



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

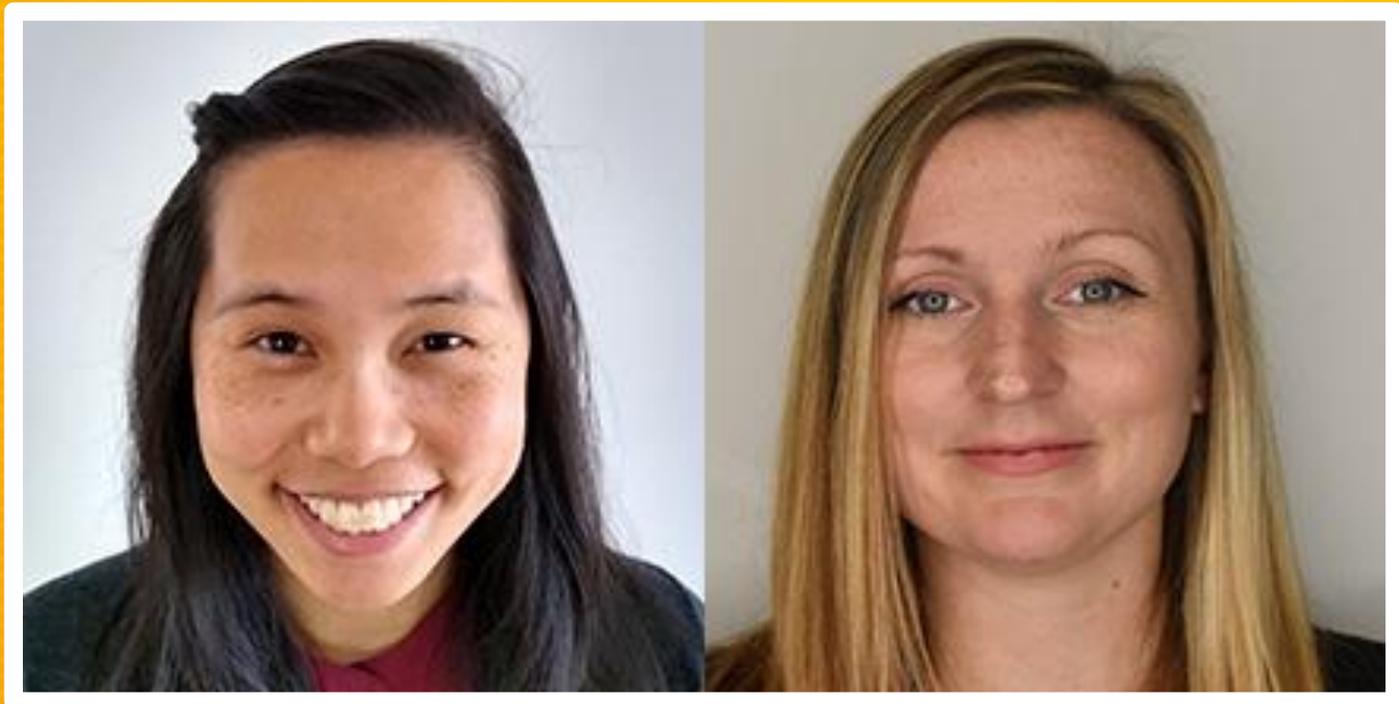
“Library Social Story”

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



Design Thinking for Libraries Toolkit

DESIGN THINKING FOR LIBRARIES

[TOOLKIT](#) [TRANSLATIONS](#) [TOOLS](#) [EXAMPLES](#) [ABOUT](#) [CONTACT](#)

DOWNLOAD THE
FREE TOOLKIT

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



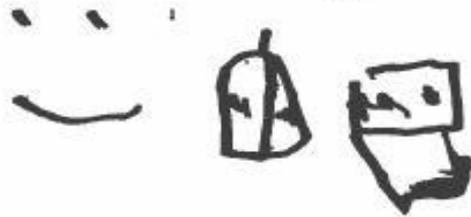
Design Thinking in Projects





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 books
that interest me ;)





