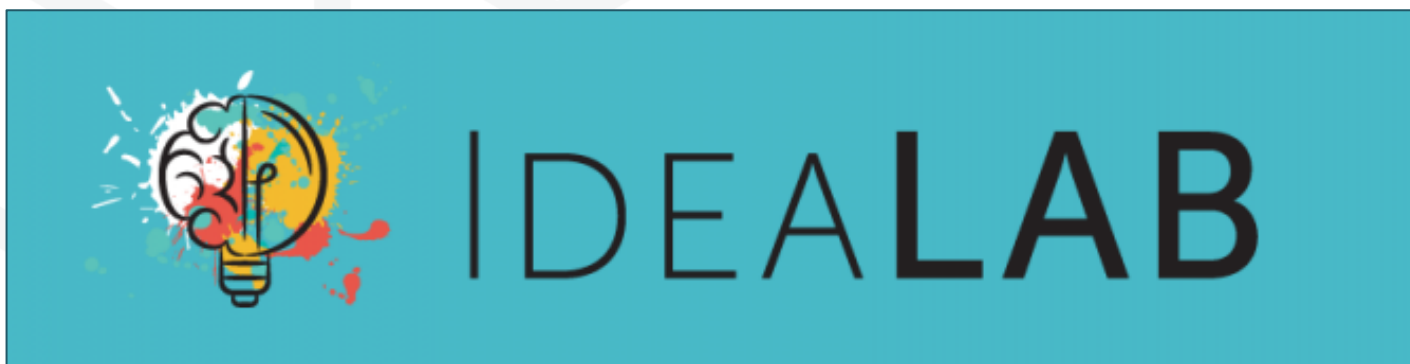




CALGARY  
PUBLIC  
**LIBRARY**

Ignite your community's imagination with an...



Julia Harrington, Community Outreach Librarian  
Christine Pinkney, Newcomer Services Librarian  
Calgary Public Library, 2017



# Welcome



## **Christine Pinkney, BA, MLIS**

Newcomer Services Librarian, Central Library

**Service Design Lead, Idea Lab:** Nov. 2015 - Oct. 2016

## **Julia Harrington, BA, MLIS**

Community Outreach Librarian, Memorial Park Library

Career and Small Business Librarian & **Idea Lab**

**Coordinator:** Sept. 2016 Launch – March 2017



# Agenda

- ☐ What is an Idea Lab?
- ☐ Let's Get Creative! Idea Lab Activity
- ☐ Fostering an Innovation Culture
- ☐ Calgary Public Library's Idea Lab
- ☐ Want one? How to Start:
  - ☐ Executive Support
  - ☐ Resources Required
  - ☐ Community Engagement
  - ☐ Developing Programs
  - ☐ Managing Volunteers
  - ☐ Evaluation
- ☐ 'Are You Ready?' Check List
- ☐ Questions



# Community Poll

Raise your hands if...

**Does your library have an innovation space or host innovation programs?**



# What is an Idea Lab?



...an environment created to be ideal for brainstorming and problem solving for individuals and groups. It's...

*...The Ideal Group Breakout Space*



# Audience

**Propellus** @Propellus · 15 Nov 2016

Exploring our strengths in the @calgarylibrary #idealabyyyc #socialinnovation #strategy 🤖



**CalgaryPublicLibrary** @calgarylibrary · 26 Oct 2016

Jan, Grace, & Kate built the tallest structure & won the Ideation Challenge. Will you win the next one? #IdealabYYC bit.ly/2eMHQIE



**Calgary+Acumen** @YYCplusacumen · 14 Nov 2016

Great turnout for our Social Entrepreneurship 101 workshop at @calgarylib Idea Lab! #socentyyyc #IdealabYYC





