SNO-ISLE LIBRARIES

Idea Management for Purposeful Innovation

Idea management is a structured process of generating, capturing, discussing and improving, organizing, evaluating and prioritizing valuable insight or alternative thinking that would otherwise not have emerged through normal processes.

What is Idea Management?

YOUR IDEAS ARE IMPORTANT!

Activity:
Round One

- Write down an idea you have.
- It doesn't have to be library-related.
- Try an idea that you could work to implement/put into action.

What did Sno-Isle Libraries do?

Staff In-Service Day

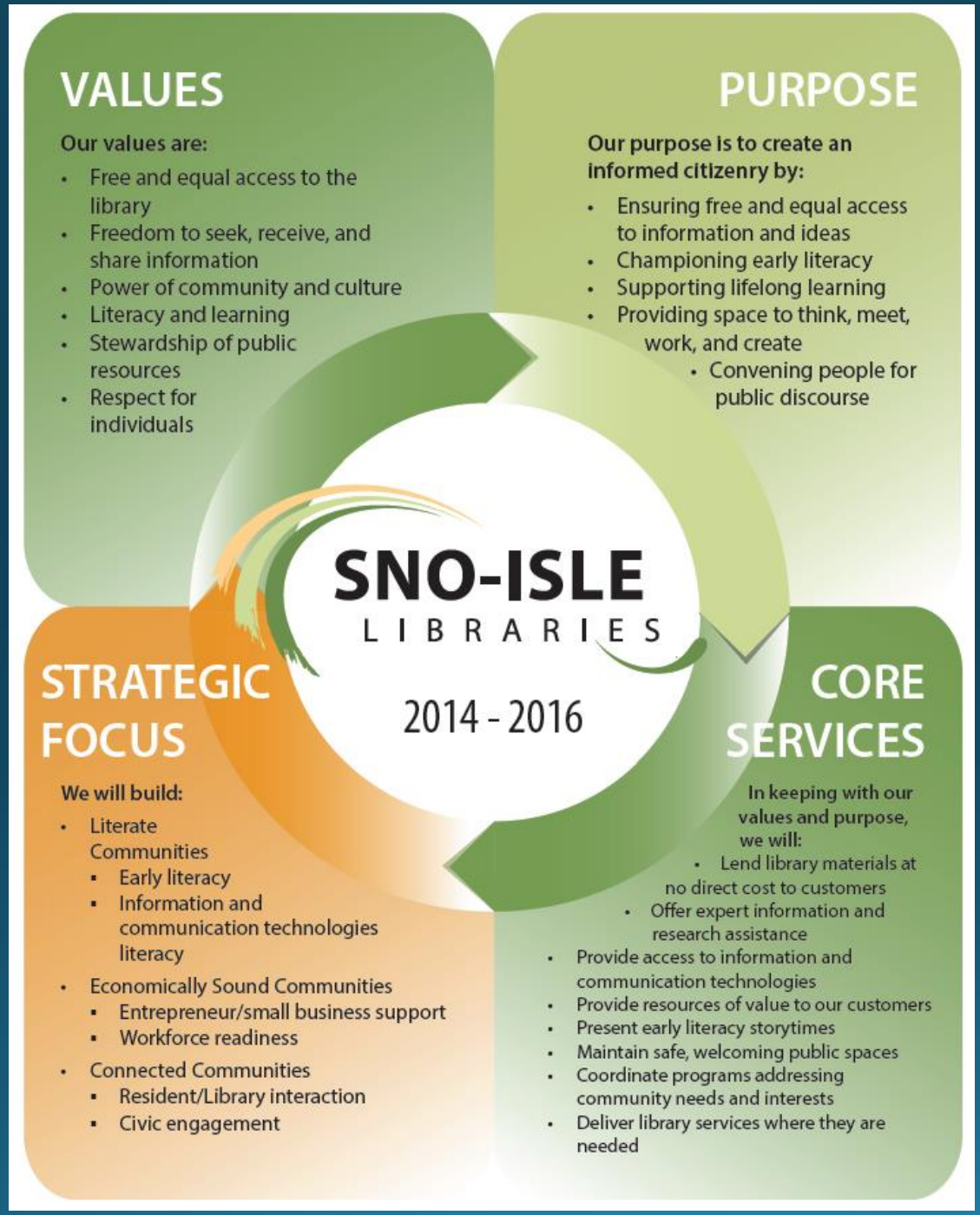
- October 2013
- "Prototyping" session by Deputy Director
- More brainstorming…

Requirements Analysis

- Representative group of front-line staff, doers, tech knowledge, idea originator, stakeholders & sponsor.
- Common themes from brainstorming that gained traction with our stake-holders become WHAT the solution would do.

