

2008-2009 BALANCED SCORECARD PRIORITIES

Timelines & Status

PROJECT	TIMELINE	SPONSOR	PROJECT MGR.	STATUS
SERVICE INNOVATIONS				
Newcomers Strategy: Library Settlement Worker Project	01-08 to 12-08	Susanna Hubbard Krimmer	Brian Rhoden	<p>Actions to date:</p> <ul style="list-style-type: none"> • Best practices review & needs assessment • Service Action Plan created & initiated • Immigration Settlement Adaption Project in partnership with South London Neighbourhood Resource Centre • Library Settlement (LSP) project – submission to Citizenship & Immigration Canada completed – funding approved <p>Current Status – Development/Implementation:</p> <ul style="list-style-type: none"> • LSP project steering team to meet and commence implementation • Staff conference with diversity theme to promote understanding and enhance service levels under development <p>Review: LSP, 2009</p>
Mobile Library - "Library Roadshow"	02-08 to 12-08	Arlene Thompson	Kevin Moore	<p>Actions to date:</p> <ul style="list-style-type: none"> • Test model developed and implemented • Outreach and Marketing services underway • Libro Grant \$55,000 secured for vehicle <p>Current Status - Review:</p> <ul style="list-style-type: none"> • To be completed December 2008 with 2009 action plan created •
Access Magazine Redesign	01-08 – 08-08	Lindsay Sage	Lynda Kirkham	<p>Current Status - Review:</p> <ul style="list-style-type: none"> • New Access Magazine implemented and feedback on content and format being reviewed and incorporated

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SERVICE EXCELLENCE				
Customer Service Model: Reference, Referral & Reader Services (3 Rs)	01-08 to 12-09	Arlene Thompson	TBD	Actions to date: <ul style="list-style-type: none"> • 3R Service Delivery Model • Service Action Plan created and initiated • Standards, Guidelines, Roles & Responsibilities • Training Plan developed and key modules implemented as part of "Practicalities" – staff training weeks May 20-31, 2008 Current Status - Development: <ul style="list-style-type: none"> • Service Action Plan 2008-2009 • Training plan for staff/public on electronic databases • Marketing plan for electronic databases to coincide with public launch of Research Pro Review: 2009
Customer Service Model: Technology Solutions	01-08 to 12-08	Tom Travers & Margaret Wilkinson	Sarah Andrews & Rob Kearns	Actions to date: <ul style="list-style-type: none"> • Updating/streamlining of public workstations • Updating of adaptive technologies • Implementation of patron booking authentication system • Implementation of improved patron self-serve printing service • Related organizational procedures Current Status - Development: <ul style="list-style-type: none"> • Updating of Customer training • Marketing and promotion of technology-based services Review: 2009
Volunteer Strategy	01-08 to 12-08	Anne Baker	Jennifer Hesse	Actions to date: <ul style="list-style-type: none"> • Draft Volunteer Strategy document written by Project Manager and reviewed by team members Current Status - Development: <ul style="list-style-type: none"> • Draft to be finalized • Report to Library Board December 2008/ January 2009 Review: 2009

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Writer-in-Residence Program	01-08 to 12-08	Lindsay Sage	Mark Richardson	Current status - Implementation: <ul style="list-style-type: none"> • Planning complete and writer Dave Carley will begin October 2008
Northeast Branch Building Project	2008-2010	Susanna Hubbard Krimmer	Margaret Mitchell/Nancy Collister	Actions to date: <ul style="list-style-type: none"> • Architects hired • Library functional plan complete and interior space planning underway • Exterior elevations of building created Current Status – Development <ul style="list-style-type: none"> • Contract drawings to be completed • Final costing • Construction - 2009 • Library collection development -2010 • Library furniture and equipment procurement • Library fundraising • Opening of branch – September 2010
OPERATIONAL EXCELLENCE				
Business Continuity Plan	02-08 – 12-08	Margaret Mitchell	Senior Team	Actions to date: <ul style="list-style-type: none"> • Draft plan created • Emergency Binder updated and distributed Current Status - Development <ul style="list-style-type: none"> • Plan to be finalized and communicated Review: 2009 and ongoing
Quality Management – Customer Feedback Project	01-08 to 10 08	Susanna Hubbard Krimmer	Margaret Mitchell	Actions to date: <ul style="list-style-type: none"> • Process for action planning related to trends developed and ready for implementation • Existing regular system-wide feedback mechanisms and processes under review Current Status – Development: <ul style="list-style-type: none"> • New and/or revised feedback mechanisms and processes • Database to track feedback and provide reporting capabilities Review: <ul style="list-style-type: none"> • Customer Satisfaction Survey tool – 2009

