

REPORT TO THE LIBRARY BOARD

MEETING DATE: Wednesday, May 16th, 2007

Session:	Public Session
Subject:	Update On Sustainability Project
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Presented By:	Anne Becker
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

Background

The mission of the Sustainability Project is to analyze and assess London Public Library's organizational capacity to manage and provide library services through a 16-branch infrastructure in a cost effective and relevant manner while maintaining high-quality service standards and growing our key metrics, such as attendance, circulation and cardholder base. We will provide recommendations on how to optimize library service and maximize the customer experience to the Library Board in September 2007.

Status

During the next six weeks, we will be conducting:

- A workload review of library service
- Hours of Service & Service Usage review
- Community Mapping for all branch locations within London
- Benchmarking study of other Canadian large urban libraries
- A review of the delivery of Non-Branch Services, such as virtual branch, visiting library service, telefact and community outreach.

We will also be commencing a consultative review with key stakeholder groups to gather input on needs, expectations and service priorities. This consultative process will occur in June and will include:

- Telephone Interviews with 300 library cardholders. Our plan is to hire a consultant to conduct this research phase for London Public Library.
- Several focus groups with stakeholder groups and general members of the community. Anne Becker and Lindsay Sage will facilitate the focus groups.
- In person interviews with library customers, conducted within the branches, by volunteers.
- One-on-one interviews with identified stakeholders in London.

Once we have collected and compiled all of our data, the analysis phase will begin, followed by a comprehensive review of alternatives. The deliverables will include:

- A business case, with recommendations that will ensure the sustainability of a superior library system, serving London residents.
- Alternate solutions, including service and branch infrastructure status quo, rationalization, harmonization and expansion alternatives.
- Recommended Service Delivery Model including tiers of service, hours, staffing and service locations.
- Recommended process for implementation of the model.