



## Project Management Definitions

### Project Sponsor

The Project Sponsor is a manager with demonstrable interest in the outcome of the project whom is responsible for securing spending authority and resources for the project. Ideally, the Project Sponsor should be the highest-ranking manager possible, appropriate for the project size and scope. The Project Sponsor initiates the Project Proposal process, champions the project, and is the ultimate decision-maker for the project. The Project Sponsor provides support for the Project Manager, assists in preparing the project plan, approves major deliverables, and signs off on approvals to proceed to each succeeding project phase. Project Sponsor may elect to delegate any of the above responsibilities to other personnel either on or outside the Project Team.

### Project Manager

The Project Manager is responsible for ensuring that the Project Team completes the project. The Project Manager develops the Project Plan with the team and manages the team's performance of project tasks. The Project Manager also secures acceptance and approval of deliverables from the Project Sponsor and Stakeholders.

### BSC Project Managers Team

The purpose of this team is to coordinate the development, implementation and evaluation of the BSC Project Plans and to create alignment and synergy between the plans. The Project Managers will work together to develop a joint project management and communications process with their respective teams, with the Senior Team, with Library Services and Operations Supervisors and with all staff. They will gather, share and disseminate information.

### Project Team

The Project Team is a group responsible for planning and executing the project. It consists of a Project Manager and a variable number of Project Team members who are brought in to accomplish their tasks according to the Project Schedule, usually on a part-time or variable basis.

### Project Team Members

Project Team Members are responsible for executing tasks and producing deliverables, as outlined in the Project Plan and directed by the Project Manager, at whatever level of effort or participation has been defined for them. On larger projects, some Project Team members may serve as Team Leaders, providing task and technical leadership.

### Project Plan

A critical factor for project success is a well-developed project plan. It not only provides a road map for a project manager and project team to follow, but also acts as the project manager's premier communications and control tool throughout the project. Project plans will most likely grow and change with the life of the project. A project plan will cover the following key steps.

- Explanation of project plan and key components to key stakeholders.
- Definition of roles and responsibilities of team members and other resources.
- Scope statement - common agreement about the project definition and includes business needs and business problem; project objectives, stating what will occur within the project to solve the business problem; benefits of completing the project, as well as the project justification; deliverables; and key milestones.
- Project action plan, including work breakdown structure of all deliverables and tasks; schedule of task list; cost estimates; accountabilities; and resource requirements.
- Risks and contingencies.
- Communication plan to keep all employees and key stakeholders up to date on progress and accomplishments.

