tpl:innovation strategy

how do you think?
Today’s Agenda

- Overview of TPL Innovation Strategy
- Outcomes, Lessons Learned & Next Steps
- Personal Testimonial
- Discussion & Co-Creation
- How We Can Continue to Work Together
Research & Exploration
Meet the TPL Incubator
A Conversation with Staff...
What We Heard From Staff

- Resourcing for Innovation
- Evidence-Based Innovation
- Flexible, Experimental, Fearless Culture
- Streamline Processes
- Staff Training and Development
- Increased Communication
- Provide Tech Support
- Reduce Silos
- Provide Recognition
- Opportunities to Collaborate
- Support from Managers and Supervisors
- Clear Goals, Strategic Focus and Prioritization
- Easy mechanism to submit, view, and work on ideas
- Partnerships with other Organizations
Staff Engagement Survey
Areas for Improvement

- “TPL has a culture that is open to feedback and suggestions for change.”

- “Decisions are usually made by consulting the people who have to live with them.”

- “TPL recognizes groups/teams that work well together.”
Speaking with Other Organizations

- **Other Libraries** – e.g. NYPL, Brooklyn, Chicago, Aarhus, Markham, Ottawa

- **Tech and Private Sector** – e.g. IBM, Scotiabank Digital, Canadian Tire

- **Public Sector** – e.g. Toronto Police

- **Arts Organizations** – e.g. Royal Ontario Museum
What We Heard From Peers

- Innovation is not limited to digital and tech
- Successful innovation requires both a top-down and bottom-up approach
- Staff development is important
- Partnerships are beneficial and key to achieving successful innovation
- Design thinking processes used by many
Putting it all together
Our Innovation Strategy envisions a culture of experimentation with an open, collaborative and engaged workforce.
Through innovation, we hope to

- increase our responsiveness and ability to adapt to change
- foster a culture of experimentation and collaboration
- enable continuous improvements at TPL
and to also...

· empower staff to drive improvements in their respective roles, locations and areas of influence

· support staff with idea generation and problem solving skills and resources

· create channels and opportunities for staff to communicate their ideas to decision makers and influencers
We’re building on a foundation

- Staff desire and ability to innovate
- Aligns with brand promise, **Activate Something Great**
What does innovation mean?
Innovation is

“... growing ideas into concrete things.”

“... a way to experience new things.”

“... a steep learning curve.”

“... allows people from different levels of the organization to work together.”

“... creating a meaningful impact.”
Innovation is

- creating something new or making improvements to something that already exists
- large-scale transformations or incremental improvements
- not just about technology. It applies to all areas of our work
Three vital active ingredients for staff innovation:

- Participation
- Guidance
- Sharing
What we did &
What we learned
Ingredient #1: Participation

- City Librarian’s Innovation Challenge
- Idea Box
City Librarian’s Innovation Challenge

- Annual Callout with Specific Challenge

- 2019 Inaugural Theme: “How Might We Improve the Customer Experience?”

- Open to Staff at All Levels - Participation must be appropriate to job classification
City Librarian’s Innovation Challenge

- 55 entries from staff at all levels & committees
- 8 shortlists proceeded to Round 2 Q&As
- 3 winners & projects now in development
Meet Our Winners

“Library Social Story”
by Alexandra Beamish and Leigh Turina
Meet Our Winners

“Youth-Focused Digital Literacy Programming” by Teresa Leung and Aleksandra Majka
Meet Our Winners

“Improve Access to Indigenous Collections”
By Kelly Buehler and Kris Wawrzyniak
Idea Box

- Year-Round Mechanism To Submit Ideas
- Launched in late November
- 43 ideas received by December 2019
Lessons Learned

- Innovation is disruptive. Shifting culture takes time, communication and consultation

- Innovation is iterative. Be agile.

- There is a lot of enthusiasm amongst staff to innovate. Both an opportunity and a challenge to sustain and maintain engagement
Next Steps

- 2020 City Librarian’s Innovation Challenge
- Refine “Idea Box” prototype
Ingredient #2: Guidance

- Staff Training, Tools and Processes
- Facilitation Support
The Public Libraries in Aarhus (Denmark) and Chicago (USA), with funding from the Gates Foundation, created the Design Thinking for Libraries toolkit to introduce a way of working that will help you understand the needs of your patrons and engage your communities like never before. We understand that the challenges facing librarians are real, complex and varied. As such, they require new perspectives, new tools and new approaches. Design Thinking allows us to work together to discover what our communities want and experiment to create services, programs and processes to meet their changing needs. This toolkit serves as an introduction.
Design Thinking Workshops

Work today 😜 #designthinking
Design Thinking Facilitation
Co-Creation Idea Jams
Design Thinking in Projects
In the space below, draw or describe your favourite thing about the library.

My favorite thing to do is borrow and choose the books and read books that interest me.

[Drawing of a bookshelf and a book]
In the space below, draw or describe your favourite thing about the library.
Design Thinking in Projects
Lessons Learned

- Staff enjoy collaborating and connecting with each other
- Co-creation that includes a variety of perspectives results in richer ideas
- A user-centered approach ensures a better product
- More guidance needed to help staff connect DT training to practical day-to-day work
Next Steps

- More Design Thinking & other innovation-related training
- More ideation facilitation for staff and public
- Fail Forward staff event
Ingredient #3: Sharing

- Innovation Communities
- Communications and Recognition
The “Innovation Kit”
The “Innovation Kit”
Innovation Council
“Future of Libraries” Staff Event
Meet an Innovator
Lessons Learned

- Innovation Kits were very creative and fun, but not all staff understood what it was
Lessons Learned

- We can learn so much from each other
- A little recognition goes a long way
Next Steps

- Innovation Council public program series
- Inaugural Innovation Symposium
Meet Stephanie
And now, we want to hear from you!
• How is your library enabling and fostering a culture of innovation?
• How have you been successful? What were your lessons learned?
Let’s continue the conversation!
Join our Community!

- Attend Library Innovation Quarterly MeetUps
- Host an Innovation Symposium Breakout Session

To learn more, innovation@tpl.ca
Thank you for listening!

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