Imagine IT! Planning Technology with your Community

Agenda

- Why we did it

- Consultation Methods

- Special Considerations

- Assessment & Analysis

- What did we learn?

- What did we make of it?

4 Drivers

- Changing Communities
- Changing Economic Markets
- Technological Evolution
- Learning Transformation

#BCTech Summit

Why we consulted

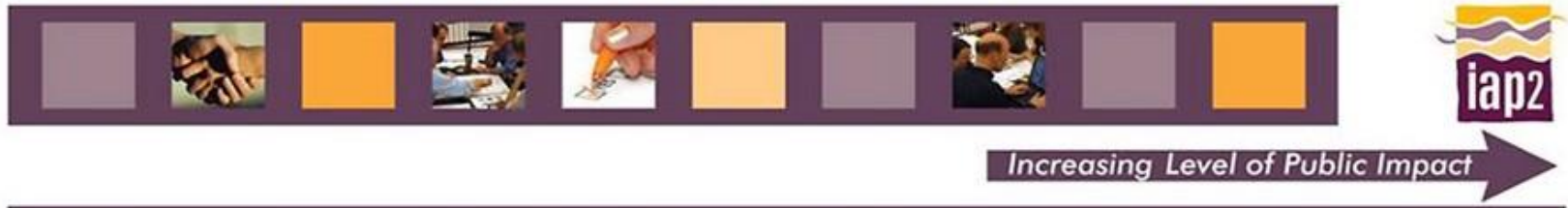# The Process

- Market research
- Interviews and focus groups
- Graffiti Walls
- Survey questionnaires
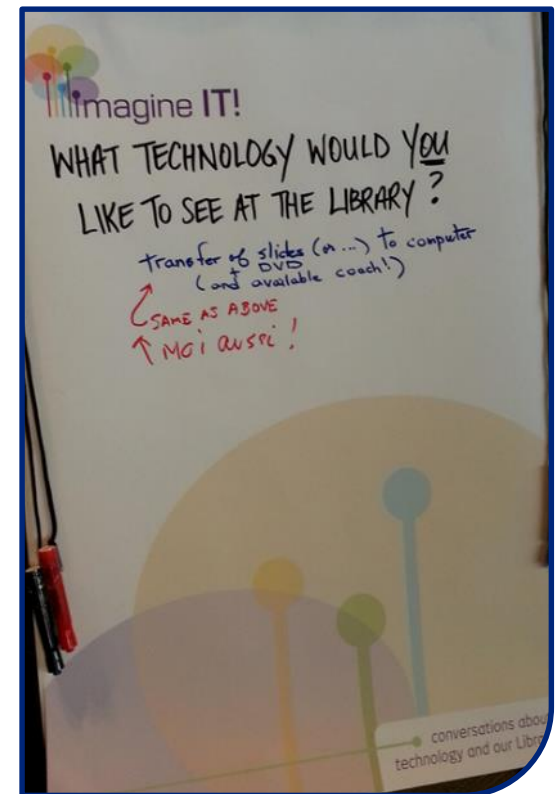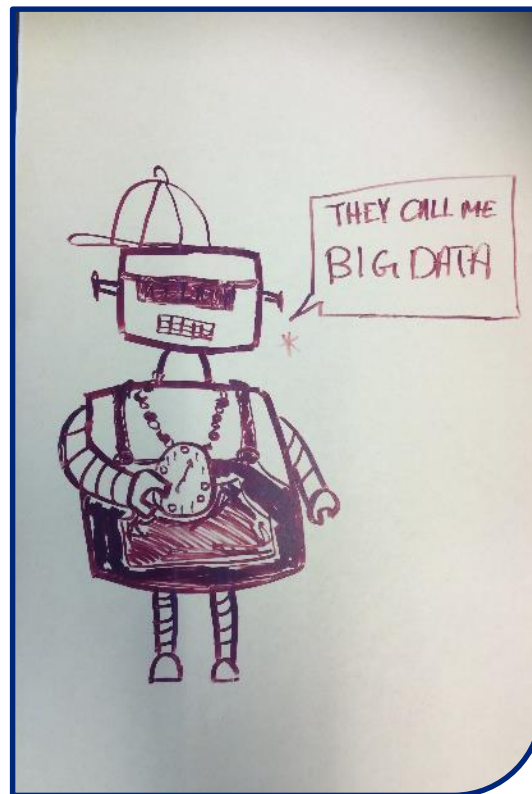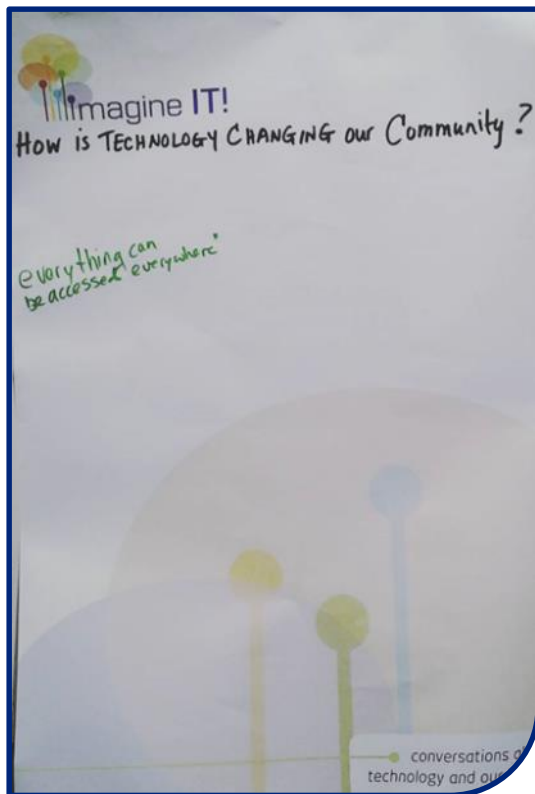- Technology Fair