# 2006 BALANCED SCORECARD PRIORITIES ACCOMPLISHMENTS AND STATUS REPORT

PROJECT	ACCOMPLISHMENTS	SPONSOR	PROJECT MGR.	STATUS
<b>SERVICE INNOVATIONS</b>				
<b>LITERACY STRATEGY &amp; PLAN</b>	<p>To develop a comprehensive and sustainable London Public Library Literacy Service Plan: Digital Age Literacy in order to offer Londoners relevant and accessible library services, coordinated system-wide, designed to support them in becoming literate in the 21st Century.</p> <ul style="list-style-type: none"> <li>Philosophy and direction set using "21<sup>st</sup> Century Literacy" model</li> <li>Incorporated into LPL Service Excellence Model as a Core Service Outcome</li> <li>Sub-teams: Basic Literacy; Multiple Literacies and READ</li> <li>Basic Literacy: research completed, expansion of community outreach and partnerships,</li> <li>Multiple Literacies: focus on collections and programming</li> <li>READ – review of existing program; development and implementation of new READ Program with Literacy Facilitator, expanded to East London through Rotary partnership</li> <li>Development of Lifelong Learning and Literacy Centre Service Plan, partnership with CHUM</li> </ul>	Susanna Hubbard Krimmer	Brian Rhoden	<p>Basic Literacy: further development of Literacy Core Service in conjunction with all Service Delivery Streams</p> <p>Multiple Literacies: 2007 Priority - Multicultural Literacy – BSC Project Plan to be developed and team established</p> <p>READ: evaluation of new model</p> <p>Implementation, and launch of Lifelong Learning &amp; Literacy Centre, Central; media event</p>
<b>YOUTH SERVICES STRATEGY &amp; PLAN</b>  <b>COMPLETE</b>	<p>To develop a comprehensive and sustainable London Public Library Youth Services Plan: Wired for Youth designed to offer youth (people ages 12-18) engaging, meaningful, relevant and accessible library services.</p> <ul style="list-style-type: none"> <li>Philosophy and service strategy developed: LOLLYPOP</li> <li>Grant seed funding obtained</li> <li>Part of LPL Service Excellence Model (collections, programming etc.)</li> <li>Service model implemented: Teen Annex</li> <li>Children's Services Committee mandate broadened to include Youth</li> <li>Staffing Model for Children's Library/Teen Annex developed and implemented</li> </ul>	Anne Becker	Julie Brandl	<p>Working with BSC Metrics team to establish metrics and targets</p> <p>System-wide implementation of Youth Services Plan in progress by services team</p>
<b>WIRELESS STRATEGY &amp; PLAN</b>	<p>As part of our Service Excellence Plan, Technology Service Delivery Stream, to introduce wireless service for library customers to meet demand for this access.</p> <ul style="list-style-type: none"> <li>Pilot: Central – complete</li> </ul>	Anne Becker	Tom Travers	Implement across library system in alignment with Strategic Plan priorities

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<b>CREATIVE CITY PROJECT</b>	<p>In alignment with the LPL our Strategic Plan, develop and implement a plan to position London Public Library as a creative community hub and leader within London – an organization that is an enabler and catalyst of creativity and innovation within the city.</p> <ul style="list-style-type: none"> <li>• Recommendations woven into other BSC teams for further development and implementation</li> <li>• Developed Creative City logo for marketing purposes</li> <li>• Participated in the City's <i>Welcome to London</i> fairs at UWO, Fanshawe</li> <li>• Developed funding proposals for Writer-in Residence and River Project initiatives</li> <li>• Other Specific LPL initiatives: Teen Annex Mural</li> </ul>	Lindsay Sage	Margaret Wilkinson	Status of City-wide projects dependent upon City of London Funding
<b>INTERNET AWARENESS PROJECT</b>  <b>COMPLETE</b>	<p>To develop and implement an integrated strategy and plan to educate key target audiences (particularly young people and parents) about media and internet safety and enhance their internet and media literacy.</p> <ul style="list-style-type: none"> <li>• Developed, implemented and evaluated public information mechanism and tools</li> <li>• LPL became part of leadership for community initiatives, e.g. Community Safety &amp; Crime Prevention Advisory Committee for Community Safety</li> <li>• Focused on 3 key events to delivery programs and displays</li> </ul>	Anne Becker	Brian Rhoden	Integrated into Service Excellence Plan, Technology Service Delivery Stream
<b>LENDING SERVICES PROJECT</b>	<p>To develop a comprehensive and London Public Library Lending Services Operational Model in order to offer Londoners relevant and accessible lending services and to ensure that operations are effective and efficient.</p> <ul style="list-style-type: none"> <li>• Philosophy and direction set</li> <li>• Lending incorporated into LPL Service Excellence Model as a Core Service Delivery Stream</li> <li>• 8 sub-teams created to handle key process: Collections Agency review; Welcome Staff to study greeting and roving; III Paging List (with Collections and III Teams); High Holds; Hold Shelf; Notices; Telephone Notification System; Patron records – addresses; Visiting Library Services</li> <li>• A number of accomplishments, such as well received collections materials “soon due” email courtesy notices</li> <li>• Patron Self Check Out Service: update of lending services policies and procedures to support success of service</li> </ul>	Nancy Ward	Rosemary Townshend & Eeva Stierwalt	<p>Finalization of Collections Agency review process – April 2007</p> <p>Review and streamlining of operational workflow across system</p> <p>Review of Visiting Library Services as part of service review – March 2007</p>
<b>CENTRAL SPACE REDESIGN</b>	<p>To align our Central Branch space planning and design to our vision, strategic plan and value promise. Bring the space alive and ensure it meets the needs of the community while providing an improved work environment for staff. Ensure Central Branch embodies our commitment to provide the public with superior</p>	Anne Becker	Arlene Thompson	Implementation 2007 – to be completed by April 2007. Teen Annex already complete.

