PART PLAYGROUND, PART LABORATORY: NEW IDEAS AT YOUR LIBRARY

Linda, Galina, Nicole, & Sam
AGENDA

1. Why innovate
2. What is a concept
3. How do you create a framework
4. Highlight a few concepts
5. Breakout activity
6. Lessons learned and what's next
OUTCOMES

• Be able to create a process and framework on how to pilot new ideas at your library
• Be able to explore hands-on activities to develop and implement an innovative idea
• Be able to facilitate change through innovation and experimentation at your library
WHY INNOVATE?

Long term strategy to evolve and adapt to changing community needs and experiment with new trends
WHY A CONCEPT LIBRARY?
WHY A CONCEPT LIBRARY?

Creates opportunities for library staff
CONCEPT LIBRARY VIDEO
WHAT IS A CONCEPT

ARAPAHOE LIBRARIES
CONCEPT LIBRARY
VISION STATEMENT

The Concept Library was introduced at Castlewood Library in 2014 to support the Arapahoe Libraries Strategic Plan, which highlights the need for libraries to adapt spaces to accommodate community gatherings, areas to collaborate and places to create. The Concept Library also ensures our organization evolves with the changing needs of our community and provides direction for making informed decisions about library resources.

DISCOVERING THE CONCEPT
The Concept Library is part playground and part laboratory. It is a place where library users and staff experience different and dynamic ways to use library spaces, resources and services.

CREATING THE CONCEPT
Staff can submit suggestions and their ideas are selected as potential concepts based on feasibility, flexibility, complexity, capacity, available resources and impact.

IDENTIFYING THE CONCEPT
The Concept Library at Castlewood has tested a designated space with privacy for nursing mothers, privacy screens for patron computers, browsable and separate collection for television series, “Bright by Throw” early literacy bags and a fiction patron picks display.

COMMUNICATING THE CONCEPT
The Concept Library allows us to be responsive to the changing needs of the community, therefore, we can surprise and delight our patrons by introducing innovative concepts during their visit to the library.

EVALUATING THE CONCEPT
After a specified trial time, each concept will be evaluated to determine whether it will be implemented at other library locations in the future.

ENERGIZING THE CONCEPT
Do you have an idea for a possible Concept Library? Please email Nicole Wilhems at mwilhems@arapahoolibraries.org.
## Concept Testing Plan

### Basic Description

<table>
<thead>
<tr>
<th>Project name</th>
<th>Project description</th>
<th>Project sponsor</th>
<th>Project objectives</th>
<th>Budget details &amp; responsibilities</th>
<th>Scope limitations</th>
<th>Testing plan data &amp; duration</th>
<th>Estimated completion date</th>
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</thead>
</table>

### Departmental Requirements

- General and Staff
- Facilities & Security
- Communications
- Programming
- Digital Services
- Library Materials Services

### Data Collection and Analysis Plan

- Baseline data collection
- Experimental data collection
- Experimental data analysis
- Recommendations plan
Data collection is central to success

### BB3 Monthly Averages

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<th>KO</th>
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- Kits given January 2017 - December 2018
- Average # of kits given each month
You need a way to collect ideas!
You've got lots of concept ideas - now what?
CONCEPTS
BIG AND SMALL
"WOW" CONCEPTS:
LOOK WHAT WE HAVE!
"WOW" CONCEPTS: LOOK WHAT WE HAVE!

Nursing nook
"WOW" CONCEPTS: LOOK WHAT WE HAVE!

Privacy screens for patron PCs
"WOW" CONCEPTS: LOOK WHAT WE HAVE!

Fit desk
"WOW" CONCEPTS: LOOK WHAT WE HAVE!

Doggie bowl
CONCEPTS THAT DIDN'T STICK

• Happy Or Not Terminal
• Autonomous Scheduling
• Staff uniforms
CONCEPTS THAT DIDN'T STICK

Happy Or Not Terminal
AUTONOMOUS SCHEDULING

Is it possible to create an autonomous schedule in a public library?
AUTONOMOUS SCHEDULING
AUTONOMOUS SCHEDULING
STAFF UNIFORMS
OUR WINNERS

Classic Collection
OUR WINNERS

Separating TV shows
PATRON PICKS – A WINNER WITH A TWIST

• We have highly popular "Staff picks" displays for years
• We decided to give our patrons same opportunity
• We discovered something unexpected
STAFF ENGAGEMENT
BREAKOUT ACTIVITY
LESSONS LEARNED

Harness the ideas of everyone
LESSONS LEARNED

It takes time
LESSONS LEARNED

Create opportunities for feedback
LESSONS LEARNED

Be clear on who are the decision-makers
LESSONS LEARNED

Smooth transitions
LESSONS LEARNED

Change your understanding of success
LESSONS LEARNED

Celebrate your failures!
WHAT’S NEXT

Spread concepts to other branches
WHAT’S NEXT

Idea Bank
THANK YOU!

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