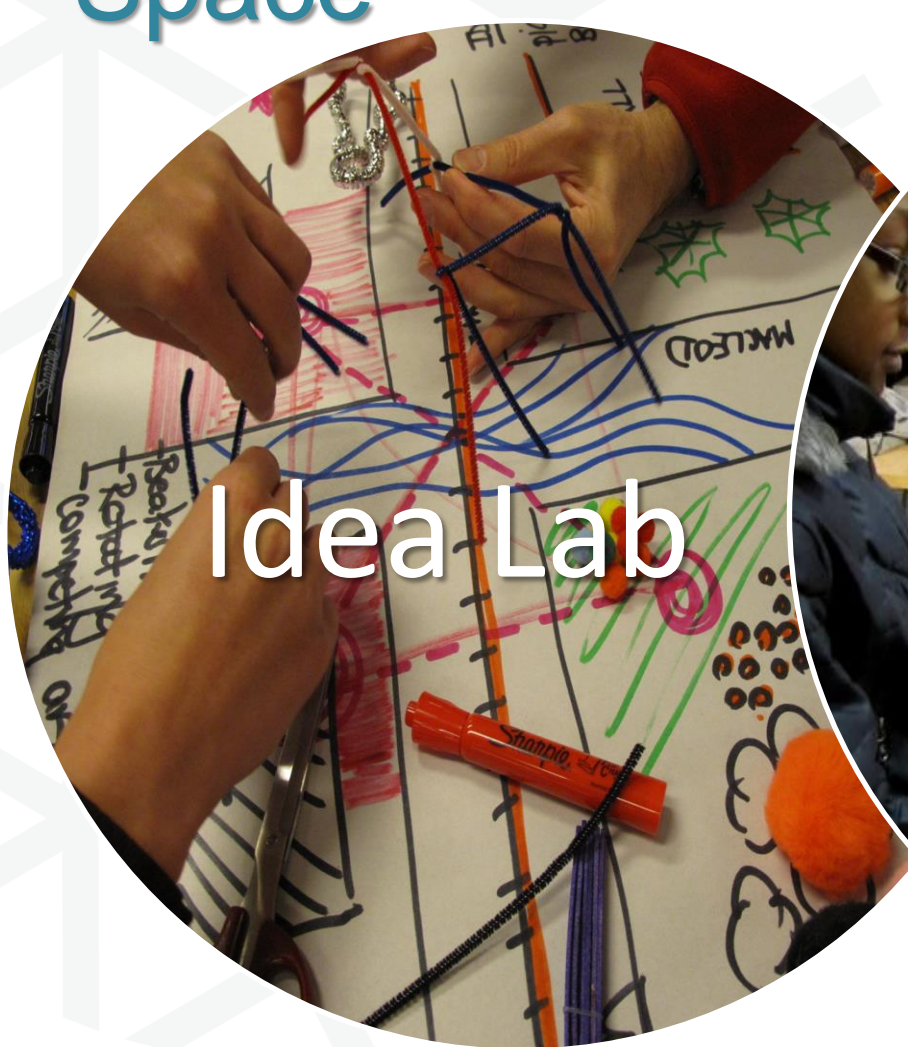
Examples





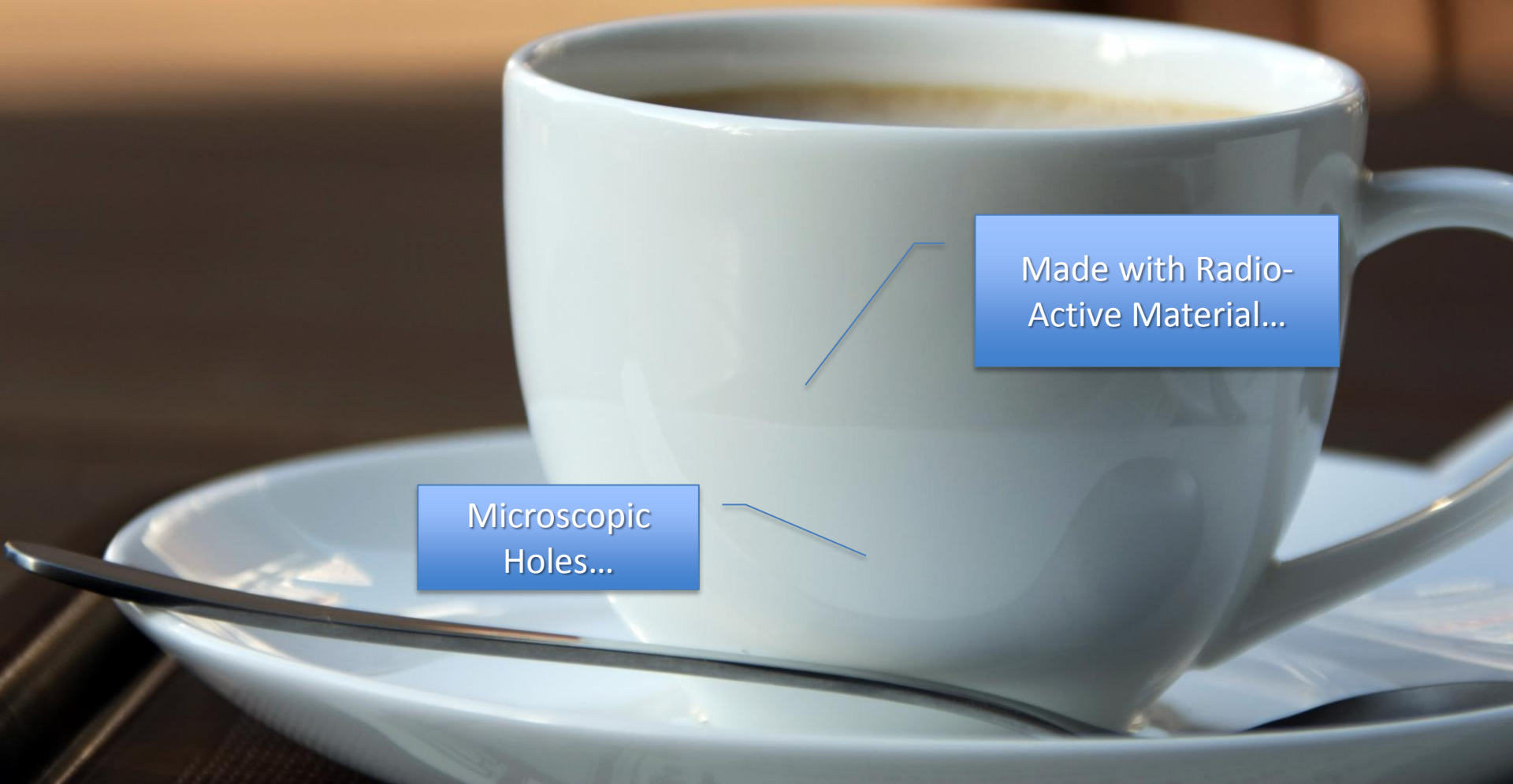


# Innovation Space Vs. Maker Space



# Example: Reverse Brainstorming

❑ *The Worst Coffee Cup Ever*



Made with Radio-Active Material...

Microscopic Holes...

# re·verse · brain·storm·ing

/rə'vərs'breɪn'stɔːmɪŋ/

noun

**1. Identify the Problem or Goal to be achieved.**

How Can We Make the Best Coffee Mug?

**2. Reverse the Problem or Goal.**

How Can We Make the Worst Coffee Mug?

**3. Brainstorm Solutions to the Reversed Problem.**

Fill it full of holes, make it conduct heat, etc ....

**4. Reverse back. What Can these reversed solutions tell you?**

Holds liquids well, does not become hot to touch, etc



