

Are You In(novation) or Out?

LibraryLinkNJ

July 14, 2015



Checklist to Success

- ✦ Organizational Health
- ✦ Customer Service
- ✦ Innovation
- ✦ Recognition



T R U S T



Organizational Health

The Advantage
by Patrick Lencioni

***Customer
Service***
Trust & Compassion





Fundamental Attribution Error

- ✦ Refers to the tendency to overestimate the internal and underestimate the external factors when explaining the behaviors of others. This may be a result of our tendency to pay more attention to the situation rather than to the individual and is especially true when we know little about the other person.
- ✦ Trust patrons' actions are noble.
- ✦ Serve with compassion.



Recognition

You are awesome.

Why Innovate?

- ✦ Public libraries should be a cauldron for innovation.
- ✦ Change and thrive!
- ✦ Strategic, Action Plan
- ✦ Response to your community



Innovation Ecosystems

- ✦ Get the right people involved.
- ✦ Cultivate the network.
- ✦ Educate others.





Assemble An InnTeam!

Successful Inn Teams

1. Trust
2. Personal Strengths
3. Idea Collection
Tools (Scanning)
4. Support from
Administration





Google

Trend Watching

- ✦ Fads are fleeting, but trends have lasting power. Both should be exploited!
- ✦ One size does not fit all.
- ✦ Look everywhere. Observe!
- ✦ Take notes!



Scanning

- ✦ Process of searching, finding and stumbling upon trends, fads and innovation
- ✦ Online tools such as Evernote, Pocket and Diigo
- ✦ Source of discussion - Innovation Jams
- ✦ Share library-wide and within InnTeam