IAP2's Public Participation Spectrum

Increasing Level of Public Impact

	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example techniques	■ Fact sheets ■ Web sites ■ Open houses	■ Public comment ■ Focus groups ■ Surveys ■ Public meetings	■ Workshops ■ Deliberative polling	■ Citizen advisory Committees ■ Consensus-building ■ Participatory decision-making	■ Citizen juries ■ Ballots ■ Delegated decision

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From: http://www.iap2.org/

What can you tell us about the community's needs and interests – as they relate to technology and otherwise?

Graffiti Walls

Graffiti Wall Questions

1. What technology would you like to find/use/learn about at the library?

2. How is technology changing your community?

3. When does technology frustrate you?

4. How does technology help or inspire you?

Consultation by the Numbers

22 groups consulted

65 people interviewed

533+ Tech Fair attendees

1843 pieces of public input

What is your current level of skills and knowledge around technology?

Are you satisfied with that?

Open-Ended Questions

I was inspired by...

Category	Value
3D Printing	68
Virtual Reality	43
Robotics	26
Everything	18
Coding	15
Translation	12
Raspberry Pis /Equipment	12
The People	12
Augmented Reality	7
Digitization	7
Photoshop / Green Screen	7
Vendors	7
Library Digital Services	6
Programs	5
Recording	2
Button Maker / Library of things	2
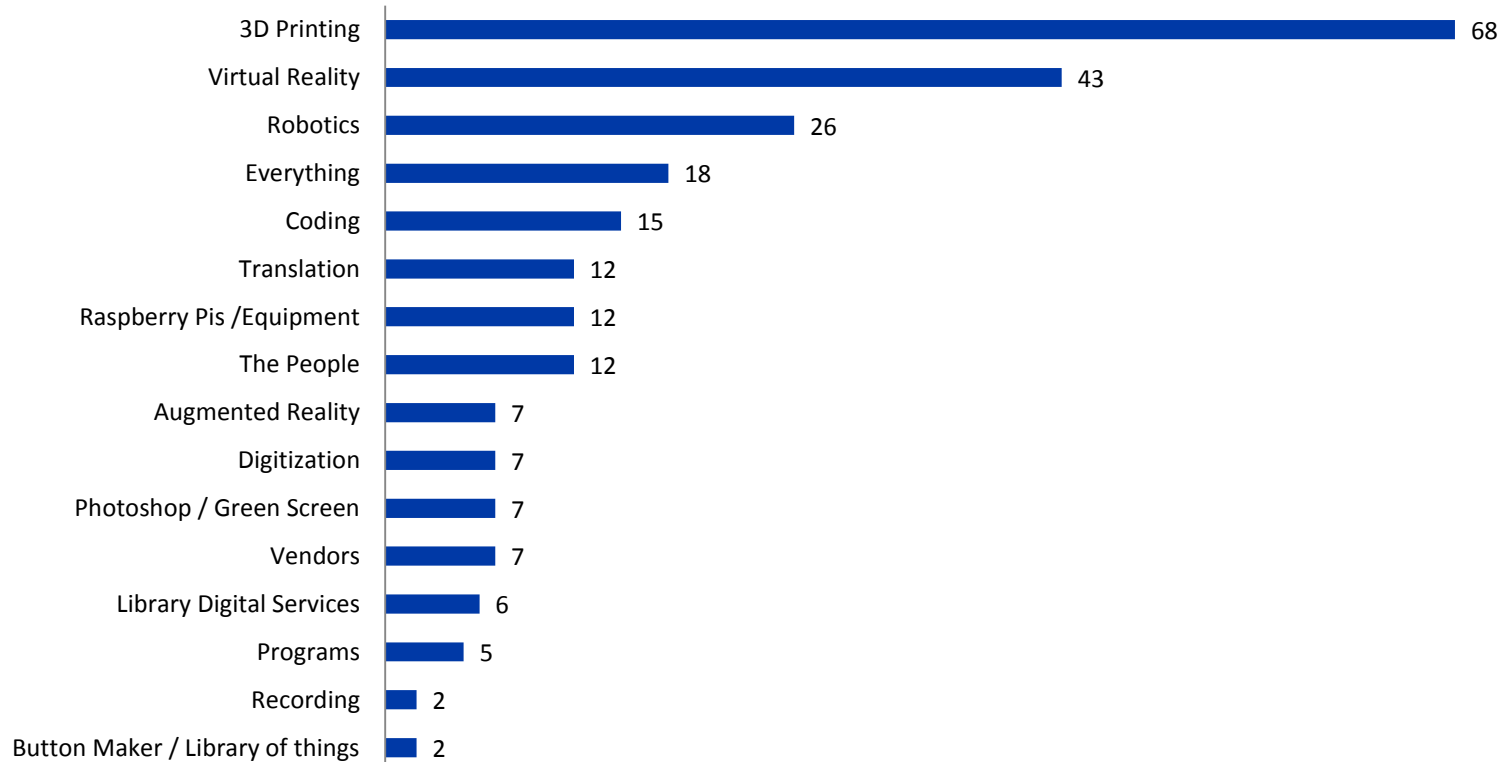
And closed

How interested are you in the following technologies?

- ■ Not interested
- ■ Curious and I'd like to learn more
- ■ Interested and I have some ideas about how I might use it
- ■ Bring it on! I've been waiting for this
- ■ Don't know

