

Ottawa Public Library

2018 Budget Briefing Note

Description

The Ottawa Public Library (OPL) is an agency of the City of Ottawa established by municipal by-law under the authority of the Ontario Public Libraries Act. It is governed by a Council-appointed Board of nine, including four elected councillors and five citizen trustees. The Board reports directly to Ottawa City Council; it serves a four-year term, concurrent with the term of Council. The OPL builds community and transforms lives through mobile and outreach services and 34 branches, including its most popular, virtual branch BiblioOttawaLibrary.ca. OPL is the largest bilingual library (French and English) in North America and works with many local, provincial, and national partners to extend and enrich service for the taxpayers of Ottawa. The OPL's mission is to inspire learning, spark curiosity, and connect people. Taxpayers receive a \$5.17 return on investment for each \$1.00 invested in OPL.

Strategic Directions:

The OPL's 2015-2018 Strategic Plan was approved in 2015, and focuses on three strategic directions:

SERVICES that are customer centric

SPACES for community, collections, and creation

SUCCESS through learning, literacy, and innovation

As of August 22, 2017, OPL has 460.86 budgeted FTEs representing a head count of 615. Of the total staff, 94.8% are frontline staff and 5.2% are management, support and administrative staff. Unionized library employees are represented by one bargaining agent: CUPE 503 Library Group.

Programs/Services Offered

The Ottawa Public Library offers:

Program and Reading Services: Develop, innovate, implement, and evaluate program offerings that inspire reading, learning, and creation for all age groups. Introduce library services to newcomers, persons with disabilities, and marginalized populations. Build, maintain, and ensure access to a comprehensive collection of print and electronic materials and resources in a wide range of formats and languages.

Branch Services: Access to 33 physical locations that enable library customers to borrow and/or consult materials, attend programs, and participate in all parts of civic life.

Outreach Services: Extends services to those who cannot conveniently reach a library branch through alternate service delivery mechanisms such as bookmobiles, kiosks, as well as door-to-door delivery to those who are homebound.

Virtual Services: Extend library services through the Library's website (BiblioOttawaLibrary.ca) and mobile applications, enabling customer self-service to access information, manage accounts, download music and eBooks, and stream video/materials.

Other: Support front-line customer services, through capital planning and development to maintain, plan, and develop library facilities that are welcoming and safe places for customers and employees. Provides strategic support and management services to the nine-member governing board.