# Let's Get Creative!



Turn to your neighbour. Let's imagine that you want to brainstorm ways to create an ideal environment for creative thinking. *Reverse* the goal and brainstorm as many ideas as you can: **What would create the worst environment for creative thinking?**



# How did it go?



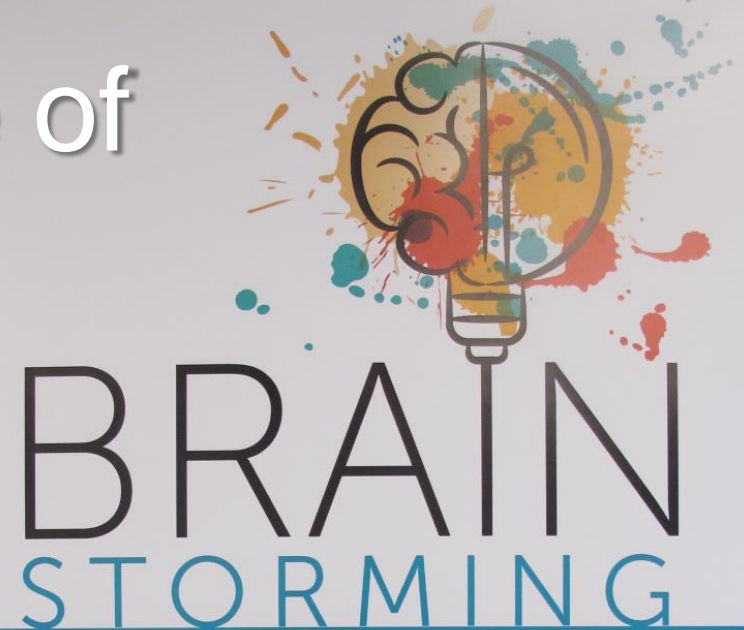
Reflect on how that went. Did you learn something about fostering creative spaces and activities? If this was in an Idea Lab, you would have **resources to explore your ideas**, you would **prototype** your solutions, and you would **present** your solutions to others.



# Fostering a Culture of Innovation

Alex Osborn's 4 rules for brainstorming, 1963

1. Go for quantity
2. Withhold criticism
3. Welcome wild ideas
4. Combine and improve ideas



Creative thinking for teams should be fun, safe, and create pathways to a world of possibilities.

