

Virtual Dialogue
Creativity in the time of COVID
December 18, 2020

Icebreaker Question

What do you think of when you hear the word “creativity?”

11:06:07 From Bill Bowman: Brickwall
11:06:08 From Jenna Anderson: Change
11:06:08 From Laura Geiken: crafts
11:06:10 From Katherine M: Outside the box
11:06:10 From Heather Wood-Gramza: Thinking of the possible
11:06:10 From Kat Lennon GCDL: trying
11:06:10 From Scott Garrison (LEAP and MCLS): music
11:06:10 From Paris - MRL: panic
11:06:12 From Lisa Worrell: time
11:06:13 From Jan Davidson, MCLS: colorful
11:06:15 From Shauna-Marshall-LEAP: Energy
11:06:16 From Staff: Fun!
11:06:16 From Lissa Krull, MCLS: colorful
11:06:17 From Alice McCardell: flexibility
11:06:18 From Richard Buboltz: opportunity
11:06:18 From Amy Beckman-Millington Arbela District Library: new
11:06:19 From Kathy Irwin LEAP: Expression
11:06:21 From Kathleen: freedom
11:06:22 From Beth Johns: innovation
11:06:27 From Katherine M: fun
11:06:43 From Maureen McKenna: Playfulness

1st Breakout Room Conversation Scenario:

Participants were placed in small groups in the breakout rooms for 25 minutes of conversation. They were asked to share a story about creativity at their library since the start of the pandemic and listen for common themes that come up to reveal conditions that lead to success on unleashing creativity and collectively choose the 3-5 themes that your group feels are most important to supporting creativity in the workplace.

Groups were then asked to select the MOST creative moment or service from all of the stories to share with the large group in chat.

1st Breakout Room Conversation Questions:

Share a story of the most creative moment or service you’ve experienced at your library since the start of the pandemic.

What was happening? Who was involved? What conditions were in place that supported your creativity, and enabled that creative idea to come to life?

11:41:21 From Scott Garrison (LEAP and MCLS): Taking the Friends' Booksale online
11:41:32 From Kathy Irwin LEAP: Room 5 - themes that support creativity:

- Found new ways to provide beloved physical services – virtually, in parking lots, or take home
- Virtual environment has created new opportunities for programming

11:42:12 From Amy Beckman-LEAP: Room 3- Hands on make and take crafting kits.
11:42:31 From Kathy Irwin LEAP: Room 5 Stories - parking lot bingo, shelf help service, teen photo contest, pastry chef in France, Drive in Story Time, grab and go crafts, book bundles
11:42:37 From Shauna-Marshall-LEAP: Room 1: forced change...which is often not easy otherwise; staff collaboration and more staff voices lifted; "we can try attitude" remains
11:42:46 From Scott Garrison (LEAP and MCLS): Themes from room 2: start simple, be creative within the limitations you have, communities still need and want libraries, have to focus on safety, having support from leadership
11:42:52 From Cindi Place: I would be very interesting in how to take Friends book sale online
11:43:04 From Scott Garrison (LEAP and MCLS): Bill could help you, Cindi!
11:43:06 From Kathy Irwin LEAP: SHELF help
11:43:09 From Shauna-Marshall-LEAP: "COVID forces us to get uncomfortable." ... in Some of the best ways!
11:43:15 From Scott Garrison (LEAP and MCLS): @Kathy LOL!
11:43:20 From Trista Smith: I think we were group 4.... we had staff day turned into a team artwork exercise, scavenger hunts, drive through Santa, big book giveaways instead of SRP
11:43:41 From Amy Beckman-LEAP: Room 3 creative themes: teamwork, flexibility, and trying new things.
11:43:51 From Shauna-Marshall-LEAP: More than the programming staff got on camera, had ideas, engaged.
11:43:57 From Trista Smith: some themes were lessened silos and more departmental collab, looking to new partnerships
11:46:07 From Bill Bowman (CIDL): Not just possible, but necessary! (Turning outward)
11:48:05 From Cindi Place: Laura what library are you from
11:48:23 From Laura Geiken: Dearborn Public
11:51:56 From Katie (Lyon Twp Lib): super grateful to be employed
11:52:11 From Scott Garrison (LEAP and MCLS): +1 Katie!!
11:52:13 From Scott Garrison (LEAP and MCLS): :)

2nd Breakout Room Conversation Scenario:

Participants were then placed in small groups in breakout rooms for small group 20 minutes of conversation. They used Jamboard to create a visual collage of your group's imagined most innovative workplace.