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Quality Management – Library Policy	2008-2009	Susanna Hubbard Krimmer	Margaret Mitchell	Actions to date: <ul style="list-style-type: none"> • Inventory and review of existing policies • Develop policy template • Board governance policies prepared, approved and enacted Current status – Development/Implementation <ul style="list-style-type: none"> • Operational policies prepared, approved and enacted on an ongoing basis as Service Excellence Model delivery streams under review • Creation of searchable database on LPL intranet – LIBBI Review: 2009
Quality Management: Balanced Scorecard Metrics (Service Effectiveness)	01-08 to 12-08	Margaret Mitchell		Actions to date: <ul style="list-style-type: none"> • Identification of new indicators for tracking • Establish production schedule • Website development for input of statistics Current status: Development/Implementation <ul style="list-style-type: none"> • Continuing work on website access for managers and supervisors Review: 2009
Quality Management – Records Management	05-08 - 2009	Susanna Hubbard Krimmer	Margaret Mitchell	Actions to date: <ul style="list-style-type: none"> • Off-site storage process begun for records that have been reviewed, inventoried and retention set Current status – Development <ul style="list-style-type: none"> • Hire support for project to facilitate policy development • Policy prepared, approved and enacted • Lists of records/retention schedules completed • Practices in place Review: 2010
COMMUNITY DEVELOPMENT				
Community Engagement Strategy: Serving Socially Vulnerable Populations	2008-2009	Margaret Wilkinson, Nancy Collister	Delilah Deane Cummings	Actions to date: <ul style="list-style-type: none"> • Project Plan created • “Working Together” methodology identified • Library development Strategic Fund support of \$29,000 acquired

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				<ul style="list-style-type: none"> Special assignment staff member identified Current Status – Development <ul style="list-style-type: none"> Research Plan to be finalized and target groups identified Final report & action plan Spring 2009 2008
Community Engagement Strategy: Carson Branch	2008-2009	Nancy Collister	Delilah Deane Cummings	Actions to date: <ul style="list-style-type: none"> Establish Carson branch Library Action group Create vision, mission and mandate Identify service best practices Survey community Current Status – Development/Implementation <ul style="list-style-type: none"> Review survey results and metrics Create action plan, including space plan
Community Engagement Strategy: Seniors	2009	TBD	TBD	Deferred to 2009
Business Engagement Strategy	2008-2009	Manager, Marketing	TBD	Actions to date: <ul style="list-style-type: none"> Team led by L. Sage had brainstorming session Library promotion box prototype create and tested Current Status: Team to be reconvened October 2008
ORGANIZATIONAL READINESS; DEVELOPED & EMPOWERED EMPLOYEES				
Hiring & Retention Plan	01-08 to 03-08	Anne Baker	Kim Anhorn	Current Stage: Complete and reviewed on an ongoing basis
HRIS Project – Stage I – Due Diligence	2009	Susanna Hubbard Krimmer	Barb Jessop, Anne Baker	Deferred to 2009
Recognition Plan	01-08 to 10-08	Susanna Hubbard Krimmer	Anne Baker	Development: <ul style="list-style-type: none"> Project delayed due to extension of timelines on implementation of core competencies
Learning Strategy	2008-2009	Susanna Hubbard Krimmer	Beth Kinchlea	Actions to date: <ul style="list-style-type: none"> Development, implementation and review of “Practicalities” – 2 week system-wide employee training - May 2008 (To be offered in 2009 also) Brainstorming to develop plan to

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				<p>continuous learning model to support LPL core competencies</p> <p>Current status – Development</p> <ul style="list-style-type: none"> Development and implementation of continuous learning model
LIBBI Redesign	2008-2009	Margaret Mitchell	Lisa Manax Skikos & Beth Kinchlea	<p>Actions to date:</p> <ul style="list-style-type: none"> Developed action plan <p>Current Status – Development</p> <ul style="list-style-type: none"> Phase I: Drupal Update; LIBBI stats use analysis; Employee LIBBI Satisfaction Survey ; Develop phased implementation plan Phase 2: Jan. 2009 - June 2009: Create consistent organizational hierarchy for records management archiving information and photographs/images; improve searchability <p>Review: Ongoing</p>
OPTIMIZE TECHNOLOGY				
Integrated Library System Plan	2008-2010	TBD	Eeva Stierwalt	<p>The plan includes several key projects to implement modules which support specific service delivery streams and processes: collections agency module, phone notification (to replace old system), interlibrary loan, ReSearch Pro, “Book cart” holds, kids catalogue, program registration. A number of these have an e-commerce component.</p> <p>Project milestones may be sequential, overlapping or concurrent and project status varies by project. A fuller status report will be provided to the Library Board in early 2009.</p>
FINANCIAL PERSPECTIVE				
Tangible Capital Assets Project	01-08 to 12-08	Barb Jessop	Barb Jessop	<p>Actions to date/Status</p> <ul style="list-style-type: none"> See Board Report, September 17, 2008
Purchase Order Processing & Procurement	02-08 – 10-08	Barb Jessop	Barb Jessop	<p>Actions to date:</p> <ul style="list-style-type: none"> Purchase of order software Finance Staff trained <p>Current Status – Development/Implementation:</p>

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				<ul style="list-style-type: none"> • Senior Staff training • Procurement policy review with recommendation report to Library Board for approval October 2008 • Enact policy and related procedures Review: 2009
Fund Development Strategy & Action Plan	2008-2009	Susanna Hubbard Krimmer	TBD	Actions to date: <ul style="list-style-type: none"> • Best practices review • Position description for Manager, Fund Development Current status: Research/Development