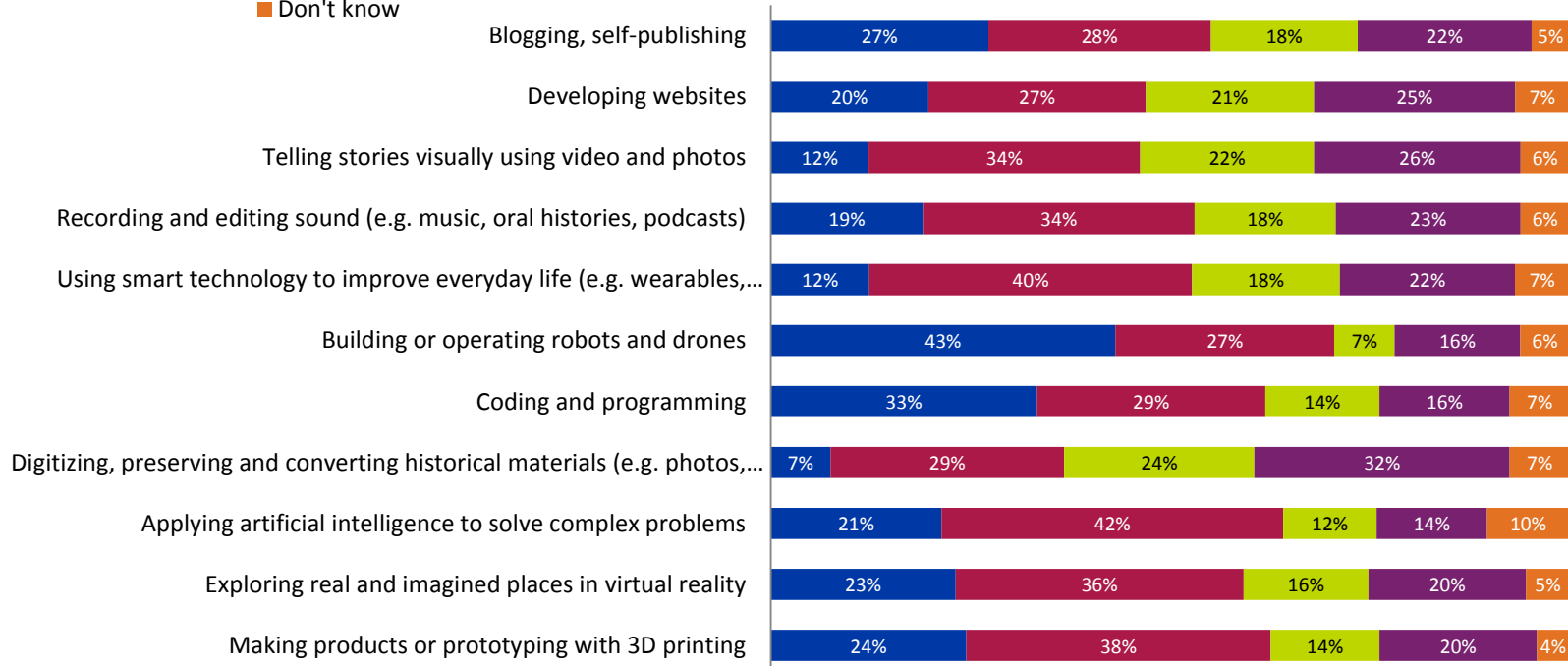| Technology	Not interested	Curious and I'd like to learn more	Interested and I have some ideas about how I might use it	Bring it on! I've been waiting for this	Don't know
Blogging, self-publishing	27%	28%	18%	22%	5%
Developing websites	20%	27%	21%	25%	7%
Telling stories visually using video and photos	12%	34%	22%	26%	6%
Recording and editing sound (e.g. music, oral histories, podcasts)	19%	34%	18%	23%	6%
Using smart technology to improve everyday life (e.g. wearables,…	12%	40%	18%	22%	7%
Building or operating robots and drones	43%	27%	7%	16%	6%
Coding and programming	33%	29%	14%	16%	7%
Digitizing, preserving and converting historical materials (e.g. photos,…	7%	29%	24%	32%	7%
Applying artificial intelligence to solve complex problems	21%	42%	12%	14%	10%
Exploring real and imagined places in virtual reality	23%	36%	16%	20%	5%
Making products or prototyping with 3D printing	24%	38%	14%	20%	4%