Market Evaluation

- Emerging Technology Action Group + I.T. Department made recommendations.
- Project Sponsor made selection from recommendations.
- One year later there are almost 4 times as many software options. See a trend?
- http://www.capterra.com/idea-management-software


VALUES
Our values are:
• Free and equal access to the library
• Freedom to seek, receive, and share information
• Power of community and culture
• Literacy and learning
• Stewardship of public resources
• Respect for individuals
PURPOSE
Our purpose is to create an informed citizenry by:
• Ensuring free and equal access to information and ideas
• Championing early literacy
• Supporting lifelong learning
• Providing space to think, meet, work, and create
• Convening people for public discourse
SNO-ISLE
LIBRARIES
2014 - 2016
STRATEGIC FOCUS
We will build:
• Literate Communities
▪ Early literacy
▪ Information and communication technologies literacy
• Economically Sound Communities
▪ Entrepreneur/small business support
▪ Workforce readiness
• Connected Communities
▪ Resident/Library interaction
▪ Civic engagement
CORE SERVICES
In keeping with our values and purpose, we will:
• Lend library materials at no direct cost to customers
• Offer expert information and research assistance
• Provide access to information and communication technologies
• Provide resources of value to our customers
• Present early literacy storytimes
• Maintain safe, welcoming public spaces
• Coordinate programs addressing community needs and interests
• Deliver library services where they are needed

6-month Phased Implementation

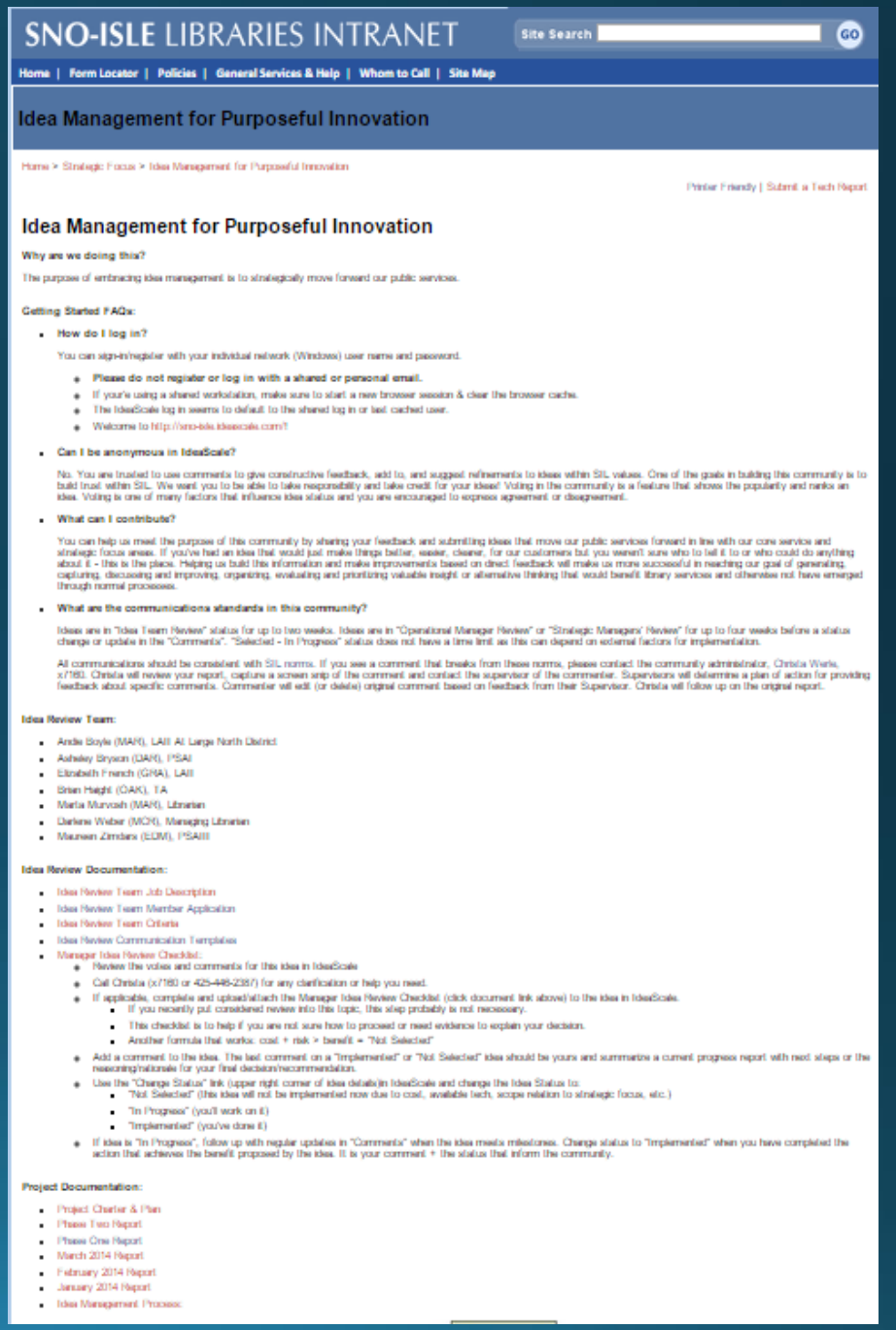
Month 1-2: Management engaged & evaluate/refine.