KNOW THAT ALL IDEAS ARE WELCOME

AGREE TO DISAGREE

PUSH THE BOUNDARIES

REMEMBER TO DIG DEEPER

it's okay to go OFF on a tangent

ASSUME THE **BEST** OF EVERYONE

Exercise honest, respectful feedback

TAKE OWNERSHIP & ACCOUNTABILITY OF ALL IDEAS SHARED

never forget there are no stupid ideas or questions

Ideas shared belong to **everyone**

be open to feedback





# Calgary Public Library's Idea Lab





# Steering Committee



Get the app

meetup

English



CALGARY IDEALAB NETWORK

Home Members Photos Discussions More



Calgary, AB  
Founded Aug 23, 2016

## Photos

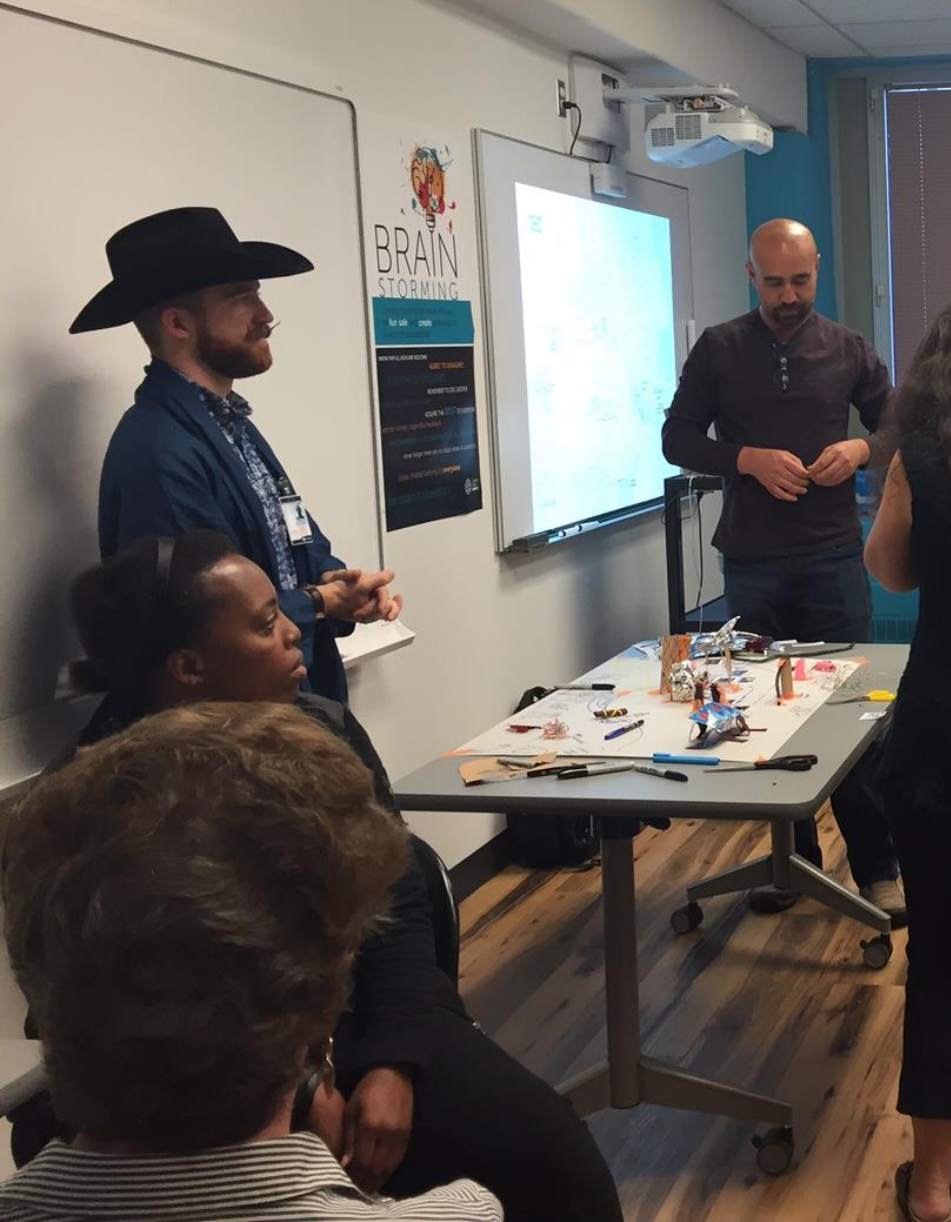
Sort by:

Activity

Created



# Innovation Rodeo



## IDEA RODEO

Join us each day of the Calgary Stampede for a week of inspiring and creative approaches to small business, technology, and innovation. Each program is **2 hours**, starts at **9:30 am**, and takes place at **Central Library**. No registration required.

### 10 STEPS FROM IDEA TO BUSINESS

Join Craig Elias, a successful serial entrepreneur, as he shares the 10 steps to creating successful businesses.

**Monday, July 11**

In partnership with:



### HOW DO I KNOW IF MY IDEA IS GOOD?

Join us for a workshop on validation hacks, followed by an informal discussion with successful entrepreneurs who have used validation to get their idea off the ground. Presented by Mount Royal University, Institute for Innovation and Entrepreneurship.

**Tuesday, July 12**

In partnership with:



### DESIGN THINKING 101

Join Design Thinking facilitator, Jonathan Jacobs, as he shares his experience establishing the first Innovation Lab in the National Basketball Association.