Tech Fair
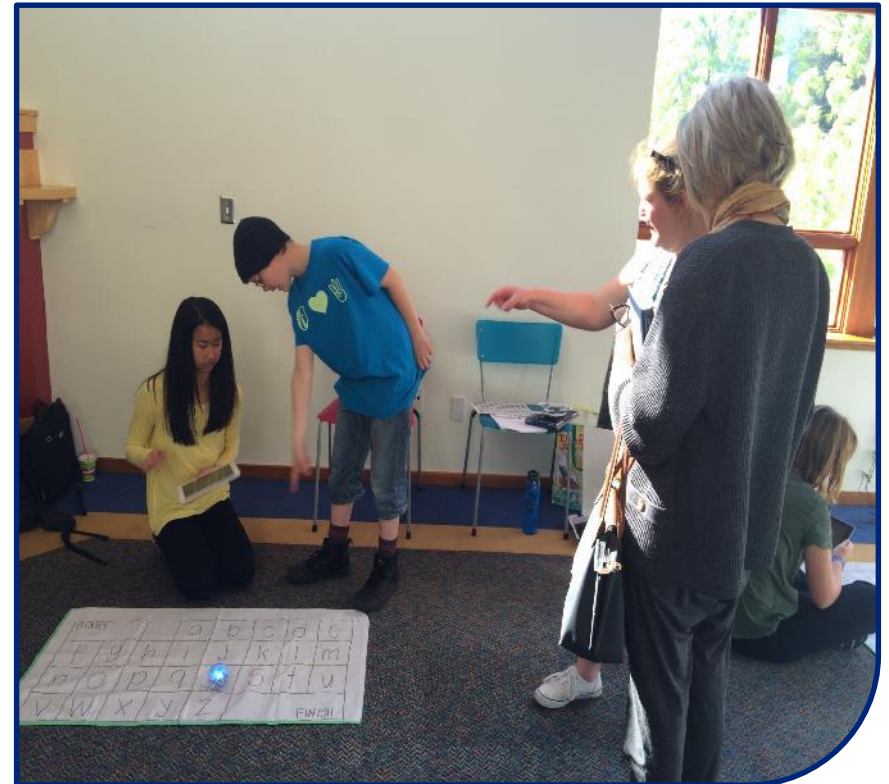
Tech Fair

Tech Fair

Embedding Feedback

- Enlist booth staff

- Exit survey

- 7 Priority Card sorting exercise

  1. Community technology products
  2. Delivering library services digitally