Month 2-5: Peer review team recruitment & evaluate/refine.

Month 2-3: Pilot locations & evaluate/refine.

Month 4-5: Expand pilot locations & evaluate/refine.

Month 6: Anticlimactic "Live!" – time to …?



SNO-ISLE LIBRARIES INTRANET

Site Search GO

Home | Form Locator | Policies | General Services & Help | Whom to Call | Site Map

Idea Management for Purposeful Innovation

Home > Strategic Focus > Idea Management for Purposeful Innovation

Printer Friendly | Submit a Tech Report

Idea Management for Purposeful Innovation

Why are we doing this?

The purpose of embracing idea management is to strategically move forward our public services.

Getting Started FAQs:

- **How do I log in?**

  You can sign-in/register with your individual network (Windows) user name and password.

  - **Please do not register or log in with a shared or personal email.**
  - If you're using a shared workstation, make sure to start a new browser session & clear the browser cache.
  - The IdeaScale log in seems to default to the shared log in or last cached user.
  - Welcome to http://sno-isle.ideascale.com!

- **Can I be anonymous in IdeaScale?**

  No. You are trusted to use comments to give constructive feedback, add to, and suggest refinements to ideas within SIL values. One of the goals in building this community is to build trust within SIL. We want you to be able to take responsibility and take credit for your ideas! Voting in the community is a feature that shows the popularity and ranks an idea. Voting is one of many factors that influence idea status and you are encouraged to express agreement or disagreement.

- **What can I contribute?**

  You can help us meet the purpose of this community by sharing your feedback and submitting ideas that move our public services forward in line with our core service and strategic focus areas. If you've had an idea that would just make things better, easier, cleaner, for our customers but you weren't sure who to tell it to or who could do anything about it - this is the place. Helping us build this information and make improvements based on direct feedback will make us more successful in reaching our goal of generating, capturing, discussing and improving, organizing, evaluating and prioritizing valuable insight or alternative thinking that would benefit library services and otherwise not have emerged through normal processes.

- **What are the communications standards in this community?**

  Ideas are in "Idea Team Review" status for up to two weeks. Ideas are in "Operational Manager Review" or "Strategic Managers' Review" for up to four weeks before a status change or update in the "Comments". "Selected - In Progress" status does not have a time limit as this can depend on external factors for implementation.

  All communications should be consistent with SIL norms. If you see a comment that breaks from these norms, please contact the community administrator, Christa Wiels, x7160. Christa will review your report, capture a screen snip of the comment and contact the supervisor of the commenter. Supervisors will determine a plan of action for providing feedback about specific comments. Commenter will edit (or delete) original comment based on feedback from their Supervisor. Christa will follow up on the original report.

Idea Review Team:

- Andie Boyle (MAR), LAII At Large North District
- Ashley Bryson (OAK), PSAI
- Elizabeth French (GRA), LAII
- Brian Haight (OAK), TA
- Marla Murvosh (MAR), Librarian
- Darlene Weber (MON), Managing Librarian
- Maureen Zimdars (EDM), PSAIII

Idea Review Documentation:

- Idea Review Team Job Description
- Idea Review Team Member Application
- Idea Review Team Criteria
- Idea Review Communication Templates
- Manager Idea Review Checklist:
  - Review the votes and comments for this idea in IdeaScale
  - Call Christa (x7160 or 425-448-2387) for any clarification or help you need.
  - If applicable, complete and upload/attach the Manager Idea Review Checklist (click document link above) to the idea in IdeaScale.
    - If you recently put considered review into this topic, this step probably is not necessary.
    - This checklist is to help if you are not sure how to proceed or need evidence to explain your decision.
    - Another formula that works: cost + risk > benefit = "Not Selected"
  - Add a comment to the idea. The last comment on a "Implemented" or "Not Selected" idea should be yours and summarize a current progress report with next steps or the reasoning/rationale for your final decision/recommendation.
  - Use the "Change Status" link (upper right corner of idea details)in IdeaScale and change the Idea Status to:
    - "Not Selected" (this idea will not be implemented now due to cost, available tech, scope relation to strategic focus, etc.)
    - "In Progress" (you'll work on it)
    - "Implemented" (you've done it)
  - If idea is "In Progress", follow up with regular updates in "Comments" when the idea meets milestones. Change status to "Implemented" when you have completed the action that achieves the benefit proposed by the idea. It is your comment + the status that inform the community.

Project Documentation:

- Project Charter & Plan
- Phase Two Report
- Phase One Report
- March 2014 Report
- February 2014 Report
- January 2014 Report
- Idea Management Process:

Activity:
Round Two

- Refine your idea to align with a shared goal for two minutes.
- Think about the stakeholders or a potential sponsor of your idea.
- Be vulnerable! Share your idea with a partner for two minutes.
- Switch sharing with your partner for another two minutes.