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	<p>library experience in harmony with our website and all other points of contact.</p> <ul style="list-style-type: none"> <li>• Service philosophy and key success factors established</li> <li>• Service Profiles for each area developed using Service Excellence Template</li> <li>• Space Plans for each area developed</li> <li>• Staff office accommodation plan developed</li> <li>• Time lines for movements of collections, furniture and equipment being established</li> </ul>			
<b>SERVICE EXCELLENCE</b>				
<b>COLLECTIONS MANAGEMENT STRATEGY</b>	<p>To determine a system-wide collection management philosophy and direction and to develop and implement a system-wide collections development and maintenance strategy and plan.</p> <ul style="list-style-type: none"> <li>• Philosophy and direction set</li> <li>• Incorporated into LPL Service Excellence Model as a Core Service Delivery Stream</li> <li>• Collections strategy plan developed and communicated</li> <li>• Staffing Model developed</li> <li>• Implementation begun</li> <li>• BSC Team concluded</li> </ul>	Susanna Hubbard Krimmer	Beth Whitney	<p>Core Service Collections Teams established to plan, implement and evaluate processes:</p> <ul style="list-style-type: none"> <li>• New and emerging formats</li> <li>• Downloadable audio books</li> <li>• Deselection criteria</li> <li>• Collections Evaluation and usage using III</li> <li>• "High Holds" management</li> </ul>
<b>SERVICE EXCELLENCE / SERVICE MODEL STRATEGY &amp; PLAN</b>	<p>To develop and implement a Service Excellence Strategy and Model that brings the LPL Vision Mission and Value Promise to life, creating a community hub that enriches lives and empowers people through relevant, accessible and high quality services.</p> <ul style="list-style-type: none"> <li>• Library service defined and direction set</li> <li>• Value Promise developed in support of Vision and Mission</li> <li>• Customers First! Strategy developed and implemented to support alignment of Strategic Plan and BSC Projects with Mission, Mission, Value Promise</li> <li>• Developed and communicated LPL Service Excellence Model</li> <li>• Work begun on strategies and plans for both cores services and delivery streams</li> <li>• Service Profile Template developed and implemented to support location service plans based on new service model</li> <li>• Closure of 2<sup>nd</sup> Floor Circulation Service Point and Entrance to optimize staff resource allocation</li> <li>• Staffing Model developed for Central Branch</li> <li>• Implementation begun</li> </ul>	Susanna Hubbard Krimmer/ Anne Becker	Susanna Hubbard Krimmer, Nancy Ward, Margaret Wilkinson	<p>Establishment of Service Excellence BSC Project Team for Reference, Reader's Advisory and Referral with sub-teams for Reference and Referral and for reader's Advisory</p>
<b>OPERATIONAL EXCELLENCE</b>				
<b>QUALITY MANAGEMENT</b>	<p>To develop a practice whereby library policies, regulations, guidelines and procedures are developed, communicated, implemented and reviewed, according to standards, to</p>	Anne Becker	Margaret Mitchell	Ongoing review of library operational policies.