**Wednesday, July 13**

### MAKING CREATIVITY FLOW: INNOVATION THROUGH STEM!

Learn the principles of design innovation and why they are crucial to solving problems that impact today's technically driven workplace.

**Thursday, July 14**

In partnership with:



### DELIGHT GETS THINGS STARTED

Hear how big ideas from all over come to life at Beakerhead. Discover how science and engineering sectors build and exhibit interactive works of art, science, and entertainment.

**Friday, July 15, 2016**

In partnership with:





**Laurie Gloge** @creativecalgary · 9 Sep 2016  
Ah memories.. Kids diving into to the tools [#idealabyyc](#) [#smarkkids](#)



**Stephanie Nemcsok** @book\_traveller · 9 Sep 2016  
The [#idealabyyc](#) launched today! Book this free [#ideation](#) & [#prototyping](#) space w/ your [@calgarylibrary](#) card! [#yyc](#)



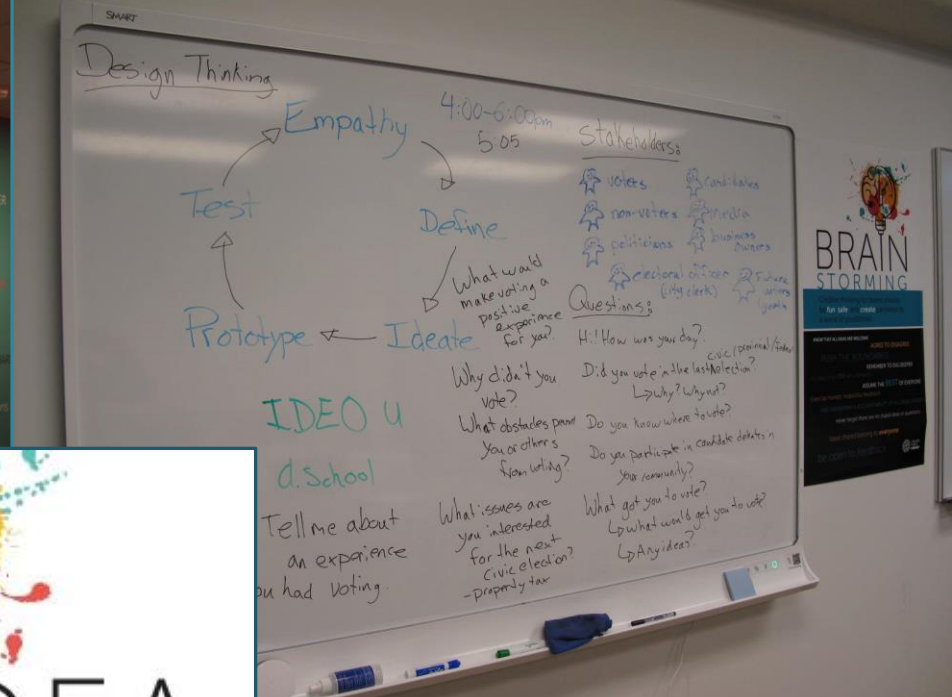
**CalgaryPublicLibrary** @calgarylibrary · 26 Oct 2016  
Jan, Grace, & Kate built the tallest structure & won the Ideation Challenge. Will you win the next one? [#IdealabYYC](#) [bit.ly/2eMHQIE](http://bit.ly/2eMHQIE)



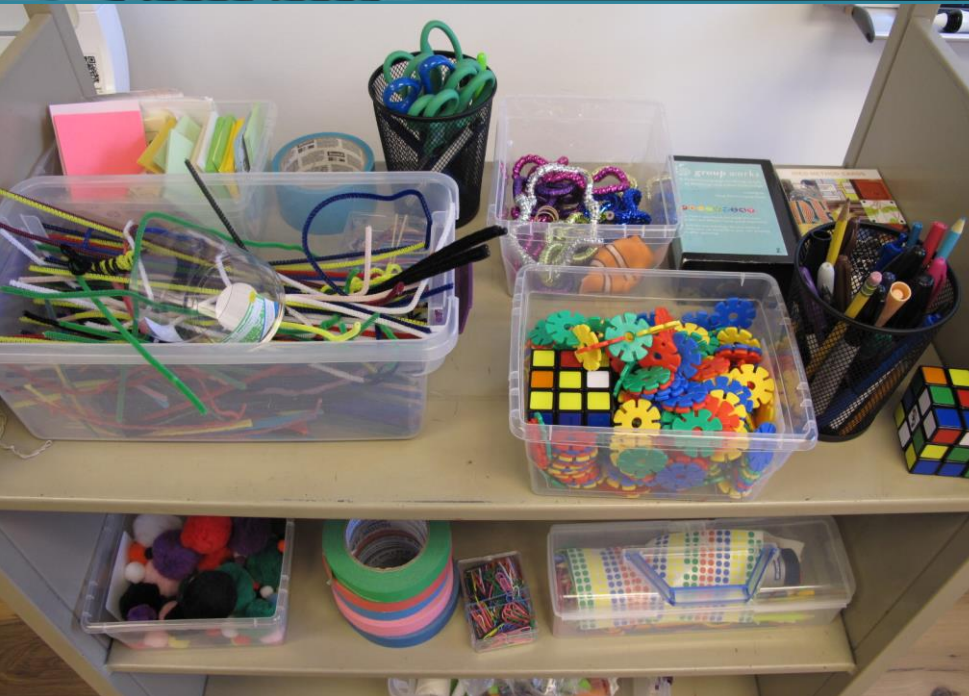
**Alexia in YYC** @jr\_reporteryyc · 9 Sep 2016  
💡 My new favorite place in town for brainstorming 💡 @IdeaLabYYC AHH-mazing! Thx [@calgarylibrary](#) [#idealabyyc](#) [#yyckids](#)











