

SFPL Grant Funded Program Proposals FY 16/17
 Friends of the San Francisco Public Library
 Innovation Grants

Program/ Project Title	Project Description and Purpose	What are your anticipated outcomes?	How will you evaluate program success?	One-time or On-going? (If on-going incorporate into Library bgt via existing or new monies)	Primary Strategic Priority Category	Implementation Timeline	Total Project Cost	Amount Requested from Friends	Submitted By	CLO Approval
Service Design: Making User Centered Design How SFPL Works	Phase II of Friends of SFPL Innovation Fellowship - Engage a UX design agency with experience in the public sector, with a specialization in Service Design, to create a Service Design workshop customized for SFPL. Scale the workshop such that up to 50 SFPL staff can participate, in 1 or multiple sessions. With the agency's facilitation, run a post-workshop ideation session specific to SFPL objectives. Summarize and report back to the larger SFPL audience on the workshop and the ideas surfaced in the ideation session. In order to nurture real change in a large organization, there must be wide indoctrination to the method of change. Workshops create cohorts of exposure to and experience with the thinking and perspectives of Design Thinking, UX and Service Design. The workshop will reveal and energize additional individual champions/potential project leads within SFPL; the ideation session will provide leads to identify/prioritize next projects. These activities will augment broader organizational development work related to the internal Future of the Library Forum.	Shared understanding amongst key staff and stakeholders of UX/Service design approach and practice. Expanded community of practice for UX within SFPL. Proposals/recommendations for enhancements/improvements to existing services.	Adopting UX/Service Design methodology will impact SFPL by providing a process and toolkit to execute on innovation that will greatly benefit of both staff and patrons. User-centered design provides focus and a way to deeply engage with users, move past any long-held but unproven assumptions or beliefs, and to move the institution based on our mission. This project will be a test bed or pilot for using this approach and provide an example for other departments/divisions as to how use the method. Impact will show in increased patron usage; and increased numbers of success stories from patrons with needs met.	One-time	Premier Urban Library	FY17	\$15,000	\$15,000	Yael Schwartz	
Digital Inclusion Fellow Project	The Digital Inclusion Fellowship is a one-year program that will place an emerging leader at the San Francisco Public Library. This individual's salary will be subsidized by Google and paid by the Friends of SFPL. The Digital Inclusion Fellow will be a part of a larger group of leaders trained on best practices of digital inclusion work and community mobilization, and will serve as a promoter of digital literacy programming locally with S.F. partners and other organizations. In carrying out the one-year program with the San Francisco Public Library, the Digital Inclusion Fellow will be tasked with leveraging \$5,000 in project funds for matching dollars to be provided by the NTEN: The Nonprofit Technology Network.	<ul style="list-style-type: none"> Expand digital literacy courses in size, frequency, or to other locations. Increase digital literacy in digitally divided neighborhoods of S.F. 	# of people trained 500 % increase in number of participants' who have a desire to have Internet in their home 10% # of training hours (number of participants per program x length of program) 1800 # of computer hours in labs or workstations 20 # of trained/skilled volunteers supporting digital literacy 20	One-time	Literacy & Learning	FY17	\$10,000	\$5,000	Michelle Jeffers	
Innovation Fund	The Innovation Fund would provide a critical source of revenue to incubate small-scale innovation projects. This program represents an opportunity to innovate library services with a more nimble support mechanism that is able to seed multiple projects. Some of the prospective innovations, if successful, may then be scaled into larger projects. One of the initial opportunities for this Innovation Fund is to support programming related to the Living Innovation Zone partnership with the Asian Art Museum in July 2016. The Library is also launching a Future of the Library Forum in early FY17 with a group of internal staff who could benefit from having a small budget for trendspotting activities. The SF History Center is currently in conversations with members of the Filipino-American community who are interested in collaborating on a digitization project to preserve cultural and historical resources. Another prospective partnership opportunity involves technology from a small SF start-up, Doble, with their mobile app to drive foot traffic to Friends and/or SFPL locations to access Doble's quick-charge batteries for residents' smartphones.	Greater responsiveness and a more nimble approach for seeding innovation. Development, implementation and realization of new projects to occur intra-year throughout FY17.	The fund would be administered by the Deputy City Librarian, with a submission process and criteria that includes our strategic priorities and evaluation component for each of the projects. The Deputy City Librarian would work with internal stakeholders to execute and monitor the projects with ongoing engagement with the Friends of SFPL throughout the year during Internal Relations.	One-time	Premier Urban Library	FY17	\$12,500	\$12,500	Michael Lambert	

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						Total Cost		\$32,500		
						Budget:		\$32,500		
						Variance: Bgt-Est. Cost		\$0		