In the space below, draw or describe your favourite thing about the library

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

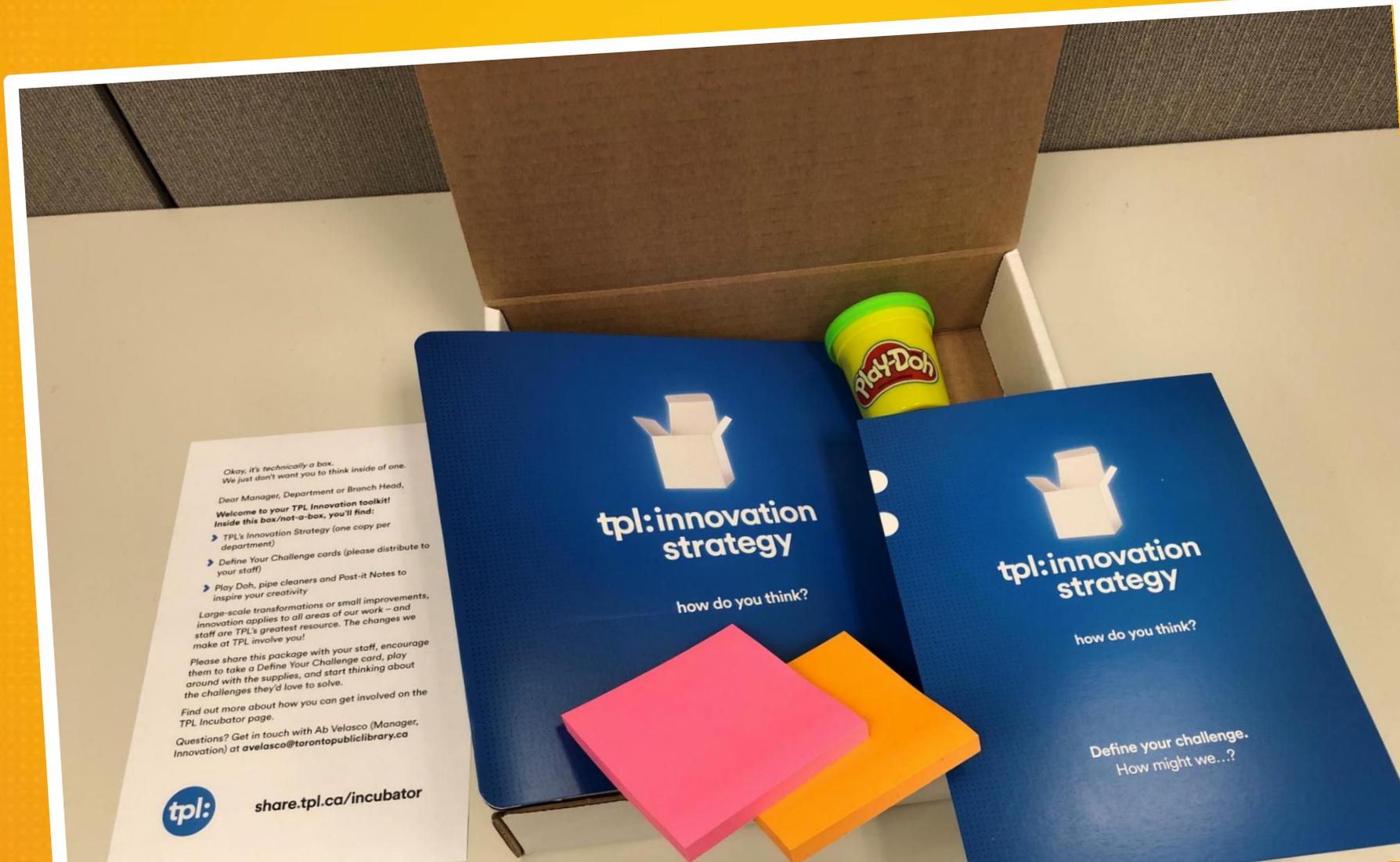
- Innovation Communities
- Communications and Recognition



The “Innovation Kit”



The "Innovation Kit"



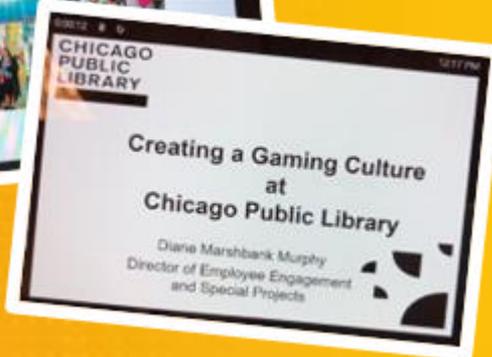
Innovation Council



“Future of Libraries” Staff Event



Public Library Innovation MeetUp



New York
Public
Library



The Library



Meet an Innovator



Lessons Learned

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

AG: IDEAS BOX

UNITED WAY 2019
SPARE CHANGE CAMPAIGN
 September 25 - December 7

Please share your ideas and make a change

Toronto Public Library
 United Way Greater Toronto
 tpi: www.torontopubliclibrary.ca