  3. Digitization + digital conversion
  4. Introducing new technology
  5. Spaces + equipment for innovation and collaboration
  6. Technology skills development
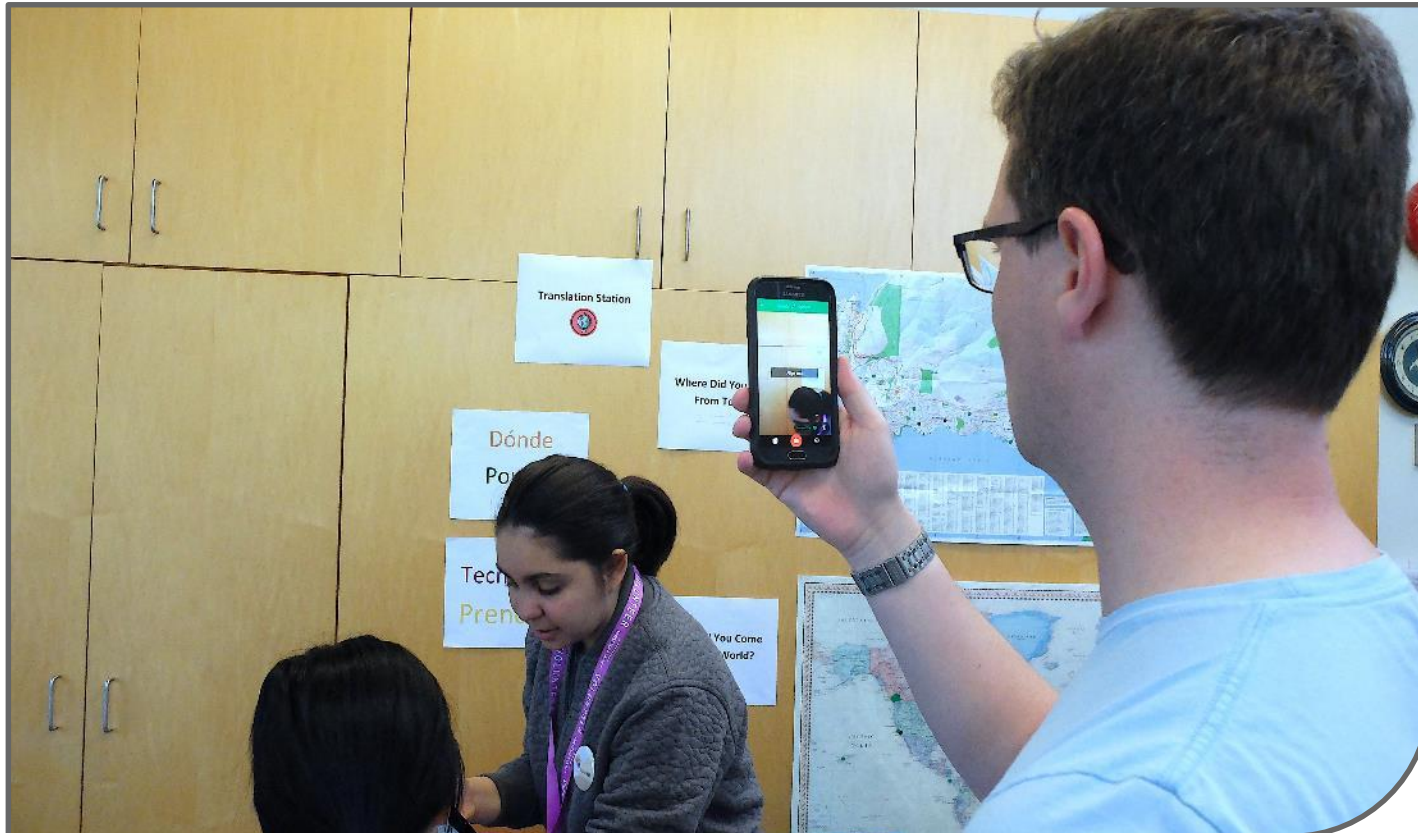 7. Video/audio production + editing