Lessons Learned

[redacted]

Idea Submitter DELETE

Just as an FYI, I know that, as do most if not all Librarians. It could be that newer information is available. I also think that someone at Sno-Isle is paid to look at that as part of their job description. Unless of course what you are implying is that everyone who makes a suggestion on IdeaScale has the responsibility to fully research all aspects of their idea. Just to be clear, I wasn't advocating that we add Hindi, just suggesting that it was a recent trend that might bear looking into. But as I said before, we don't need to-- we can keep sending people to Bothell.

I think the real issue is that I misunderstood the purpose of IdeaScale, and for that I apologize.

11 days ago Reply 1 Vote up 0 Vote down

[redacted]

Idea Submitter DELETE

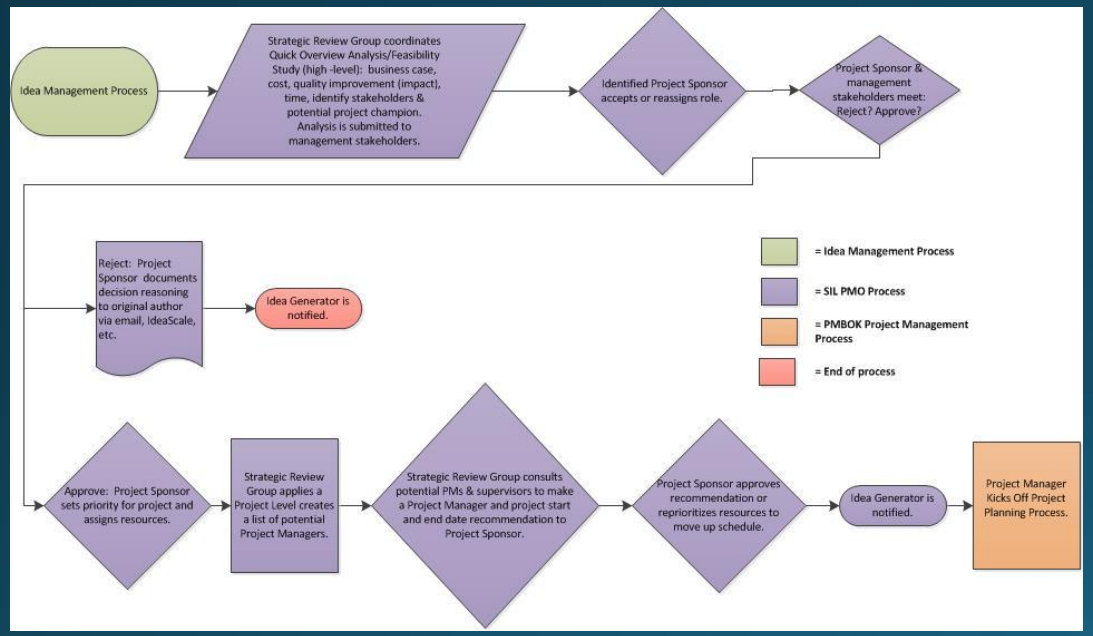
How you treat any child created by God is how you are treating God Matt 25:40.

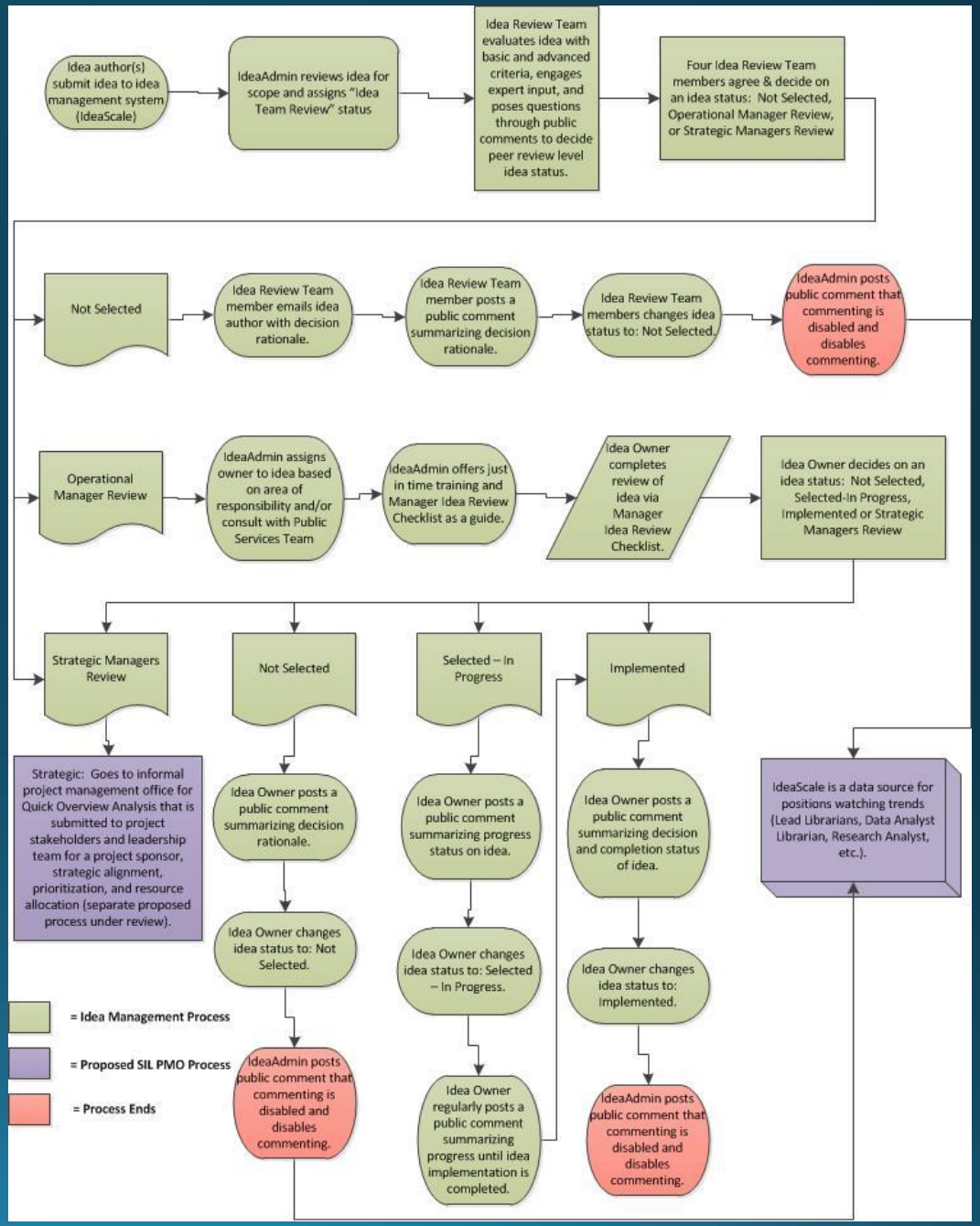
Loving your neighbor as yourself is not loving them by your standards it is loving them as if you were them. If you were that young man with the developmental delays in the newsletter how would you vote, as him?