# Bookable Online



[Explore](#) ▾ [E-Library](#) ▾ [Programs](#) [Services](#) ▾ [Membership](#) ▾ [School](#)

## Room Booking

[My Bookings](#)

- Rooms are available anytime the library is open up to 30 minutes before the library closes.
- You can book a room from 2 days to 60 days in advance.
- If you require a room less than 2 days in the future, please call or go into the individual library.
- Please ensure your email and phone number(s) are correct in order to receive updates regarding your booking.
- Please [update your contact information](#) if it is not up to date.

Name

OUTREACH Julia Harrington

E-mail

julia.harrington@calgarylibrary.ca

Contact Phone

403-774-7259

Branch \*

Central Library ▾

Room \*

Idea Lab ▾

Date \*

26/04/2017



From \*

HH:MM AM/PM ⌚

To

HH:MM AM/PM ⌚

Room Layout \*

- ☐ Reception (standing)
- ☐ Theatre (seated in rows)
- ☐ Boardroom (seated at tables)

## Idea Lab



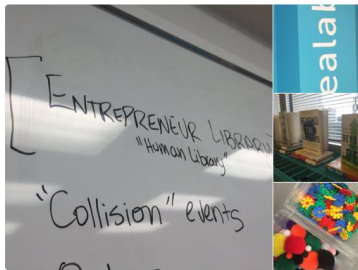
The Idea Lab is a space for discussion, brainstorming, collaboration, idea generation and problem solving. Included in the lab are a SMART kapp, Brightlink Projector, prototyping resources, brainstorming cards, and other creativity enhancing resources. Small business, entrepreneurs, non-profits, and anyone



# Flexible, Community Ideation Space



Hannah Cree @hannahcree\_ · 28 Oct 2016  
This is what it looks like when community works together! #idealabyyc #yyc  
#recyc #humanlibrary @ATBBusiness @calgarylibrary @startupcalgary



4 8

Propellus @Propellus · 15 Nov 2016  
Exploring our strengths in the @calgarylibrary #idealabyyc #socialinnovation  
#strategy



2 4



Mike Simoens @msimoens · 24 Sep 2016

Gamification YYC in the Calgary Library IdeaLab [meetup.com/Idealabyyc](https://meetup.com/Idealabyyc)

#idealabyyc



1

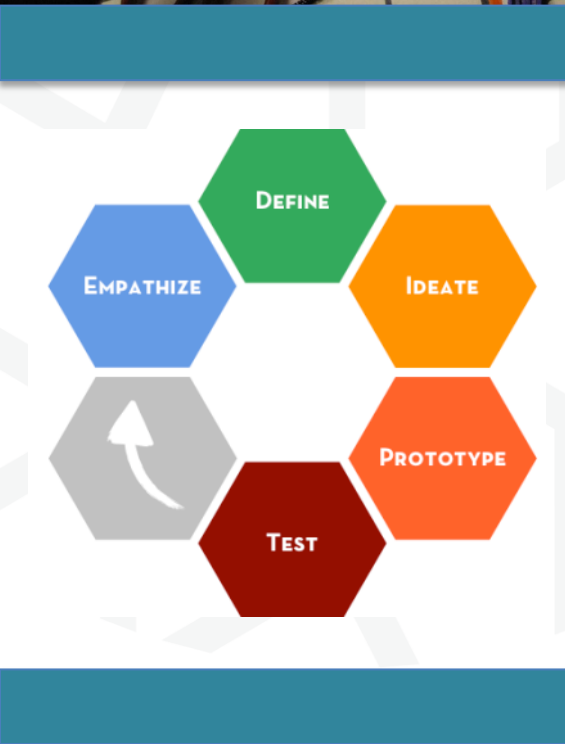


2

# Idea Coaching







Ideation Calgary!



