



URBAN  
LIBRARIES  
COUNCIL

2019

# INNOVATIONS TOP INNOVATORS

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# Dear Leader:

The Urban Libraries Council is honored to showcase the incredible creativity and transformational leadership of North American public libraries through our annual Innovations Initiative. In 2019, we received submissions from more libraries than ever before, including a diverse range of truly astounding initiatives designed to create impactful education opportunities, reduce barriers to race and social equity, support a stronger workforce and local economy, advance community health and foster greater civic engagement.

The 2019 Innovations Initiative includes programs that:

- Use robots to spark understanding and conversations about the growing impact of artificial intelligence.
- Build partnerships to create extensive resource and support networks for entrepreneurs, particularly for women, people of color and immigrants.
- Create library-produced albums to educate the public about local music history.
- Develop greater understanding of others through virtual reality simulations.
- Give teens a voice in the local political process by engaging candidates in youth-led forums.
- Provide mental health resources and services through mobile app technology.
- Rethink staff communications to strengthen strategic alignment across the library’s departments and branches.

The 2019 Top Innovator and Honorable Mention award winners put forth bold ideas that will fundamentally bring about positive change. They were selected based on the inventiveness of the program or service, outcomes achieved and potential for other libraries to adopt and adapt the innovation.

It is our privilege to feature all of the groundbreaking work included in this year’s Innovations program, and to support ULC member libraries in their unwavering commitment to expanding the boundaries of what is possible for 21st-century libraries and their communities.

— Susan Benton  
ULC President and CEO

# Contents

2-3	EDUCATION — ADULTS
4-5	EDUCATION — BIRTH THRU TEENS
6-7	CIVIC AND COMMUNITY ENGAGEMENT
8-9	COMMUNICATING THE LIBRARY’S VALUE
10-11	CUSTOMER EXPERIENCE
12-13	MEASURING THE LIBRARY’S IMPACT
14-15	ORGANIZATIONAL CHANGE AND STRATEGIC MANAGEMENT
16-17	RACE AND SOCIAL EQUITY
18-19	WELLNESS, SAFETY AND SUSTAINABILITY
20-21	WORKFORCE AND ECONOMIC DEVELOPMENT
22-23	AUDIENCE CHOICE — 2019 INNOVATIONS CELEBRATION
24	2019 ULC INNOVATIONS INITIATIVE PARTICIPATING LIBRARIES



## Welding Class

Austin Public Library, Texas | [library.austintexas.gov](http://library.austintexas.gov)

“This program was able to remove some common barriers to obtaining workforce training and to provide these individuals with skills that will lead to jobs and a better life.

— Roosevelt Weeks  
Director of Libraries

”

Residents of one of Austin’s most underserved neighborhoods have a better shot at economic success through a vocational education program offered by the Austin Public Library and Austin Community College. The new welding class uses a mobile education pod with a generator and temporary welding bays to bring the classroom to where the students are, minimizing obstacles to participation such as transportation and daycare.

Thirteen of 14 students who enrolled in the first class earned their certifications and are now working as welders at higher wages than previous jobs. The library subsidized tuition for students with a demonstrated need reducing the college fee from \$795 to \$300. There is a waiting list of more than 70 students for the next class which will be offered in the spring of 2020.

The library had to overcome several challenges to launch the program including finding a parking lot large enough to host the mobile pod and 14 welding bays and working out legal and liability issues associated with student use of hazardous materials. But the year-long development process was well worth the effort. In addition to 13 new certified welders, the collaboration introduced the library to new residents and opened doors for new partnerships with other educational institutions.





## Creative Aging Program

Cambridge Public Library, Massachusetts | [cambridgema.gov/cpl](http://cambridgema.gov/cpl)

“Within our Creative Aging Program, the Cambridge Public Library brings together gifted teaching artists and older adults to build skills across various art disciplines. The program boosts participants’ self-confidence and creates lasting social connections.

— Maria McCauley  
Director of Libraries

Cambridge Public Library’s Creative Aging Program provides creative courses for adults over age 55 to build new skills, increase self-confidence and encourage social connections beyond the classroom. The program also helped solidify the library’s status as a center for lifelong learning.

Working in partnership with Lifetime Arts, a nonprofit dedicated to enriching the lives of older adults through arts education, the library has offered eight-week courses on a range of topics including the art of storytelling and poetry writing, basics of drawing, writing memoirs and basics of dance. All classes are taught by certified artists and instructors with experience working with older adults.