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<b>PROJECT – LIBRARY POLICY</b>	<p>ensure that the Library Board, Senior Team and all Staff are supported in the work of LPL.</p> <ul style="list-style-type: none"> <li>Defined policy as it pertains to Board Governance; Ways and Means</li> <li>Board Governance Policy reviewed and revised, approved by Library Board</li> <li>Library policies affecting operations currently under review, e.g. Bulletin Board, Lending Services, etc.</li> <li>Committee expanded for next phase of work</li> </ul>			Continued involvement in process improvement and policy improvement.
<b>QUALITY MANAGEMENT – BALANCED SCORECARD METRICS</b>	<p>To develop a multi-level balanced score card assessment tool that enables us to: communicate and measure the success of our strategic plan and services against established benchmarks and targets; to provide a tool for ongoing and regular analysis to assess progress and to identify other courses of action required to achieve targets.</p> <ul style="list-style-type: none"> <li>Inventory of current metrics and data, identification of required data for funders, Board, Senior Team, Supervisors etc.; gap analysis completed</li> <li>Metrics updated to meet required information needs and to match 4 pillars of Strategic Plan and new Service Excellence Model</li> <li>Support to all BSC project action plans</li> <li>Review of Vision and other systems to provide appropriate metrics; creation of linkages with LIBBI</li> <li>Implementation of LIBSAT customer satisfaction survey</li> </ul>	Anne Becker	Margaret Mitchell	Ongoing development of BSC at a corporate level and drill down to branch and department level. Increase analysis of results and action planning for improvements. Regular posting of BSC on LIBBI for review by Employees, celebrations of positive results and collaboration on opportunities for improvement. Evaluation of LIBSAT service Summer 2007
<b>ROOM RENTAL &amp; PROGRAM BOOKING STRATEGY &amp; PLAN</b>	<p>To optimize the capacity utilization of meeting room space across the system with a balance between revenue and non-revenue users, while maximizing the efficiency and service effectiveness of managing the meeting space booking process and operating requirements. Re-examine customer service model; strengthen this model to meet expectations of Strategic Plan.</p> <p>Part 1 – Immediate Needs</p> <ul style="list-style-type: none"> <li>Inventory of community meeting spaces and assets and gap analysis - completed</li> <li>Establish a maintenance schedule for space – completed by Facility Services</li> <li>Review and update audiovisual equipment –complete</li> <li>Review of Vision to make more user friendly</li> </ul> <p>Part 2 Service Review</p> <ul style="list-style-type: none"> <li>Community Meeting Place incorporated into LPL Service Excellence Model as a Core Service Outcome</li> </ul>	Susanna Hubbard Krimmer	John Scott	Service review underway with development of Service Plan for Service Excellence Core Service Outcome, Community Meeting Space, and development of delivery model, including marketing and promotion component
<b>PRINT PRODUCTION PLAN</b>	To establish new practices and procedures in the creation, printing and production of support materials for program and services. To enhance the quality control and	Lindsay Sage	Betty Luedekke	Department roles, responsibilities, work flow under review to align priorities