2 days ago Reply 0 Vote up 0 Vote down

KEEP
CALM...
OH
WHO ARE
WE
KIDDING

Map it, version 10.4





"Communities need order to thrive and cooperate since where there is chaos and disorder there is distrust and withdrawal."

-David Brooks, Syndicated Columnist

Brooks, D. (2014, September 27). How to Create Order Like Creative People. Retrieved October 14, 2014. http://seattletimes.com/html/opinion/2024637549_davidbrookscolumnobamadiscipline28xml.html

Asheley Bryson

Sno-Isle Ideas in Action

EXAMPLE 1:

Growing Heirloom Seed Library Beds

Not Selected – A Rejection Lesson

I agree

Feedback Score

+10 **3** -7

I disagree

Rank **165**

Idea# **62**

WELCOMING PUBLIC SPACES »

Moderate Idea

Growing Heirloom Seed Library Beds

e-mail Author | Follow | Assign Owner

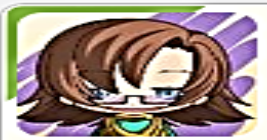
Use the flower beds in the landscaping around the community libraries to grow heirloom varieties of local plants. These could be used as a living heirloom seed library.

Add tags

Submitted by janderson 6 months ago

Comments (11)

Sort by Date



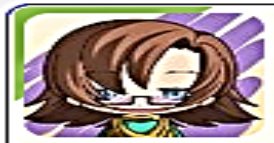
Marta Murvosh **DELETE**

I'm unclear on whether this is a proposal for all or just one library.

Does anyone know how many of our libraries have informal seed libraries?

If Sno-Isle Libraries were to formalize with seed libraries, the Pima County Public Library in Arizona has a great model http://www.library.pima.gov/seed-library/ The seeds are cataloged and patrons can place holds on them and have them delivered to their branch.

6 months ago 0 Vote up 0 Vote down

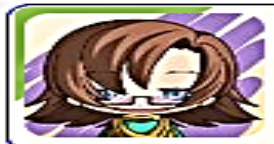


Marta Murvosh **PRIVATE COMMENT**

I'd be OK moving this idea to an owner.

I'm assuming the strategic focus is "connected communities" and the core service is providing "resources of value."

6 months ago



Marta Murvosh **PRIVATE COMMENT**

I'm changing my mind and saying let's NOT move this on because the person suggesting the idea didn't articulate strategic focus and core services.

6 months ago

Darlene ML @ MCR **PRIVATE COMMENT**

I like the idea, but wonder how easily (or not) it could be implemented. I doubt it could be done at every library based on workload and staffing alone. Then there is the issue of libraries having appropriate locations to grow gardens. Having said that, given staff availability (and desire), a garden area, this could be an opportunity for partnerships with local garden clubs.

6 months ago

Dawn Rutherford **PRIVATE COMMENT**

This does seem to be an interesting way to "Provide resources of value to our customers" and make for interesting "Resident/Library interactions", but aside from circulating seeds, I do not see this as something staff time should be devoted to. Yes, there could be very interesting partnership potential here (Master Gardeners? 4H? Future Farmers of America?) but it could become an enormous resource draw, and serve only a small portion of our patrons.