TOP INNOVATOR

## Robotics in Libraries

Palo Alto City Library, California | [library.cityofpaloalto.org](http://library.cityofpaloalto.org)



Robotics in Libraries demonstrates how a public library can prepare the community for the future, demystifying technology and teaching new skills in an exciting way, while learning and co-creating WITH the community at the same time.

— **Monique le Conge Ziesenhenn**  
Assistant City Manager  
and Library Director



Palo Alto City Library is encouraging kids and teens to embrace the possibilities of AI and robotics through workshops, toolkits and robot shows. More than 500 families have learned robotics, coding and collaboration in 22 Robo Dojo workshops since the fall of 2018. Another 335 young people and their families have attended 11 Sunday robot shows offered since January 2019.

The library has broadened its reach on emerging technologies by creating a coding workshop toolkit which is available through an open source GitHub repository. PACL also conducted a Skype robotics workshop with Girls Who Code from the Pioneer Library System.

In addition to exposing kids, teens and adults to robotic technologies, the library's program has created great synergy in the community about AI technologies which supports the library's mission to inspire and nurture innovation, discovery and delight.



## Little President Portraits for Black History Month

Skokie Public Library, Illinois | [skokielinearly.info](http://skokielinearly.info)

“  
Learning experiences like this will help our community become more resilient, engaged and inclusive because they help people reach a greater connection with themselves and others on a fundamentally human level.

— **Richard Kong**  
Director

”

Inspired by the presidential portrait of Barack Obama and his legacy as the first African American president, children and families from diverse ethnic and cultural backgrounds came together at the Skokie Public Library to explore hope, possibility and aspirations. Children took individual presidential portraits to support the belief that the U.S. presidency is potentially attainable, regardless of race or ethnic heritage.

The library’s joyous family art program celebrated black history, educated children and their families about renowned black artist Kehinde Wiley who painted the Obama portrait, encouraged healthy identity development and addressed community challenges in a positive and optimistic way.





### Know Your Vote T.O.

Toronto Public Library, Ontario | [torontopubliclibrary.ca](https://torontopubliclibrary.ca)



Know Your Vote T.O. is a civic engagement website that encourages voters to develop a deeper understanding of issues facing our city. It highlights the critical role public libraries play in promoting democracy.

— **Vickery Bowles**  
City Librarian

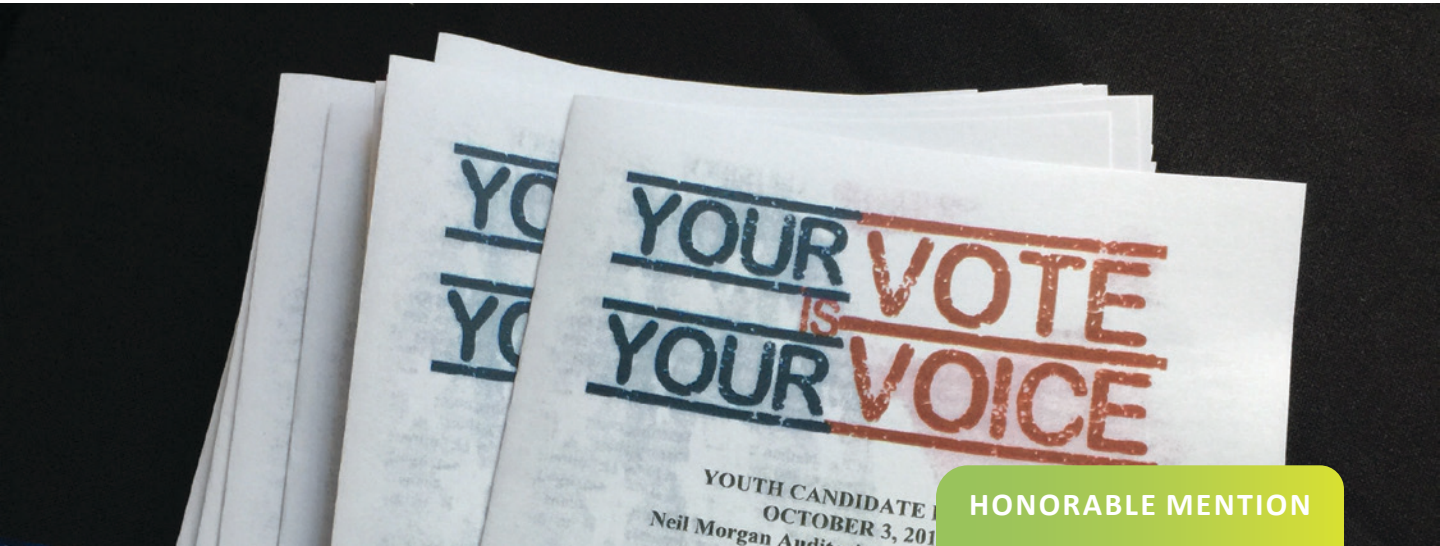


Toronto Public Library's Know Your Vote T.O. website is Canada's first user-friendly, responsive and accessible library website that allows voters to access essential information to guide voting decisions without compromising privacy.

