

- o No change in PYs until actual efficiency in realigned services can be compared with service level performance indicators established.
- o Hours of service to be increased, balanced with a more selective screening of reference requests, but with no reduction in the quality of responses.

This should give the Department a library which has:

- o A proactive approach to promotion of the library services and which is more responsive to user needs.
- o A more focussed collection, with a purchases policy concentrating on satisfying future requirements such as the G7 Negotiations.
- o A reference service which integrates hard copy and on-line information sources and ascertains the information deadline and scope, so as to maximize the reference resources available.
- o Further capability in meeting technological changes such as the use of COSICS and the introduction of an automated bar coding circulation system.

For Option 2: Contingency Plan

- o As above plus:
 - a net saving of at least two and a half PYs, 625 m2 of space and an as yet undetermined dollar saving in the purchases budget;
 - further space reductions and a relocation of the legal branch library to the main floor; and
 - deletion of services such as the Development Bank Scan-a-Bid for consultants, reduced periodical routing, a department-wide reduction in acquisition of periodicals, especially multiple copies, and deletion of newspaper reference files.

The review of alternative methods of delivery examined the potential contracting out of all or parts of the library services. It should be noted that the library already contracts out services such as basic cataloguing and purchasing of periodicals.

It has been established that there are some companies in the private sector and in Ottawa, who are willing to undertake parts of the library services on a contract basis, providing a detailed Request for Proposal detailing the services is issued.

Also, the library could contract out specific cataloguing assignments and make use