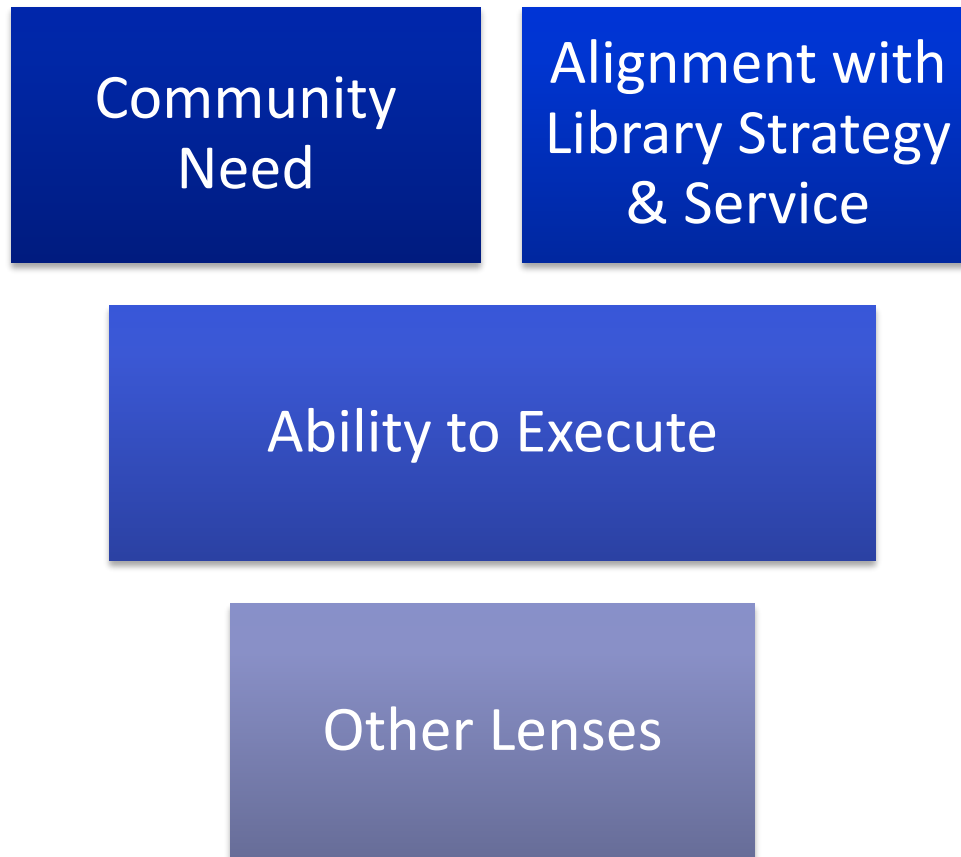# Youth & Newcomers

Youth

Newcomers

What we learned

Bonus Benefits

- Confidence