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	<p>branding of these materials, while nurturing creativity throughout the Library.</p> <ul style="list-style-type: none"> <li>Existing process and workflow reviewed</li> <li>New procedures and templates developed</li> </ul>			with 2007 Program Calendar developed by CEO
<b>ENERGY MANAGEMENT POLICY</b>	<p>To manage LPL consumption of energy reducing costs.</p> <ul style="list-style-type: none"> <li>LPL Plan developed in 2004/5 with implementation underway</li> </ul>	Anne Becker	Terry Wilkes/Barb Jessop	Further opportunities being sought through 2007-2009 Capital Budget Process
<b>ASSET MANAGEMENT PROJECT</b>	<p>Corporation of the City of London driven process for managing all corporate assets; tied to city time lines</p>	Anne Becker	Barb Jessop	TBD.
<b>COMMUNITY DEVELOPMENT</b>				
<b>COMMUNITY DEVELOPMENT &amp; MAPPING PLAN</b>	<p>To develop a focused, collaborative, integrated and value-added Community Development &amp; Outreach Strategy &amp; Action Plan. To introduce priorities that positions London Public Library as both a service leader and a community hub that strengthens families, neighbourhoods and people in London.</p> <ul style="list-style-type: none"> <li>Best practices review completed</li> <li>Supported "Every Kid a Card" Initiative</li> <li>Supported community mapping for Pond Mills</li> <li>Committee Mandate under review</li> </ul>	Susanna Hubbard Krimmer	Kevin Moore	Committee mandate to be defined in conjunction with Service Excellence Plan.
<b>FUND &amp; REVENUE DEVELOPMENT STRATEGY &amp; PLAN</b>	<p>Enhance opportunities for revenue diversification from traditional sources and to identify new opportunities consistent with the directions identified in the Strategic Plan of both a program and project nature. To identify a strategy for Revenue &amp; Fund Development that ensures annual revenue and fund targets are met for budgeting purposes.</p> <ul style="list-style-type: none"> <li>Strategy and plan developed</li> <li>2006 initiatives support Strategic Plan – Youth Services, Literacy Services</li> </ul>	Lindsay Sage	Barb Jessop	<p>Plan under review to set implementation priorities in context of 2007 Strategic Plan priorities</p> <p>Review and improvement of Lasting Treasure Annual Giving Campaign</p>
<b>INTEGRATED PROGRAMMING STRATEGY &amp; PLAN</b>	<p>To develop an Integrated Program Management strategy and plan which clearly articulates how London Public Library will manage the system-wide and location-specific program development process and delivery / implementation process to effectively and efficiently meet / exceed the expectations and needs of our target audiences, in alignment with our mission, vision and strategic priorities.</p> <ul style="list-style-type: none"> <li>System-wide philosophy and direction set</li> <li>Incorporate Programming into LPL Service Excellence Model as a Core Service Delivery Stream</li> </ul>	Susanna Hubbard Krimmer	Delilah Deane Cummings	<p>Develop and communicate system programming strategy and implementation plan – February – March 2007</p> <p>Develop and implement Community Outreach and Programs Department Service Profile with Staffing Model January – February 2007</p>

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				Implementation – March 2007
<b>E-COMMUNICATION PROJECT</b>  <b>COMPLETE</b>	<p>To develop and implement an E-Communications strategy and plan to market and promote library services to our customers.</p> <ul style="list-style-type: none"> <li>• System-wide philosophy and direction set</li> <li>• Foundation work put in place</li> <li>• Position of E-Communications Librarian created and filled</li> <li>• BSC Team disbanded and Librarian assumed ongoing work</li> <li>• Developed and launched E-Newsletter plan – 3,500 subscribers, 6 newsletters published in Sept. 2006</li> <li>• LPL on social networks, e.g. Flickr and Myspace.com/teenannex, to great response with other community agencies who are networking</li> <li>• Integrated with Service Excellence Model, Technology Core Service Delivery Stream</li> <li>• Review and analysis of Copyright undertaken and LPL Linking/Deep Linking Policy established</li> </ul>	Anne Becker	Nancy Ward  Lisa Manax-Skikos	<p>Target newsletter subscribers: 4000 by June 2007</p> <p>6 newsletters published January 2007, 6 to be published June 2007</p>
<b>MARKETING &amp; PUBLIC AWARENESS STRATEGY &amp; PLAN</b>	<p>To develop marketing strategy and action plan which clearly communicates and promotes the HUGE VALUE (features and benefits) of London Public Library and positions the library as a destination – a community hub and as an integral part of the fabric of an individual’s life and the life of communities across London.</p> <ul style="list-style-type: none"> <li>• Marketing Strategy and Plan developed and communicated</li> <li>• Templates developed for marketing program needs related to marketing.</li> <li>• Signage Sub-Team developed strategy and model</li> </ul>	Lindsay Sage	Lynda Kirkham	<p>Plan under review to set implementation priorities in context of 2007 Strategic Plan priorities</p> <p>Signage model pilot for Central Library and Pond Mills redesigns.</p>
<b>HIGH PERFORMANCE CULTURE</b>				
<b>CULTURE STRATEGY &amp; PLAN</b>	<p>To guide the successful transformation of our organizational culture to a desired culture that is rooted in the desired elements:</p> <ul style="list-style-type: none"> <li>• All-staff collaboration input via Culture Imprint exercise.</li> <li>• Reviewed staff input / data and conducted analysis.</li> <li>• Developed Culture Model with culture values and actions.</li> <li>• Rolled out Culture Model to organization.</li> </ul>	Anne Becker	Beth Kinchlea	<p>At implementation stage for Culture Integration via such key initiatives as:</p> <ul style="list-style-type: none"> <li>• Recognition Program</li> <li>• Core Competency Model redesign</li> <li>• Redesign of Performance Management System</li> <li>• Transparent Communication</li> <li>• Value Promise and new Service Excellence Model</li> </ul>

