1. **How is your library enabling and fostering a culture of innovation?**

* staff training with different types of media for training to accommodate various learning types
* form for staff ideas to invite all employees to provide input regardless of position within the organization
* staff days/conferences with guest speakers
* team building activities involving use of creativity
* support of Senior Management team and leading by example
* staff feel supported
* TPL- Creation Loft

- Digital Literacy programming

* Edmonton Public Library
* submit ideas online
* Small ideas are heard
* Aurora P.L.
* Smaller - Easier to convince 50 people vs. 3000 people
* Brampton P.L.
* Small – 8 branches
* Culture change - you build on other ideas enabling ideas
* Staff engagement increases
* Idea box from patrons – once a month to see how to integrate ideas
* Bringing in new programs, sitting down one on one with public to determine needs and new ideas
* Giving the freedom to run with any ideas within budget
* Strategic planning consultations with staff
* Can step back/question everything we do
* new operating hours
* Involving all levels of staff in committees ex. Social media committees
* Staff classifications to allow more opportunities for growth
* Unique programming at each branch
* Mississauga Library – My Idea App- MPL’s version of Idea Box – available on MPL’s Intranet
* We want to but could do more
* Unionized – ideas from staff who aren’t able to act on ideas- just because you have an idea doesn’t mean you will be acting on that idea. Had some say
* Cross department teams (STEAM Kits)
* Brainstorming sessions – system-wide
* Champions on staff (3D Printers) Empowered to train others
* Staff training with different types of media to accommodate various learning types
* Makerspace in new branch – strategy to have staff learn and teach the equipment
* iZone – innovation zone
* ‘Screw Up’ nights – community members with city council present
* “Camp fire” share ideas with students
* Ideas on bulletin board
* Hamilton with “Dragon’s Den” staff engagement partnership – City Lab partnership MAC & Mohawk – pool of resources to evaluate and tackle issues and support
* Norfolk County – mandatory training sessions 2/year
* Our library – TPL – was sent these awesome idea boxes to all branches
* Asking staff for new innovative ideas
* Please see presentation – our group works @ TPL
* Design Thinking approach – upper level
* Using for middle child
* Well in programming land
* Department heads, team level collaboration, could do more at branch level
* A newbie at high school library with no training or background – promote to departments that don’t traditionally use it
* Room for people to share
* Online way to submit
* Idea exchange – unusual stuff to borrow
* Digital library
* Forum to upload ideas “My ideas”
* L.I.T. team – Library Innovation tech
* Collaboration with departments
* Awareness and programming
* How to make a film
* Outreach – working with other departments
* Library there to assist and innovate
* Training other than library training
* Staff can come to the library with ideas
* Staff submitting and piloting ideas
* annual staff day, staff present ideas, pop-up library fill a box with materials for community
* GO station – reaching people who might not come to branch
* Disney Institute training by Director – trickling top-down to brand by City Management
* City hiring people with more diverse academic/career backgrounds “fresh eyes”
* Surveys - examples of what library does
* orientation – escape room at library (concept)
* problem solve for real life situations
* feedback from all levels of staff via internal forms
* Community led – service informs everything
* creating teams to tackle initiatives
* interactive displays/digital wall “learn about library”
* MPL had an idea box and has a committee to revamp it
* a culture of play – where new ideas are born
* a structure is the most important
* in the different teams to “play” together, strengthening ideas
* giving more direction even in small cards, recognition encourages staff to keep innovating
* employee structure idea form

**2) How have you been successful? What were your lessons learned?**

* Consistent message from management team
* Set clear expectations on what innovation will look like for the organization before starting out
* Be realistic on expectations from staff
* Good at recognizing successes (but not ideas that are not “used”)
* Lessons learned – if an idea/concept takes a long time…loses its push
* Innovations that came from senior management are successful when communication was around the “why” “why are we doing this”
* Create partnership across – for projects
* Also online suggestion board
* Key is “communication” – for an idea to be implemented
* Assure people that no one’s job is in peril/staff confidence takes time to build/failure is an option
* We survived
* More engagement with the public
* Turning challenges into opportunities
* Overcoming staff resistance to change is a challenge
* Made no assumptions about knowledge level and provided core training to everyone.
* You will always have nay-sayers! Don’t let that stop you (change/innovation fatigue)
* Use of partnerships for innovations – going outside of LIS profession for expertise
* Consult and collaborate with the experts
* Staff buy-in before staff training = successful implementation
* Re-evaluation (what can we do better)
* 3D Printing – certified patrons to use. Didn’t test initial success. Moved on and re-evaluated
* Get foot in door of community organizations
* Staff have connections and we can pull
* Everyone has unique skills outside of work that can be pulled from
* Can’t do everything – can someone else do something. Have a visual to see that – have to change
* Everything takes longer than you think!
* HPL – Successful things – most buy-in – generating buy-in
* Younger staff take the lead in info-age
* Info generated teams spread the knowledge
* Leadership from whole organization
* Committees with interested staff will be the most interested
* Individual ownership of programming so that see something from the beginning
* Partnerships
* Online technology- online system – accessible checks a better system
* Yes, the innovation strategy was implemented as well as the idea box and city librarian challenge
* Committees from different departments developing other committees from each area – bring own perspectives – Reader’s Advisory
* Staff seem excited and feel a part of the new change– this is new
* Drastic programming switch in SRC Programming
  + Great ideas
  + May have lost some of basic goals
  + Staff buy in
  + Adult programming rebranding
* marketing together with partners
* unexpected results be open minded to run with it
* Lots of submissions
* not all ideas can be implemented
* lots of venting
* “Everyone is an expert”
* increased programming collaboration
* multiple screenings with displays
* highlighting collections, increased web traffic
* Expanding to all staff helps out “innovation” team
* Staff from all areas submit ideas for collection and programming
* tensions from overlap of timing and/or service groups
* Challenge – communicating to staff upcoming developments and how to share with members/patrons
* success is small steps moving forward. Planting seeds, having initial conversations even if things aren’t in action yet
* project managing and being realistic about timelines. Roll with challenges and obstacles
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* most successful ideas – led by individual’s passions
* when someone says “no” – what would make them say yes? What can change to make it happen? What questions or concerns do they have? Speak to your audience.
* Brainstorming and sharing ideas is paramount
* A cultural shift – make a safe, creative space
* Conversations in individual depts./managers
* Making things transparent and leading with empathy “be human first”
* Onboarding takes a lot of effort
* Management comes to individual branches to seek input
* Managing prior experiences of library system (e.g. entrenched ideas of how things are done with veteran staff
* MPL had an idea box and revamping
* Mixing staff even in small trainings
* Putting everyone on the same page
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* Bringing a cross functional team in a more formal way than just drop in setting such as a café
* Getting staff to know that they can get guidance
* UX team – change in culture, plan in place
* Follow up is most vital - bring to fruition
* Mentorship – updates
* Like your idea is 75% of the way but here is how we can get it the rest of the way
* Needing a successful first year, recognizing what works and going back.
* Improv session to get more staff involved