Know Your Vote T.O. is part of a comprehensive library effort to expand its support of engaged citizenry that focused initially on voter turnout and education for the 2018 municipal election. The website provided simple, visual and neutral explanations of the biggest issues facing the city to provide an essential context for voters. A non-partisan advisory board ensured that questions to the candidates and publication practices were administered without bias.

More than 23,000 distinct users accessed the site in the month before election day with candidate pages receiving 65% of page views. Users spent an average of 5.2 minutes per page. The site was widely recognized as an authoritative information source with 72% of candidates submitting responses, demonstrating that the library can strengthen local civic engagement without a perception of bias or partisanship.





## Youth Candidate Forum

San Diego Public Library, California | [sandiego.gov/public-library](https://sandiego.gov/public-library)

“  
The Youth Candidate Forum showed these teens that their voice matters and that it is OK to ask the tough questions and expect answers of those running for office.

— Misty Jones  
Director

”

More than 160 young people joined an important local election conversation by leading a candidate forum hosted jointly by the San Diego Public Library and the San Diego Public Defense Youth Council. Young people asked questions to four candidates for local office covering topics from global warming to citizenship to violence and equitable access.

Nearly 150 questions had been submitted by teens from local schools and 30 were presented at the event. The forum met its goals of providing a civic engagement opportunity for youth, giving youth a voice in political decision making and providing a leadership opportunity for youth across the city.



### Co-Branding Library Cards to Increase Memberships

San José Public Library, California | [sjpl.org](http://sjpl.org)



Our partnership with the San José Sharks has been an exciting one for fans, library staff and the overall community. It has led to more partnerships and has attracted thousands of new library members. Let's go Sharks!

— **Jill Bourne**  
Director



Hockey fans in San José have joined the ranks of library fans! A partnership between the San José Public Library and the National Hockey League's San José Sharks to promote the value of the library led to the issuing of 9,000 co-branded library cards – including 5,000 new cards in the first month they were available. Other components of the partnership were social media contests to give away Sharks autographed memorabilia, storytimes featuring Sharks alumni and the team mascot and special author visits with the Sharks radio broadcaster.

The library's work with the Sharks was part of a comprehensive marketing strategy to raise the library's profile in the community, welcome users back who may have drifted away and motivate potential new users to visit the library, learn about its services and get a library card.

The partnership with the Sharks generated three local news stories and national coverage on the NHL website. Posts on the library's Twitter and Facebook pages announcing the collaboration earned 169,786 impressions and 6,417 engagements.



## Riversides: The Capital City Record

Edmonton Public Library, Alberta | epl.ca

“ Libraries have a unique opportunity to showcase the vibrancy and diversity of locally created content. EPL is thrilled to take our award-winning local music digital public space to the next level, working with Edmonton artists to produce *Riversides*, the first vinyl compilation created by a public library.

— **Pilar Martinez**  
CEO

A library-produced vinyl album featuring local musicians and a sold-out album-release concert inspired excitement about the Edmonton Public Library’s recording studio, strengthened the city’s music scene and demonstrated the important role the library plays in cultivating the local arts community.

*Riversides: The Capital City Record* was a collaborative local effort led by the library. A jury of local experts selected tracks for the album from among 126 proposals submitted through the library’s digital music platform. *Riversides* has already become part of Edmonton music history and generated nearly \$6,000 from record sales and concert tickets to support the library’s sound studios.





## Making Artificial Intelligence Approachable

Frisco Public Library, Texas | [friscolibrary.com](https://friscolibrary.com)

“FPL is focused on providing services that enrich the lives of library users. Offering AI programs, classes and kits enriches the lives of entrepreneurs, students and anyone looking to increase their workforce skill set.