Directions for using Jamboard can be found at:

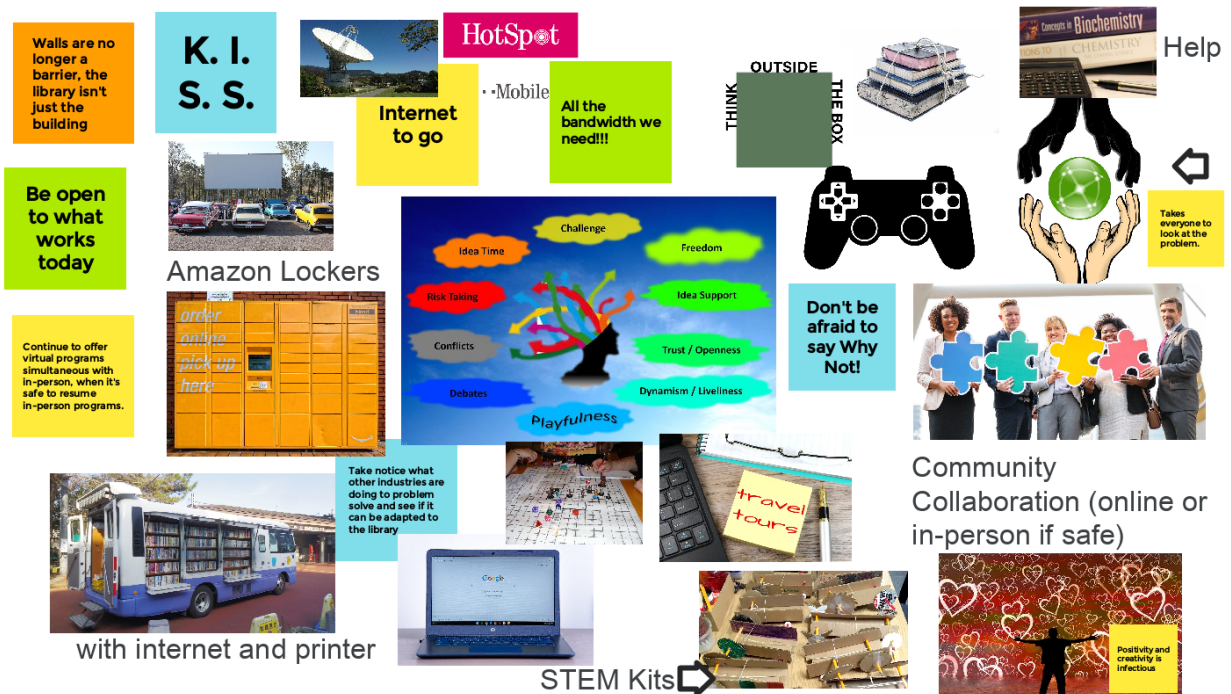
<https://docs.google.com/document/d/18Fb5XsamUenJR4m1HkcyHFA5XTEppDJLRx5IsC4EHFg/edit?usp=sharing>

2nd Breakout Room Conversation Question:

Imagine it is one year from now, and your library's culture of creativity has become the norm post-COVID. Creativity is fostered and encouraged, your community is consistently surprised and delighted by your services, and your library is now the most innovative of its kind.

What would that be like from your perspective? Is it about people's skills, talents, networks, leadership, and rewards? Is it about technologies? Is it about policies?