- Ability to substantiate our decisions
- New relationships
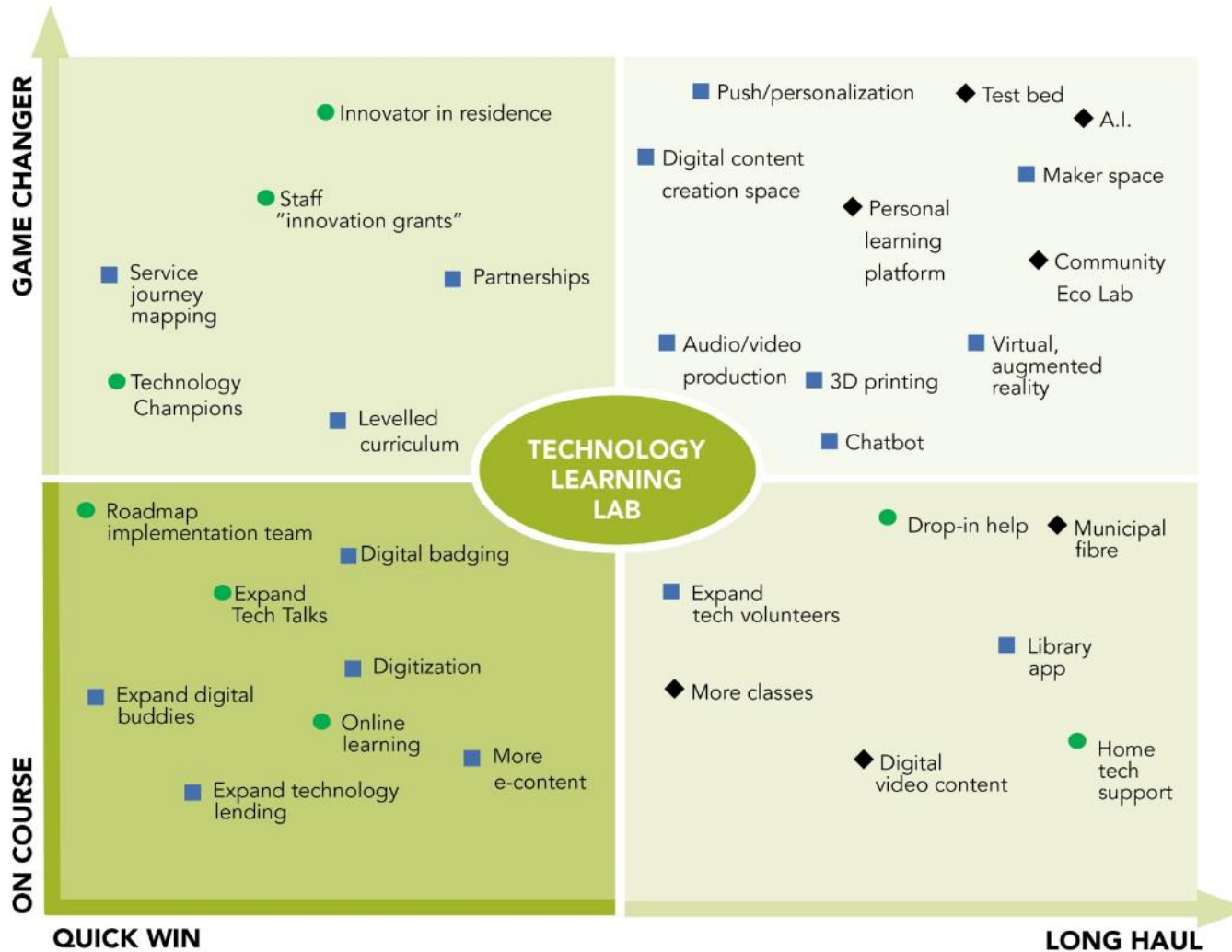- Deeper relationships
- Potential partners