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<b>BRIGHT IDEAS</b>  <b>COMPLETE</b>	<p>Bright Ideas! is a London Public Library program designed to encourage all employees to contribute innovative ideas and suggestions in a way that is easy and effective. The role of the Team is to gather information about ideas, evaluate them for feasibility and forward them to the person or group who can do something about them. The Team also tracks the ideas for execution and recognizes the contributing employee for his or her contribution.</p> <ul style="list-style-type: none"> <li>• Process developed and implemented</li> <li>• Target of 30 for 2006 exceed by 200%</li> <li>• Very well received and ideas are being implemented.</li> </ul>	Anne Becker	Beth Kinchlea	Explore concept for LPL to serve as a Bright Ideas! conduit for the public to channel ideas to City of London as part of LPL community engagement role
<b>INTERNAL COMMUNICATION STRATEGY &amp; PLAN</b>	<p>Develop and implement an internal communication strategy that reinforces the overall purpose of both the organization strategy and individual initiatives within the organization, and guides employees towards common goals. The communication strategy will link employees, at all levels and across all teams, through knowledge sharing and collaboration and create a common purpose and meaning among employees thus generating a feeling of being united in the pursuit of our vision and shared goals.</p> <ul style="list-style-type: none"> <li>• Reviewed internal communication process and protocols</li> <li>• Obtained feedback from Employees regarding desired communication processes and mediums.</li> <li>• Provided input to BSC Culture and Intranet Teams</li> <li>• Developed and implemented Voice Mail Policy and E-Mail Policy and Communication Checklist.</li> </ul>	Anne Becker		Currently working on a Style Guide and Communication Checklist
<b>HIRING &amp; PERFORMANCE MANAGEMENT SYSTEM</b>	<p>Develop and implement a hiring and performance management system that recruits, promotes and retains talent with the right skills for the right position.</p> <ul style="list-style-type: none"> <li>• Performance system introduced in 2005 underway – to be reviewed</li> <li>• New job description template designed with several new job descriptions produced.</li> <li>• Review and analysis of a Human Resources Information System (HRIS) to support human resources records management, processes and payroll.</li> </ul>	Anne Becker	Anne Baker	<p>Prepare new job descriptions for all positions, using new format.</p> <p>Design improved processes for hiring and selection of staff to fill roles.</p>
<b>STRATEGIC PLAN ROLL-OUT &amp; ENTRENCHMENT – VALUE PROMISE</b>	<p>Launch the new Strategic Plan and project management methodology to support strategic plan.</p> <ul style="list-style-type: none"> <li>• Launched project teams to support strategic plan priorities.</li> <li>• Trained staff in project management.</li> <li>• Developed LPL Value Promise and Customers First! Strategies to guide</li> </ul>	Anne Becker	Senior Team, BSC Project Managers	Implement Phase II of Strategic Plan in 2007.