12:19:29 From Scott Garrison (LEAP and MCLS):



12:19:31 From Kathy Irwin LEAP:



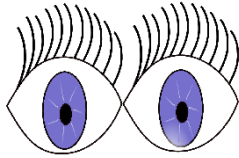
12:19:38 From Amy Beckman-LEAP:



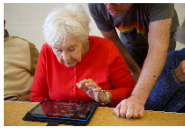
12:19:39 From Kat Lennon GCDL:



Creativity in multiple facets beyond Programming



Recognizing and utilizing staffs thoughts



Thinking about Dementia and other illnesses HOW CAN WE BE PART OF THE SOLUTION/HELP (ex memory care kit)



12:19:42 From Millington Arbela District Library:

Four Quadrants of Psychological Safety

<p>Learned Safety</p> <ul style="list-style-type: none"> It's safe to: <ul style="list-style-type: none"> Share Ask questions Experiment Learn from mistakes Seek for new opportunities 	<p>Challenge Safety</p> <ul style="list-style-type: none"> It's safe to: <ul style="list-style-type: none"> Challenge the status quo Speak up Express ideas Identify changes Express problems
<p>Collaboration Safety</p> <ul style="list-style-type: none"> It's safe to: <ul style="list-style-type: none"> Engage in an unmoderated way Interact with colleagues Share mental models Generate novel strategies Express constructive debate 	<p>Inclusion Safety</p> <ul style="list-style-type: none"> It's safe to: <ul style="list-style-type: none"> Know that you are valued Draw all people fully Engage everyone, and listen to them Make others regardless of differences Equally contribute

- 12:19:58 From Scott Garrison (LEAP and MCLS): Jamboard can be great for staff meetings :)
- 12:20:31 From Millington Arbela District Library: I volunteer although my mic is not working
- 12:21:20 From Jenna Anderson: Our group can go next!
- 12:21:37 From Gwen Haviland, MCLS: Thanks, Jenna.
- 12:21:49 From Millington Arbela District Library: It's fireworks. It is to show how people's creativity can inspire others
- 12:22:00 From Scott Garrison (LEAP and MCLS): I thought that was fireworks!
- 12:22:05 From Scott Garrison (LEAP and MCLS): Great!

Participants were then asked a final reflection question.

What small steps or actions will you take to help creativity flourish, pandemic to post-pandemic, in your library?

- 12:27:04 From Jenna Anderson: Make sure everyone knows their ideas count - recognize those who share.
- 12:27:23 From Heather: Foster an environment where people's suggestions are listened to and valued
- 12:27:50 From Kat Lennon GCDL: Have open conversations at different times- so people have the opportunity to speak up who may not do it on their own.
- 12:28:04 From Heather Wood-Gramza: I had a "Box of Wonders" in our break room with adult coloring, bubbles and playdoh for people to use when stressed or need to get creative juices flowing. Right now we aren't sharing these resources, but I am making individual kits for my staff right now.
- 12:28:42 From Bill Bowman (CIDL): Remember that we are all together, not just us in this building, the community has a voice, and so does Anyone who wants to contribute (other libraries, etc.
- 12:29:09 From Cindi Place: Plan intentional time for all staff together to brainstorm crazy ideas!
- 12:29:32 From Heather Wood-Gramza: I am creating a "dangerous ideas" board in our staff space so that people can write ideas or use sticky notes, drawings etc.
- 12:30:06 From Jenna Anderson: I am "borrowing" that creativity kit idea, Heather!
- 12:32:22 From Jenna Anderson: Thank you all! I love these conversations.
- 12:32:33 From Scott Garrison (LEAP and MCLS) : Thanks for being here, everyone!
- 12:32:34 From Maureen McKenna: mckenna.maureen1@gmail.com
- 12:32:56 From Heather Wood-Gramza: This has been such a wonderful experience everyone! Thanks so much!
- 12:33:02 From Kathy Irwin LEAP: Thank you, all!
- 12:33:02 From Tina @ Holly Library: thanks everyone
- 12:33:07 From Laura Geiken : Thank you!
- 12:33:17 From Jan Davidson, MCLS: Hope to see you in January!
- 12:35:58 From Jan Davidson, MCLS: The Air Framework - Pause, then:
 A - Appreciate and learn from the past
 I - Imagine an ideal future
 R - Reflect and take action in the present