6 months ago

JWubbenhorst **DELETE**

Prefer to see this as a potential activity for the Friends of the Library or as a limited scope project for a specific group as a part of Connected Communities.

5 months ago 0 Vote up 0 Vote down

You **PRIVATE COMMENT**

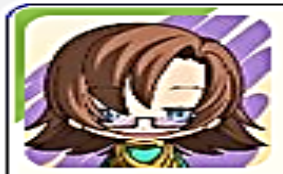
After reading Jude's response, I agree with Elizabeth and Jill and vote Not Selected.

4 months ago Attach a file

Dawn Rutherford **PRIVATE COMMENT**

I believe I had already selected Not Selected, so we have four now?

4 months ago



Marta Murvosh **PRIVATE COMMENT**

If there's four, we should draft a letter. Volunteers? (I'm a bit buried with Teen Summer Reading right how.)

Also with this idea, I'm wondering whether we need to include something like if the idea submitter does try a pilot at GRA at a later date that would be good info to include if the idea is resubmitted.

4 months ago

You **PRIVATE COMMENT**

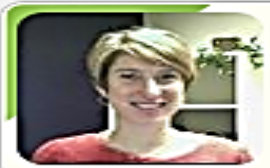
Okay, I will email Jude the NS letter and change this idea's status.

4 months ago Attach a file

You **DELETE**

Currently, this idea is not selected because the Idea Submission form is not complete and it has not been determined how it aligns with our Core Services or Strategic Focus.

4 months ago 0 0 Attach a file



Idea Admin, Christa Werle **DELETE**

"Closed" idea after sharing idea data with idea author.

3 months ago 0 Vote up 0 Vote down

EXAMPLE 2:

Sno-Isle Libraries Applies for Washington State Quality Award

Not Selected – Out of Scope

I agree

Feedback Score

+6 **6** -0

I disagree

Rank **145**

Idea# **195**

COMMUNICATIONS & MARKETING »

Moderate Idea

SIL Applies for Washington State Quality Award

e-mail | e-mail Author | Follow | Assign Owner

WSQA is a rigorous program that identifies and recognizes performance excellence in all business sectors from throughout the state. It follows the Baldrige National Quality Award criteria. The application process provides a valuable framework for building, adjusting, or telling the story of any organization's excellence. Preparing and submitting an application has valuable benefits as it generates a detailed feedback report based on a rigorous evaluation.

www.wsqa.net

www.wsqa.net/recipients.php

www.baldrige.nist.gov

State what specific problem is solved or benefit is gained by your idea. Supporting evidence helps!: **Systematic focus at all levels of the organization at achieving excellence. Processes are improved through measurement and analysis.**

What outcome (from customer's view) could be measured for this idea?: **Voters recognize SIL as a leader among its peer organizations for its focus on results, quality, excellence, and leadership. Election results reflect strong support for the library due to its dedication to demonstration of sustainable leadership in quality and excellence in public service provision.**

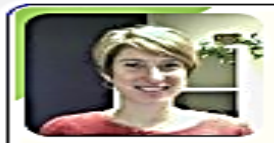
Tags: quality | excellence | award | wsqa | performance excellence | leadership | strategic planning | customer focus | measurement | knowledge management | workforce focus | process improvement | results

Add tags

Submitted by ESpencer 3 months ago

Comments (1)

Sort by Date



Idea Admin, Christa Werle — PRIVATE COMMENT

Idea Review Team: Reviewed this with Public Services Team this morning. Agreement that this idea is not with the scope of public services (DIRECT customer benefit) in our cores service & strategic focus areas. Let's try out our criteria - do they work? This idea should end up as Not Selected, and with a referral to Ken Harvey, Director of Communications. Ken is responsible for awards applications.

3 months ago

bhaight — PRIVATE COMMENT

Not Selected - Should be referred

This is a great overarching idea. One that could help the specific ideas that do get selected to improve our core services and strategic focus. But I agree that it should be referred to the bigger picture team as it is not specifically tied to the scope of public services (DIRECT customer benefit) in our cores service & strategic focus areas.

I do like the customer service focus that may come from an application and award like this.

From the WSQA website:

This is a great overarching idea. One that could help the specific ideas that do get selected to improve our core services and strategic focus. But I agree that it should be referred to the bigger picture team as it is not specifically tied to the scope of public services (DIRECT customer benefit) in our cores service & strategic focus areas.

I do like the customer service focus that may come from an application and award like this.

From the WSQA website:

Customer Focus

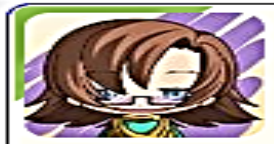
Creating a culture of customer service inside your organization

Customer satisfaction surveys development, deployment, data analysis and planning and executing survey driven improvements

Customer relations – listening and learning to your customers to establish customer requirements that feed into your strategic planning and action plans

Social media and Web based technologies

3 months ago



Marta Murvosh — PRIVATE COMMENT

NS #2

I agree that NS and I agree that there's good that can come of this proposal. second or third referral.