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<b>COMPLETE</b>	organization. <ul style="list-style-type: none"> <li>Developed and implemented internal and external communications Strategy related to Strategic Plan.</li> <li>Facilitated 2 Day Staff Development Conference in support of strategic plan.</li> </ul>			
<b>DEVELOPED AND EMPOWERED EMPLOYEES</b>				
<b>ROLE ANALYSIS &amp; JOB EVALUATION</b>	A joint Union and Management process undertaken by a committee whose mandate it is to develop and implement a new job rating tool and process; to evaluate all jobs, based on a rating system of internal relativity. <ul style="list-style-type: none"> <li>New Job Evaluation Tool Developed</li> <li>Staff training developed and implemented</li> <li>Staff Input Questionnaire Developed and Implemented</li> <li>Position evaluation underway</li> </ul>	Anne Becker	Anne Baker Paula Kelly (co-chairs)	"Sore thumbing" stage evaluation in progress. Goal is to have JE process complete by end of QII at the latest.
<b>LEARNING STRATEGY &amp; T&amp;D PLAN</b>  <b>COMPLETE</b>	The goal of the Learning Strategy is "to shape and foster a learning and innovative organization and in so doing inspire all employees to flourish and contribute to service excellence and to the achievement of our vision and mission and strategic priorities." <ul style="list-style-type: none"> <li>Learning Strategy, with definitions, roles and responsibilities, objectives, etc., developed and communicated</li> <li>Planned and delivered two day Staff development Conference</li> <li>Implementation underway with training programs designed to support project team accomplishments</li> <li>Huge training calendar accomplished.</li> </ul>	Anne Becker	Beth Kinchlea	Training and Development Plan developed annually in conjunction with Strategic Plan BSC Projects
<b>INTRANET STRATEGY &amp; PLAN</b>  <b>COMPLETE</b>	To define and implement the London Public Library Intranet, an internal resource to provide ubiquitous access to necessary policy and procedure as well as an online meeting place for staff to share ideas and collaborate. <ul style="list-style-type: none"> <li>Successfully designed and developed a comprehensive Employee Intranet, named LIBBI.</li> <li>Staff training on LIBBI and ongoing refreshers provided.</li> <li>Ongoing content development and posting.</li> <li>Continually improve and monitor usage of LIBBI.</li> <li>Successfully transferred the majority of internal communication documents, policies and processes onto LIBBI.</li> <li>Integrated into daily internal communication.</li> </ul>			Ongoing content development and review to ensure alignment with Strategic Plan  Ongoing content development to support staff in for core service and service stream delivery (who, what, why, how, processes and discussion forums "tips & tricks")  Ongoing evaluation and review of search functionality for specific content

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<b>OPTIMIZE TECHNOLOGY</b>				
<b>INTEGRATED LIBRARY SYSTEM PLAN</b>	<p>To harness the Integrated Library System (ILS) to automate, manage, improve and optimize critical library service delivery mechanisms and operational processes within the London Public Library, such as circulation, acquisitions, serials check-in, cataloguing, database management, collections management and reporting and the Web OPAC.</p> <p>Sub-Teams created as task teams:</p> <ul style="list-style-type: none"> <li>• Public Catalogue review and update - completed</li> <li>• Graphical Self Check - system-wide implementation in progress</li> <li>• Integration of III Acquisitions/Serials fund information with ACCPAC - completed</li> <li>• Syndetics collections cover images in catalogue – complete</li> <li>• Inventory/ In-House Use – pilot with London Room - completed</li> <li>• Metafind searching – under development</li> </ul>	Susanna Hubbard Krimmer	Eeva Stierwalt	<p>Ongoing implementation of Customer Self Check Out; formal launch and media event</p> <p>Several functionalities under development for implementation in 2007 in conjunction with Strategic Plan (e.g. Metrics) and Service Excellence Core Service Outcomes and Delivery Stream priorities</p> <p>Workflow review and automation of processes ongoing</p>
<b>MICROSOFT OFFICE CONVERSION</b>  <b>COMPLETE</b>	<p>Transfer from WordPerfect to Microsoft Suite of products.</p> <ul style="list-style-type: none"> <li>• Software installed.</li> <li>• Transfer completed with ongoing training support – majority online via LIBBI</li> </ul>	Anne Becker	Tom Travers	