What we made of it

Community Need

Alignment with Library Strategy & Service

Ability to Execute

Other Lenses

west vancouver MEMORIAL LIBRARY

At a Glance

● Easy ■ More Difficult ◆ Difficult

GAME CHANGER

● Innovator in residence

● Staff "innovation grants"

■ Service journey mapping

■ Partnerships

● Technology Champions

■ Levelled curriculum

■ Push/personalization ◆ Test bed

◆ A.I.

■ Digital content creation space

■ Maker space

◆ Personal learning platform

◆ Community Eco Lab

■ Audio/video production ■ 3D printing

■ Virtual, augmented reality

■ Chatbot

TECHNOLOGY LEARNING LAB

ON COURSE

● Roadmap implementation team

■ Digital badging

● Expand Tech Talks

■ Digitization

■ Expand digital buddies

● Online learning

■ Expand technology lending

■ More e-content

● Drop-in help ◆ Municipal fibre

■ Expand tech volunteers

■ Library app

◆ More classes

◆ Digital video content

● Home tech support

QUICK WIN

LONG HAUL

5 key technology themes themes

- Support technology skills development, resilience and confidence
- Enable residents to digitally preserve their memories, tell their stories and express their perspectives
- Introduce and champion new technology
- Connect people and solve problems through technology
- Build on our strengths and increase our capacity

FOCUS AREA	2017 INITIATIVE	EXISTING RESOURCES	ADDITIONAL RESOURCES	RESOURCES – STAFF	RESOURCES – OTHER	RISKS & DEPENDENCIES
New technology learning lab	X		X	-	$$$$	- Funding for new technology learning lab
Revised curriculum, incorporating levels	X	X		-	-	- Infrastructure capacity for new applications
Expanded all ages programming on coding, computational thinking	X	X		$	$	- Policy framework for partnerships and volunteers
More resources for self-directed learning	X	X	X	-	$ / $$	- Funding for staff and other resources
Digital badging	X	X	X	-	$ / $$	
Hosting MOOCs	X	X		$	-	
Hosting meetups		X		$	-	
More frequent classes			X	$$/$$$	-	
More content areas (e.g. publishing, web development)			X	$$/$$$	$	
Personalized learning platform			X	?	?	
Content delivery through partners			X	$	?	
Content delivery through mentors			X	$	?	
Classes in other languages			X	$$	$	
Credentialling/accreditation			X	$	?	
One-to-one learning support			X	$$/$$$	n/a	

Questions?

[Link to resources]

Thank you!