— Shelley Holly  
Library Director

”

Frisco Public Library combined an at-home experiential learning kit with classroom instruction and community engagement to provide access to powerful AI resources, raise AI awareness and make AI approachable and enjoyable for all learners. The work has generated community conversations about the library’s role as a tech navigator and leader and enlivened the library’s social media channels with posts generating more than 4,000 views in the seven months since the learning kits were introduced.

The library built its AI content around an existing Google product, the AIY Voice Kit, to create 21 AI Maker Kits and developed a classroom curriculum to make this form of AI accessible. The Maker Kits provide a take-home resource to extend AI learning outside the classroom. The kits are also used at outreach events to highlight cutting-edge resources. The kits have been checked out more than 120 times and average class attendance grew to 16 participants per session.



## Curated Museum Pass Messenger Bags

Chesterfield County Public Library, Virginia | [library.chesterfield.gov](http://library.chesterfield.gov)

“  
CCPL’s Curated Museum Pass Messenger Bags provide learning experiences and related materials to all, while building appreciation for our local cultural and historic resources. It reflects our commitment to learning via new, appealing vehicles and formats.

— Michael R. Mabe  
Director of Library Services

Through partnerships with eight local museums, Chesterfield County Public Library created 21 curated messenger bags designed to offer a well-planned educational and cultural experience for users. Each bag contains one family museum pass, books, DVDs, unique toys, educational brochures and maps that are connected to the specific museum.

A key goal of the program is to increase access to local educational and cultural experiences for customers with limited financial means. The response to the bags has exceeded expectations – all 21 bags were checked out within 48 hours of launch, and there were 189 holds within seven days.



## Tech Navigators: Experts? No. Explorers? Yes!

Greensboro Public Library, North Carolina | [library.greensboro-nc.gov](http://library.greensboro-nc.gov)



Technology plays a critical role in the accessibility of government services, employment and leisure opportunities. Our Tech Navigators program brings staff and customers together, disrupting barriers to access and creating a more connected, tech-savvy community.

— **Brigitte H. Blanton**  
Director



Greensboro Public Library customers and staff are becoming tech savvy together through the library's Tech Navigators program which offers one-on-one support from staff who are committed to helping patrons explore and integrate technology into their lives.

The program is built around three key components:

- The ULC Edge assessment and planning process
- Commitment to assessing and continuously growing staff tech-related competencies
- A branding and communication effort to ensure that staff and customers are aware of the Tech Navigators commitment

Since the program launched in January 2018, the library has carried out more than 4,000 Tech Navigator appointments, providing individual guidance on email, social media, computer basics and smartphone and mobile applications. Library staff now feel increasingly confident in using their new skills to provide valuable guidance and support without being technology experts.



FABULOUSLY  
FINE FREE  
San Francisco  
Public Library



San Francisco Public Library



HONORABLE MENTION

# Long Overdue: Improving Access by Eliminating Fines

San Francisco Public Library, California | [sfpl.org](https://sfpl.org)



The partnership with The Financial Justice Project to issue the Long Overdue report was instrumental in validating that overdue fines restrict access, exacerbate inequality, create conflict between patrons and staff and do not improve on-time return rates.

— Michael Lambert  
City Librarian



A comprehensive study of the impact of fines on library access led the San Francisco Public Library to vote to eliminate fines for all patrons. The report, which was conducted in partnership with The Financial Justice Project, provides a blueprint for libraries nationwide to view fines through the lens of equity and inclusion.

Drawing on a literature review, dialogue with library leaders, surveys of patrons and staff and analysis of ILS data, the study concluded that fines restrict access to library resources for those most in need, disproportionately affect low-income and racial minority communities, create conflict between patrons and the library and do not consistently ensure that borrowed materials will be returned.



### Entrepreneur Engagement Group

Baltimore County Public Library, Maryland | [bcpl.info](http://bcpl.info)



Our business-savvy Entrepreneur Engagement Group staff, through classroom and one-on-one assistance, make personal and community-based connections that contribute to the success of our entrepreneurial customers and ensure trust and confidence in BCPL as a resource.

— **Paula J. Miller**  
Director



Baltimore County Public Library's Entrepreneur Engagement Group strengthened the library's capacity to serve entrepreneurs without hiring any new business development staff. With a history of generalist librarians and a tight county budget, the library didn't have the option of staffing up with business experts when it began a collaboration with Enoch Pratt Free Library to enhance regional services for entrepreneurs. Instead, BCPL focused on building a cohort of existing staff who could take on the new challenge.

To build confidence and competence, the library created a staff development curriculum which includes partner-led classes, uses the library's small business e-resources and provides coaching on the mission of the entrepreneurial services program and staff roles.