3 months ago

Darlene ML @ MCR — PRIVATE COMMENT

not selected #3

3 months ago

efrench — PRIVATE COMMENT

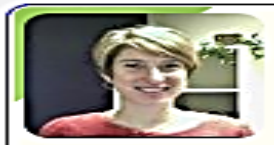
Okay, 4th for not selected, third or fourth for referral. Do we need to do a separate vote to determine if we're going to refer a not selected idea, and to whom? I'm not changing the status of this idea or sending out a notification to the submitter since I'm not clear!

3 months ago

Idea Admin, Christa Werle — DELETE

This idea is beyond the scope of our public services. The appropriate contact to consider SIL's participation in any external award, event, or recognition is Ken Harvey, Communication Director. This is idea is "Not Selected" based on scope.

3 months ago 0 Vote up 0 Vote down



Idea Admin, Christa Werle — PRIVATE COMMENT

I emailed the idea author with the following: Thank you for submitting this idea and please take advantage of our referral to Ken Harvey, Communications Director. The Idea Review Team has criteria to match based on our core services and areas of strategic focus for direct customer benefit. The match for your idea to our criteria is not clear, though we agree that there could be a benefit to our library system as a whole.

Please contact Christa Werle, x7160, if you have any questions!

Regards,

Idea Review Team

3 months ago

EXAMPLE 3:

Audio & Video of Author Events

Not Selected - Limited by Capacity

I agree

Feedback Score

+27 **27** -0

I disagree

Rank 26

Idea# 120

COMMUNICATIONS & MARKETING »

Moderate Idea

Audio/Video of author events

e-mail | e-mail Author | Follow | Assign Owner

Sometimes there are cool author events that interest me at one of the branches but the event takes place at a branch that isn't close to me or it takes place during my work hours. I would like to see these events recorded with decent quality video and audio and either put on our website or uploaded to youtube. I know the Seattle Public Library already does this and it's a nice option for people that can't make the actual event.

State what specific problem is solved or benefit is gained by your idea. Supporting evidence helps!:
This idea allows more patrons to enjoy the author events.

Add tags

Submitted by lLandon 5 months ago

Comments (7)

Sort by Date

bhaight — DELETE

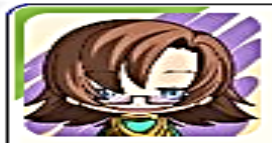
Commenting as a regular community member that this might become an assignment/opportunity for the new media specialist for Sno-Isle. And could be a great way to get a broader audience to the many excellent events offered.

5 months ago 2 Vote up 0 Vote down

Andie LA2AL — PRIVATE COMMENT

#1 Strategic

5 months ago

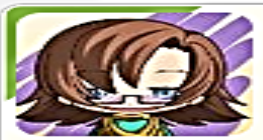


Marta Murvosh — PRIVATE COMMENT

#2 Strategic

Suggesting that it is assigned to Communications with partnering or reaching out to Public Services, and the department that writes the programmer contract, which would need updating to allow for recording, posting events and distribution of the events.

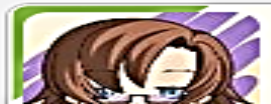
5 months ago



Marta Murvosh — DELETE

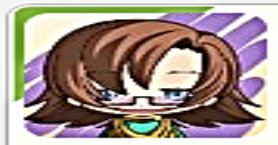
Speaking as Marta, a librarian, I really like this idea in terms of the opportunity it would give us to introduce patrons to different online services and to highlight technologies that we offer in the creative commons. (Maybe patrons could even download at the Creative Technology Centers to DVDs to watch at home.)

5 months ago 0 Vote up 0 Vote down



Marta Murvosh — DELETE

There is an idea in process that suggests a library TV channel. The link is here https://sno-isle.ideascale.com/a/dtd/A-Library-TV-Channel/46946-27255



Marta Murvosh **DELETE**

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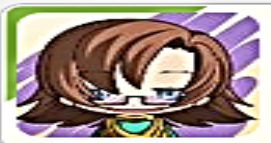
5 months ago 0 Vote up 0 Vote down



Marta Murvosh **DELETE**

There is an idea in process that suggests a library TV channel. The link is here https://sno-isle.ideascale.com/a/dtd/A-Library-TV-Channel/46946-27255

4 months ago 0 Vote up 0 Vote down

Dawn Rutherford **PRIVATE COMMENT**

#3 strategic.

5 months ago

Julie Titone **DELETE**

As an author, I love the idea! As a communications manager, I think: We'd need to do some in-house training so that library staff could capture video of sufficient quality to post. And, of course, the presenters need to give approval.

5 months ago 0 Vote up 0 Vote down

efrench **PRIVATE COMMENT**

Fourth for strategic. I'm moving this along!

5 months ago

JWubbenhorst **DELETE**

perhaps live webcasts is a better option: promote and film one time for viewing from the library or home. Timeliness is part of the appeal.