# Building Blocks For Social Change



## The Business Model Canvas

Designed for:

Designed by:

Key Partners



Key Activities



Value Propositions



Customer Relationships



Deliver Value

Create Value

Key Resources



Channels



Cost Structure



Revenue Streams

Capture Value



# Start Up Programs









Let's get Started





# Executive Support



**Top Tip!**  
**Demonstrate**  
**Value, Foster**  
**a Culture of**  
**Innovation**



# Finish this Statement...



Take a moment to reflect. Finish the following statement:

**“Fostering community innovation supports our Library’s strategic goals by\_\_\_\_\_.”**





# Resources Required

**Top Tip!**  
Flexible,  
Scalable, Can  
Start Small



**Top Tip!**  
**Flexible,  
Scalable, Can  
Start Small**



# Community Engagement



**Top Tip!**  
**Start Talking**  
**Now**



# Timed Write...



Take a moment to reflect. Keep writing continuously for 1 minute on the following topic. Don't stop to reflect, just write:

**Who can you partner with in your community? (Think names/types of organisations, individuals, etc)**

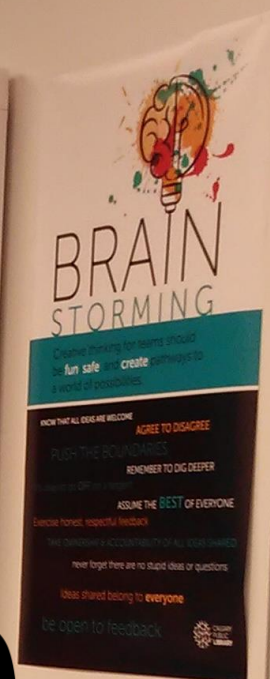


# Developing Programs



IDEAS: ENTREPRENEURSHIP

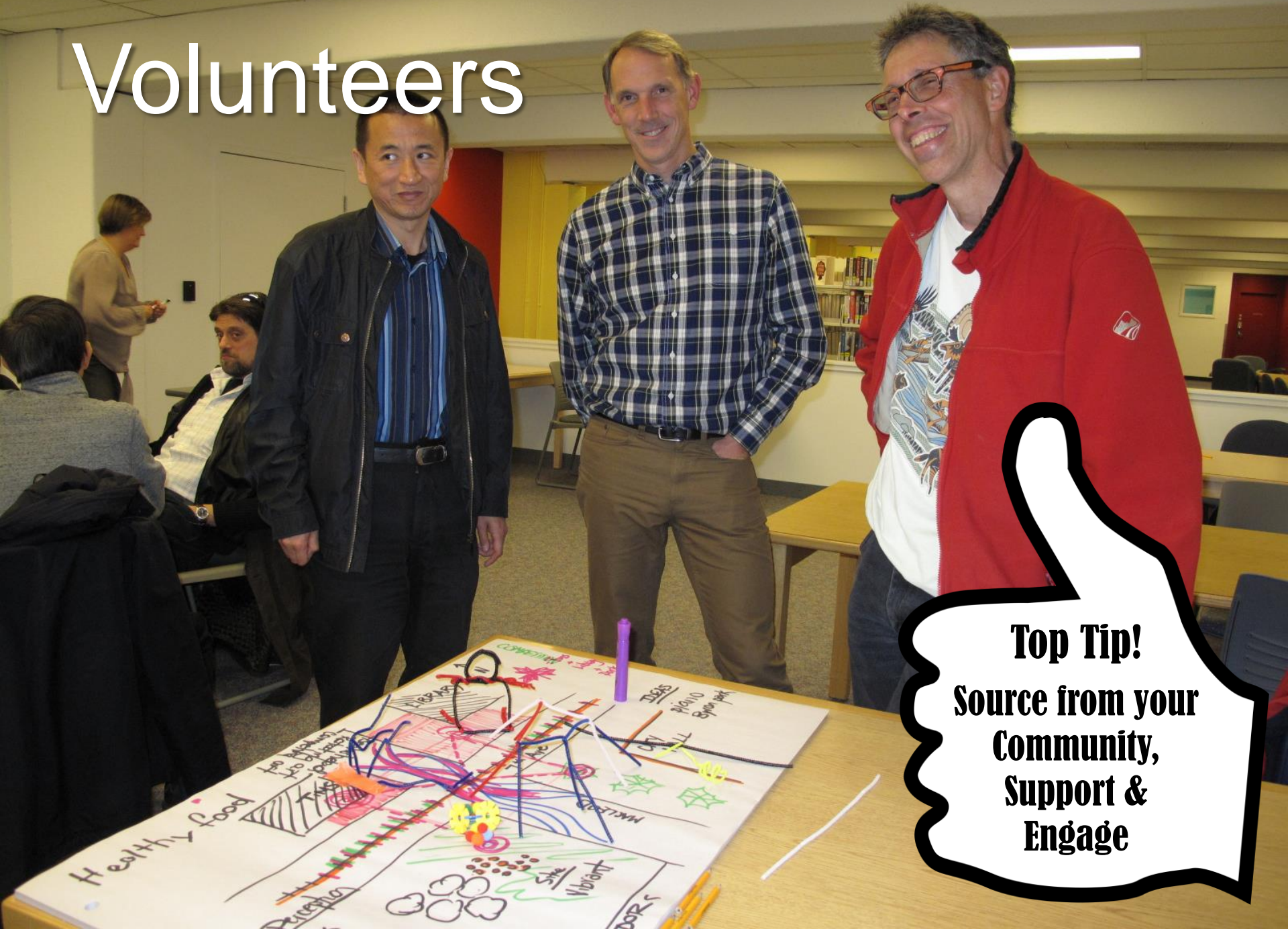
THOUGHT	RESOURCE	HUMANITY
SOLUTIONS	CAUSE	COLE
CHANGE	SHARE	PARADIGM SHIFT
SERVICE	NEW IDEAS	BUSINESS (FOR GOOD)
COMMON GOOD	COUNTERCULTURE	ROOTS
COMMUNITY	SUSTAINABLE	POOR & MARGINALIZED
PROBLEM	OPPORTUNITY	OPEN-MINDED
EMERGE	CHALLENGE	HEART
IMAGINE	EMPOWERMENT	
EDUCATE		