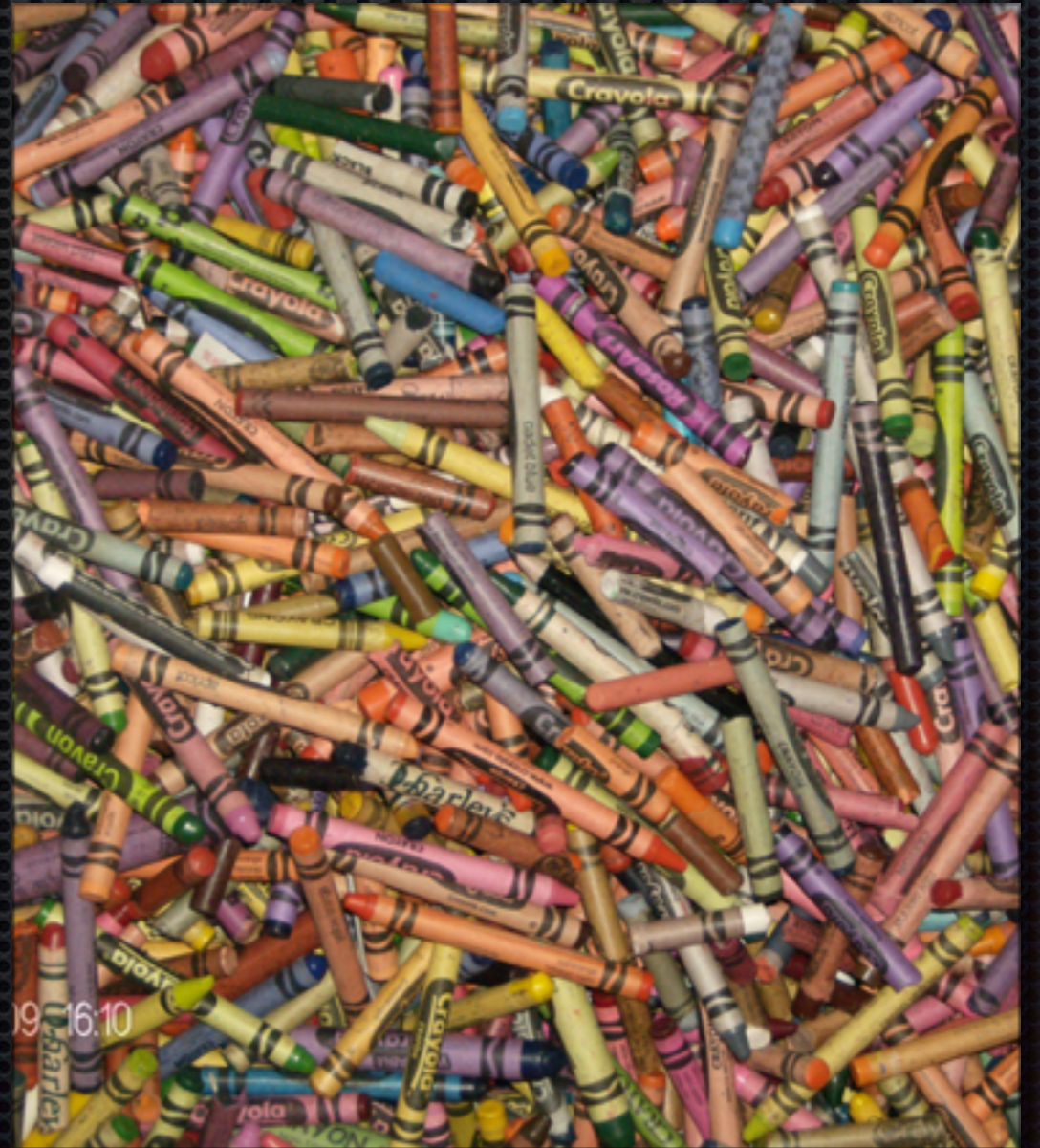
Innovation Jams

- ✦ Concept from IBM
- ✦ Small, self-defined teams.
- ✦ Define the problem statement clearly
- ✦ Train, train, train
- ✦ Be ready to play!



Creative Conflict

- ✦ Trust
- ✦ No Hierarchy
- ✦ Say “Yes, and....”
- ✦ Diverse Perspectives
- ✦ Focus on Common Goal
- ✦ Keep it fun!





Innovative Companies...

- ✦ Inspiration needs execution!
- ✦ Tomorrow is too slow...
- ✦ ...But great ideas may need time.
- ✦ Millennials are making waves.
- ✦ Values are valued.
- ✦ Every company is a tech company.
- ✦ Retail shopping is new theater.
- ✦ Teamwork is sexy!

"20 Lessons of Innovation for 2015" - *Fast Company*, March 2015

KPL's InnTeam

- Not just a trend watching group or “think tank”
- Assist staff by facilitating ideas from beginning to end
- Goals, Objectives and Process
- Team transparency; champion ideas and successes
- Monitor journey via myKPL
- Constantly Fad & Trend Watch
- Host opportunities for staff to contribute

InnTeam Process

- ❖ Idea is formed/submitted
- ❖ Idea is discussed w/ Stakeholders
- ❖ Idea is vetted by InnTeam
- ❖ Idea is approved by MTeam
- ❖ Idea is implemented (or moved to the Parking Lot) by InnTeam and Stakeholders
- ❖ Idea is reported



