries to each other around these issues.

Online Networking	Library staff identify as active learners.	*Develop a self-directed module on active learning available on demand.* ***Measures of Success:*** *50 public library staff identify as active learners.* On hold due to a cut to the SOLS operating grant.
3. Libraries will have access to cost savings and province wide access.		
INFO	The people of Ontario have access to resources beyond their local library collections.	*Seek input from library stakeholders.* ***Measures of Success:*** *Survey clients to determine ILL needs and report results.* The elimination of the delivery service has made it necessary for both SOLS and public libraries to reevaluate ILL policies. To better understand how public libraries are adapting, we will be conducting a survey in late September. We will seek information around changes to local ILL policies; addressing such matters as patron borrowing, format limits, and workflow. We will then collate this data to determine whether the provincial policies need to be further adapted. A working group of SOLS staff members and library representatives will be created to help with this task.
		Update Environmental scan of Interlibrary loan (ILL) software marketplace. ***Measures of Success:*** *Identify potential vendors to respond to an RFP (Request for Proposal)* Our ILL software vendor, OCLC, has said that they will continue to support VDX past March 2020. OCLC previously had indicated the product would no longer be available past that date. That date has now been extended to at least 2022. Given our financial situation, and ILL volume uncertainty, our focus will be on negotiating a favourable contract extension to take us to 2022.
E-Collections	Libraries achieve cost savings and efficiencies.	*Negotiate consortia pricing for E-Resources, E-Collections.* ***Measures of Success:*** *The dollar value of the total purchases is less than if libraries had purchased products individually.* We are in the later stages of the RFP process for both programs. The 2020 vendor agreements will be in place by December 2019.
Collective Purchasing Agreements (CPAs)	Libraries are aware of and have access to emerging technologies.	*Provide learning opportunities and information sessions on emerging technologies.* ***Measures of Success:*** *Attendance at webinars on technology trends hosted by SOLS/SOLS vendors* On hold due to a cut to the SOLS operating grant.
		Identify potential pilot projects.

		Measures of Success: *1 new technology pilot project offered to libraries.* New offerings are on hold due a cut to the SOLS operating grant. While the CPA program will continue, it will be limited. In late fall we will be assessing the structure and scope of this service.