**Top Tip!**  
**Collaborate, Think**  
**Sustainable,**  
**Immerse yourself**  
**& Iterate**



# Volunteers



**Top Tip!**  
**Source from your  
Community,  
Support &  
Engage**



# Evaluation

I like... 😊

learning from  
everyone  
in the  
group

• It was fun  
• It was interactive

physical response  
→ like concrete  
pieces to help  
comprehension

the class  
environment

The variety of  
ideas and  
concepts from  
the group

The opportunity to  
contribute  
→ I think we were all  
part of people  
→ The whole class  
→ I think it was a good  
idea

linking - groups

We should  
→ we have  
→ we have  
→ we have  
→ we have

interaction

→ we have  
→ we have  
→ we have  
→ we have

I wish... 😞

→ we have  
→ we have  
→ we have  
→ we have

→ we have  
→ we have  
→ we have  
→ we have

→ we have  
→ we have  
→ we have  
→ we have

→ we have  
→ we have  
→ we have  
→ we have

Aha!



Stories can  
be healing and  
give a voice  
to people who  
might otherwise  
not be heard

Switch from  
Command  
to Ask  
Don't know

People love the  
library and  
create! we hope  
to answer questions  
about it

We were  
re-inventing  
the wheel  
→ we have  
→ we have

Let's  
→ we have  
→ we have  
→ we have

What if...?

→ we have  
→ we have  
→ we have  
→ we have

**Top Tip!**  
**Embed It,**  
**Consider it from**  
**the beginning**

# Is Your Library Ready?

- ☐ Do you have the space, resources, and/or budget to run an Idea Lab? (permanently, as a program, or as a pop up)
- ☐ Do you have (or can you train, recruit, or partner with) knowledgeable staff, organizations, or volunteers to facilitate programs?
- ☐ Is there a community appetite for an idea lab? (i.e. will the public use the space/attend programs?)
- ☐ Does your library's strategic plan value innovation and problem solving? Do you have executive support?
- ☐ Do you have community stakeholders/partners invested in supporting your idea lab programs or idea lab space?



# Food for Thought...



Take a moment to reflect. Write down your answer in the section provided:

**Imagine that you are going to create an idea lab in your library. What are your next steps?**



# Available on the Conference Website

- ☐ Idea Lab Presentation
- ☐ Idea Lab Presentation Handout (with live hyperlinks)
- ☐ Idea Coaching Program Description for Volunteers
- ☐ Idea Coaching Sign Up Sheet
- ☐ Original Idea Lab Project Evaluation Metrics
- ☐ Idea Lab Promotional Flyer

<https://calgarylibrary.ca/idealab>  
#idealabyyc



# Questions?

***Julia Harrington, BA, MLIS***

Community Outreach Librarian, Memorial Park Library

Calgary Public Library

Ph: 403-774-7259

Email: [Julia.Harrington@calgarylibrary.ca](mailto:Julia.Harrington@calgarylibrary.ca)

***Christine Pinkney, BA, MLIS***

Newcomer Services Librarian, Central Library

Calgary Public Library

Ph: 403-774-7252

Email: [Christine.Pinkney@calgarylibrary.ca](mailto:Christine.Pinkney@calgarylibrary.ca)

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