TORONTO STAR

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Silentrail Labs reveals details on tech plans

Company sets to address concerns over privacy and use in proposed digital health

FRIDAY, NOVEMBER 15, 2019 SECTION E

Helping hands for creaky claws

Regeneration treatments for dry, aging skin is growing in popularity

Lessons Learned

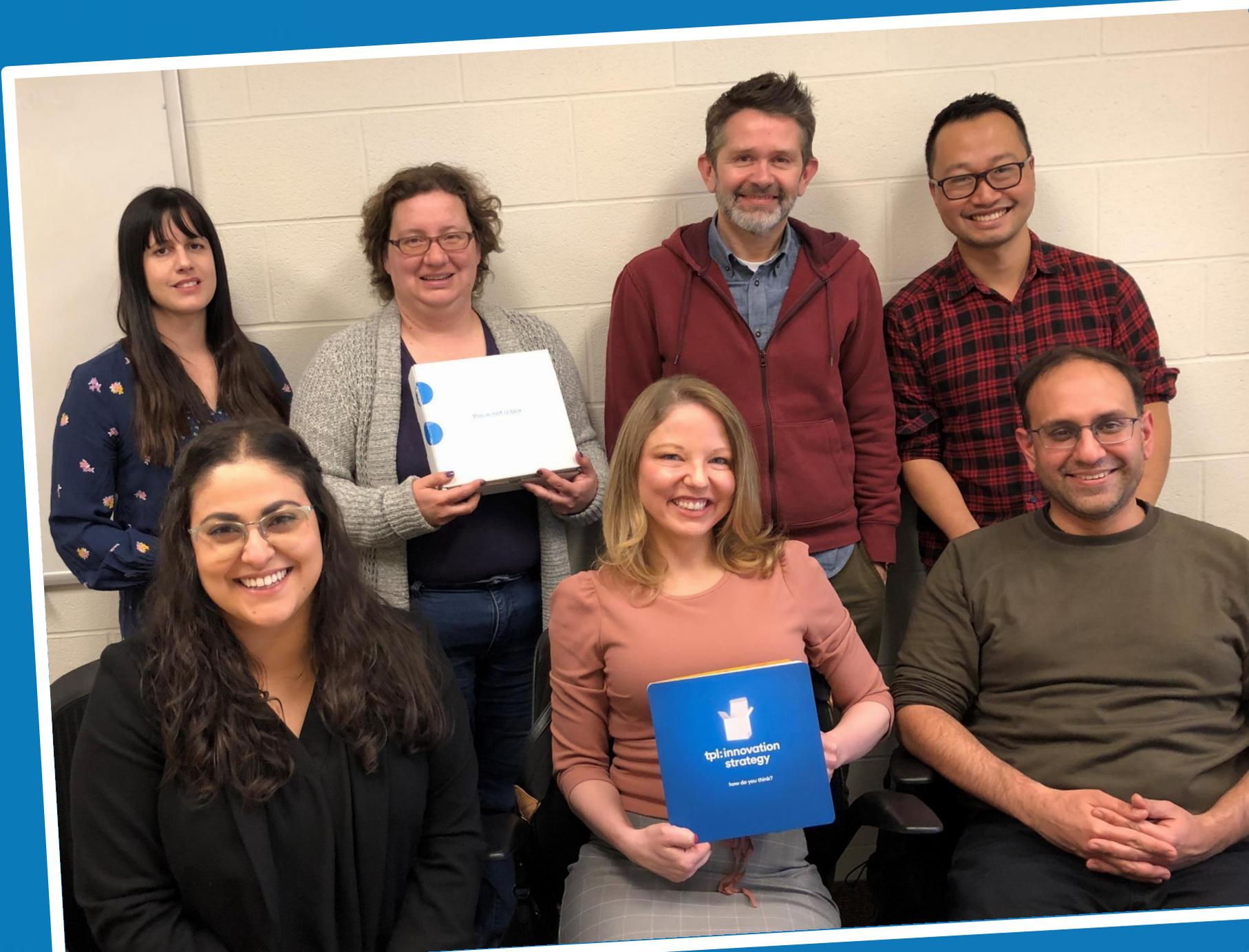
- We can learn so much from each other
- A little recognition goes a long way

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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