4 months ago 0 Vote up 0 Vote down

ILandon **Idea Submitter** **DELETE**

I wouldn't mind seeing a live webcast option too, but the events should also be recorded and posted so people can view them on their own schedule. I would also like to be able to go back and view events that are months or even years old, kind of like youtube. I think the authors and organizers of these events would like to see as many people as possible view their event.

4 months ago 0 Vote up 0 Vote down

Julie Titone **DELETE**

For now, we're maxed out on our ability to record and making audio/video of events available. Since we all agree there are great programs in the libraries worth capturing, we'll evaluate how we are using our video production time at the end of 2015.

2 months ago 0 Vote up 0 Vote down

EXAMPLE 4:

Refunds for Lost Items Due to Staff Error

IMPLEMENTED!

I agree

Feedback Score

+31 **31** -0

I disagree

Rank 21

Idea# 135

WELCOMING PUBLIC SPACES »

Moderate Idea

Refunds for Lost Items due to staff error

e-mail | e-mail Author | Follow | Assign Owner

If someone pays for a lost item and finds it within 6 months they can request a refund from Sno-Isle. However, if someone pays, even though they are sure they returned the item, staff search for it but don't find it, and then it's returned at some later point (for example, because it was mis-shelved), there isn't a way for the customer to know that the item has been found. Therefore, we don't have a way to grant them a refund. Is there a means for Polaris to indicate this at some point, e.g., the next time the item is returned? While a customer does have the choice to do a Claims Returned, they are sometimes reluctant to do this, knowing that there is a lifetime number of Claims Returned.

State what specific problem is solved or benefit is gained by your idea. Supporting evidence helps!: **This idea represents a Strategic Focus value of respecting the individuals who use the libraries.**

What outcome (from customer's view) could be measured for this idea?: **N/A - Submitted prior to current criteria.**

Tags: refunds | lost items | staff errors

Add tags

Submitted by BArand 5 months ago

Comments (5)

Sort by Date

Dawn Rutherford — PRIVATE COMMENT

I'd like to think this is Operational?

5 months ago

Darlene ML @ MCR — PRIVATE COMMENT

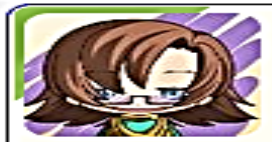
Okay, I can go with operational too. However, I think it is "good business" so it rings of strategic too. Let's see how others weigh in. I'm okay, either way.

5 months ago

efrench — PRIVATE COMMENT

Since this would likely involve changes to Polaris and accounting practices, I'm going to vote strategic.

5 months ago



Marta Murvosh — PRIVATE COMMENT

Operational, #3

While it would change accounting practices, exploring this option should start with the Polaris team to see if this is something we can even do with Polaris.

It could be expanded at a later time to accounting.

5 months ago

bhaight

DELETE

Speaking with my Circulation background voice. Burden of proof has been with the customer. I don't think that is right. So I agree, we need to get on board with refunding to customers when items are returned in the circulation process. And yes, Polaris software can help us do this. (See attached) To use Polaris in this way it would involve a revamp of the current refund process. Current refund process is simple and effective but does it serve the customer? (no direct cost to customers and welcoming refund policy)

5 months ago 2 Vote up 0 Vote down

bhaight

PRIVATE COMMENT

Strategic - Revamp refund process to make it 21st century. Get rid of paper form and make it an electronic process directly linked to library accounts and accounting. Pretty big system change. But could be done.

5 months ago

BArand

Idea Submitter

DELETE

I agree with Brian that the burden of proof shouldn't reside with the customer. This would mean that they would need to keep asking staff to check to see if an item had been returned so that they could request a refund.

5 months ago 2 Vote up 0 Vote down

Andie LA2AL

PRIVATE COMMENT

Oops, with 3 strategic votes and 3 operational, it looks like I've been holding this one up. Sorry, Team!

I'm going to make it Strategic as it would affect just about everyone I can think of.

Changing the status, too.

4 months ago

Carolyn Bly

DELETE

I agree, great idea, let me look into this.....

4 months ago 0 Vote up 0 Vote down

Judy Sasges

DELETE

I am consulting with Polaris experts for a solution.

3 months ago 0 Vote up 0 Vote down

Judy Sasges

DELETE

Watch for a Tech News article and documentation in Polaris Plus. We can do this and Charles will enable the Polaris feature on July 30. Basically, if a lost/paid item is checked-in, it is credited to the customer account. We'll generate monthly reports for this (it will be interesting to see how many times this happens), and the customer will receive a refund check. No more burden of proof for the customer.

3 months ago 0 Vote up 0 Vote down

YOUR IDEAS ARE IMPORTANT!

Idea Round-Up To Date:

- Idea Team Review = 10 ideas
- Operational Manager Review = 30 ideas
- Strategic Review Group = 12 ideas
- Not Selected = 74 ideas
- Selected/In Progress = 26 ideas
- Implemented = 26 ideas

Activity: Round Three

Refine your idea with lessons learned.

Can you articulate the benefit and value of your idea to anyone?

Be even more vulnerable? Share with the group!

Q & A

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