

REPORT TO THE LIBRARY BOARD

MEETING DATE: Wednesday, February 20th, 2008

Session:	Public Session
Subject:	2008 BSC Project Priorities
Prepared By:	Anne Becker
Presented By:	Anne Becker
Purpose of Report:	For Decision: Approval <input checked="" type="checkbox"/>

Recommendation

It is recommended that this report be received by the Library Board and that the 2008 BSC Project Priorities be approved.

Update

In direct alignment with London Public Library's strategic plan, we have identified our 2008 Project Priorities. Some priorities continue to build on the work that we started in 2007. Others are new and will require us to allocate resources to these priorities in 2008.

Attached, please find the 2008 Project Priorities.

2008 BALANCED SCORECARD PRIORITIES

Timelines & Team Members

PROJECT	TIMELINE	SPONSOR	PROJECT MGR.	TEAM MEMBERS
SERVICE INNOVATIONS				
Library-Mobile Due Diligence & Plan	02-08 to 06-08	Anne Becker	Lindsay Sage/Susanna Hubbard Krimmer	A. Dundas, M. Forte, H. McDonald, M. McEwen, K. Moore, Services Coordinators, T. Travers and T. Wilkes, L. Kirkham, L. Holdsworth, B. Kinchlea
Newcomers Strategy	01-08 to 12-08	Susanna Hubbard Krimmer	Brian Rhoden	Library Settlement Project Team: M. Forte, D. Knoppert, A. Thompson, H. Williams
Access Magazine Redesign	01-08 - 06-08	Lindsay Sage	L. Kirkham	J. Brandl, C. Doyle, M. McEwen, J. Sutton, F. Otway, M. Richardson
SERVICE EXCELLENCE				
Customer Service Model: 3 R's	01-08 to 12-08	Margaret Wilkinson	Arlene Thompson	To Be Determined!
Customer Service Model: Technology Solutions	01-08 to 12-08	Tom Travers & Margaret Wilkinson	Sarah Andrews/Rob Kearns	Danna Bushfield, E. Egleston, S. Graham, , L. Manax Skikos, H. McDonald, A. Neely
Ontario Public Library Week Model	02-08 go 06-08	Lindsay Sage	Trina LeReverend	Lynda Kirkham, L. Manax Skikos, J. Denomme, B. Luedekke, J. Quinton, H. Williams
Volunteer Strategy	01-08 to 03-08	Anne Baker	Jennifer Hesse	D. Deane Cummings, F. Otoway, J. McCallum, C. Prokop, L. Sage, H. Williams, S. AlRayes, M. Simpson, L. Hoang
Writer-in-Residence Program	01-08 to 06-08	Lindsay Sage	Mark Richardson	L. Kirkham, D. Deane Cummings, C. Dinsdale, E. Ruffell. E. Contursi, S. Lui
New Sunningdale Branch	01-08 to 12-10	Susanna Hubbard Krimmer	Margaret Mitchell/Nancy Collister	T. Wilkes, A. Becker, J. Brandl, D. Deane Cummings, R. Patterson, A. Thompson, B. Rhoden, N. Ward, B. Whitney, M. Wilkinson, L. Sage, T. Travers

PROJECT	TIMELINE	SPONSOR	PROJECT MGR.	TEAM MEMBERS
OPERATIONAL EXCELLENCE				
Business Continuity Plan	02-08 – 06-08	Anne Becker	Margaret Mitchell	T. Travers, E. Stierwalt, T. Wilkes, A. Lister, B. Jessop, M. Wilkinson, Security Team (Resource)
HRIS Project – Stage I – Due Diligence	03-08 to 12-08	Anne Becker	Barb Jessop, Anne Baker	K. Anhorn, B. Marshall, B. Kinchlea, T. Travers
Quality Management & Marketing Metrics And Program Evaluation And Tracking	01-08 to 04-08	Margaret Mitchell	Lindsay Sage	L. Kirkham, E. Stierwalt, Coordinators, D. Deane Cummings, D. Caloren
Purchase Order Processing & Procurement	02-08 – 06-08	Anne Becker	Barb Jessop	B. Stewart, D. Medd, M. Mitchell, T. Wilkes, T. Travers (resource), A. Thompson & B. Whitney (resources)
Quality Management – Customer Feedback Project	01-08 to 10 08	Anne Becker	Margaret Mitchell	Arlene Thompson, M. Forte, W. Dennis, N. Collister, D. Caloren, B. Whitney
Quality Management – Library Policies & Procedures		Anne Becker	Margaret Mitchell	S. Andrews, M. McEwen, M. Cope, J. White, G. Eady
Tangible Capital Assets Project		Anne Becker	Barb Jessop	D. Medd, T. Wilkes, T. Travers, S. Hubbard Krimmer, B. Whitney
COMMUNITY DEVELOPMENT				
Business Engagement Strategy	02-08 to 06-08	Anne Becker	Lindsay Sage	M. Richardson, A. Neely, S. Andrews, C. Doyle, M. Collins
Community Engagement Strategy: <ul style="list-style-type: none"> ○ Seniors ○ Socially Excluded: Youth at Risk ○ Socially Excluded: Homeless ○ Pond Mills Branch 	02-08 to 12-08	Susanna Hubbard Krimmer	<ul style="list-style-type: none"> ○ Seniors – D. McClelland ○ Socially Excluded: Youth at Risk – J. Brandl ○ Socially Excluded: Homeless – H. McDonald/ R. Townshend <ul style="list-style-type: none"> ○ Pond Mills Branch – E. Egleston/ M. Wilkinson 	Teams will be assigned

PROJECT	TIMELINE	SPONSOR	PROJECT MGR.	TEAM MEMBERS
○ Carson Branch			○ Carson Branch -N. Collister/ J. Brandl	
HIGH PERFORMANCE CULTURE				
Hiring & Retention Plan	01-08 to 03-08	Anne Baker	Kim Anhorn	R. Patterson, M. Wilkinson
Recognition Plan	01-08 to 03-08	Anne Becker	Anne Baker	W. Dennis, B. Kinchlea, C. Maxwell, C. McLandress, D. Mitchell, E. Stierwalt, J. White. L. Whitworth
DEVELOPED & EMPOWERED EMPLOYEES				
Libbi Redesign / Refresh	02-08 to 05-08	Lindsay Sage	Lisa Manax Skikos & Beth Kinchlea	N. Gelinis, T. LeReverend, J. McCallum, S. Andrews, D. Mitchell, J. White, S. Yundt
OPTIMIZE TECHNOLOGY				
Integrated Library System Plan: Program Registration Team Graphical Self Check Team Lending Services Technology Team OPAC Review Team	01-08 to 12-08	Susanna Hubbard Krimmer	Eeva Stierwalt	Individual teams will be assigned.