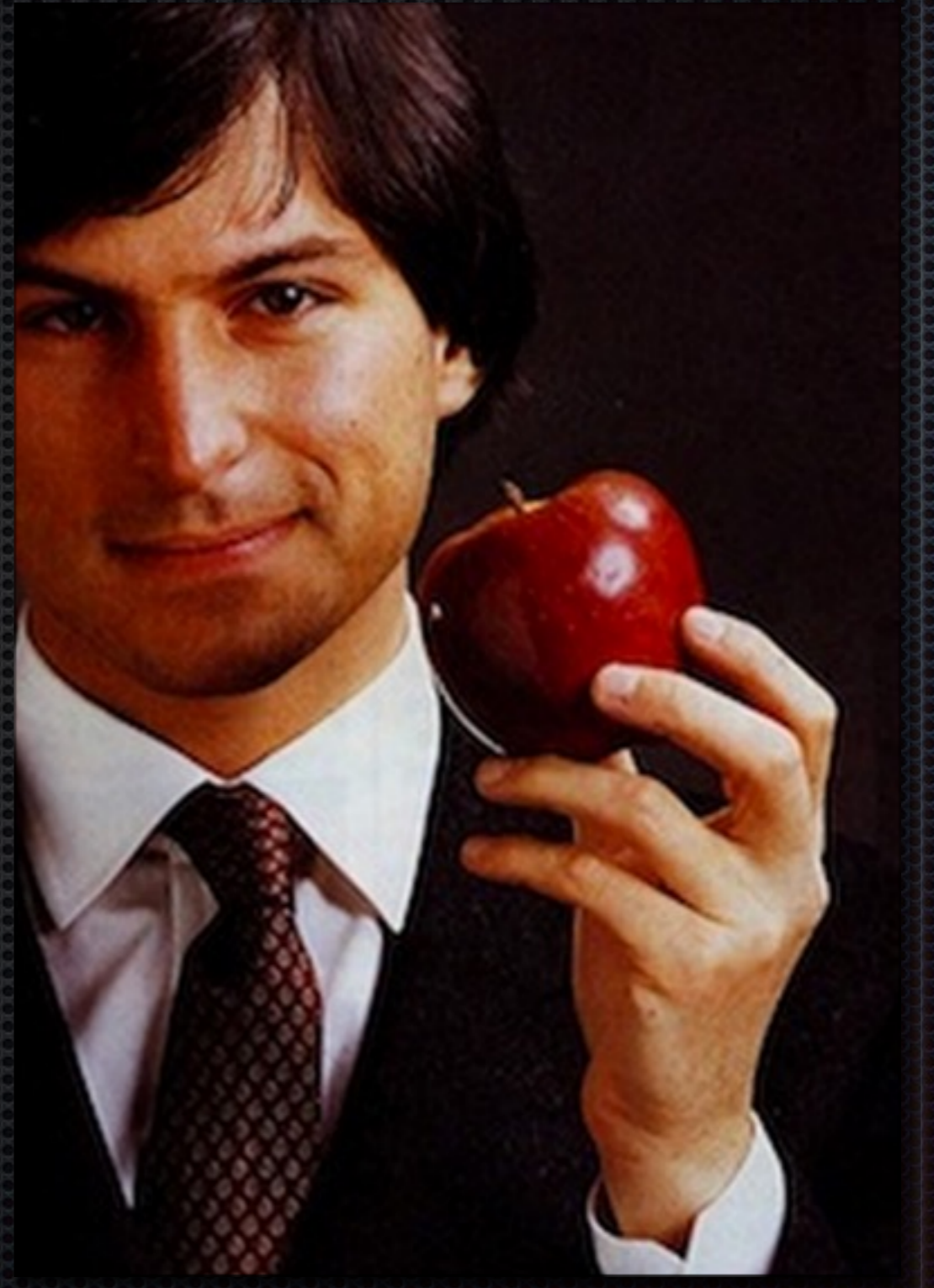


Beware of Sacred Cows

They make gourmet hamburgers!

“Innovation distinguishes between a leader and a follower.”

-Steve Jobs



Resources

- ✦ *The Advantage* by Patrick Lencioni
- ✦ *The Five Dysfunctions of a Team* by Patrick Lencioni
- ✦ *The Customer Rules: The 39 Essential Rules for Delivering Sensational Service* by Lee Cockerell
- ✦ *The Carrot Principle* by Adrian Gostick and Chester Elton
- ✦ *The New Gold Standard : 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company* by Joseph Michelli
- ✦ *The Starbucks Experience and Leading the Starbucks Way* by Joseph Michelli
- ✦ *Be Our Guest: Perfecting the Art of Customer Service* by Disney Institute
- ✦ *Work Rules! Insights from Inside Google That Will Transform How You Live and Lead* by Laszlo Bock
- ✦ *Creativity, Inc.: Overcoming the Unseen Forces That Stand in the Way of True Inspiration* by Ed Catmull
- ✦ *A Curious Mind: A Secret to a Bigger Life* by Brian Grazer
- ✦ **Fast Company** and **Harvard Business Review** (Magazines)

Resources

- “Where Good Ideas Come From” - Steven Johnson, YouTube
- “Innovation Is About Arguing, Not Brainstorming. Here’s How To Argue Productively” by Daniel Sobel, FAST COMPANY (<http://www.fastcodesign.com/1669329/dont-brainstorm-argue>)
- “Top 5 Trend Watching Tips” <http://trendwatching.com/tips/tip5/>
- “Get Your Ideas Implemented” <http://www.governing.com/columns/mgmt-insights/get-ideas-implemented.html>
- “Ten Tips for Successful Innovation Teams” http://motivstrategies.com/files/Ten_Tips_For_Innovation_Teams_-_Motiv_Innovation_Management.pdf
- “Three Rules for Innovation Teams” http://blogs.hbr.org/cs/2012/03/making_innovation_teams_even_m.html
- “10 Tips for Successful Innovation Teams” <http://www.innovationmanagement.se/2012/04/12/10-tips-for-successful-innovation-teams/>
- Forward Thinking column - *Public Libraries*

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