The library experienced a significant uptick in the use of business resources and services as a result of the staff effort. Drawing on their special training, members of the staff engagement group promote library entrepreneurial resources to increase community interest and provide one-on-one My Librarian for Small Business sessions. Most importantly, staff have identified additional small business training topics and are pursuing creative ways to learn and grow.



## A New Era in Staff Communication

The Public Library of Cincinnati and Hamilton County, Ohio | [cincinnati.library.org](http://cincinnati.library.org)

“Our weekly videos and regular town halls ensure staff hear the same information about the library’s priorities in a clear and timely manner, while helping to put a face to the names of senior leaders who play a role in guiding major projects.

— **Paula Brehm-Heeger**  
**Eva Jane Romaine Coombe**  
**Library Director**

A weekly informational video featuring the library director and senior leaders ensures that the 850 staff spread across 41 locations of the Public Library of Cincinnati and Hamilton County know about library priorities and major initiatives and see themselves as vital parts of the library system. The library director’s video series, which averages 200-300 weekly views on the internal blog, provides information about community, board and staff meetings, government relations, program updates and staff shoutouts.

An annual state-of-the-library address further enhanced internal and external communications by providing a vision for the library’s future. The address, which was livestreamed and then posted on the library’s website, has had more than 1,000 views.





## Women Innovators Fellowship

Do Space, Nebraska | [dospace.org](https://dospace.org)



April, Bianca and Carina came forward with ambitious projects that benefited Omaha’s ecosystem of women entrepreneurs and technologists and sparked important local conversations about race and social equity in our tech sector.

— **Rebecca Stavick**  
Executive Director



The Do Space Women Innovators Fellowship was a six-month experience that challenged three fellows to develop new resources to promote the advancement of women in technology entrepreneurship in Omaha and, in the process, address the underrepresentation of women in tech jobs and business leadership.

Do Space provided an expert female mentor for each of the fellows and a \$10,000 stipend. In addition, the library ensured that the fellows had access to advice and valuable community connections and facilitated conversations about equity and representation.

The three fellows produced impressive results, including a resource website and job board called Remoter.tech, which promotes remote work to tech talent and employers in Omaha and nearby rural areas; a research study to help Omaha retain diverse tech talent, which explored why women choose to stay in or leave tech education majors and careers; and a mobile app called HerHeadquarters, which empowers Omaha’s women entrepreneurs to collaborate with peers in other major cities.



## My Life Experience Mobile Empathy Lab

Richland Library, South Carolina | [richlandlibrary.com](http://richlandlibrary.com)

“By giving our customers an opportunity to “try on” someone’s life, our empathy lab demonstrates how libraries can use innovative approaches to actively create meaningful change in our communities.

— **Melanie Huggins**  
Executive Director

Richland Library’s My Life Experience Mobile Empathy Lab uses virtual reality technology to cultivate empathy in the community. Since its debut in November 2018, the first-of-its-kind lab has addressed immigration, homelessness, living with impairments and racism.

The lab’s tools help users “try on” someone’s life to create deeper community connections on challenging issues. More than 300 people have participated in the empathy lab, and 80% of those surveyed said they believe they will feel differently or may act differently as a result of the experience.



## Lending Mindfulness: A Mental Health App

Santa Clara County Library District, California | [sccl.org](http://sccl.org)

“We are proud to be the first public library system to loan the mindfulness app Headspace to our patrons. Mindfulness is an important part of our consumer wellness services to help patrons reduce stress and live healthy lives.

— Nancy Howe  
County Librarian and Director

”

Making meditation simple and accessible to all is the goal of the Santa Clara County Library District’s partnership with Headspace, a service offering more than 1,000 hours of virtual meditation classes for all ages to help reduce stress, cope with pain and cravings and better manage anxiety. Research has shown favorable outcomes from use of the Headspace resources including reduced stress, improved focus and decreased aggression.

SCCLD is the first library system to partner with Headspace to deliver 24/7 mindfulness services using an app lending model. While Headspace is available to the general public for an annual fee of \$99, the library offers it free to patrons.

The initial response to the app has been enthusiastic. All 580 of the library’s Headspace seats are in use with a growing waitlist. More than 8,400 meditations were completed during the first three months of availability with nearly 85,000 minutes logged. Patrons are using the app an average of 3.6 times per week. The library plans to automate the registration process and then expand the number of user seats.





## Downtown Ambassador Program

Cedar Rapids Public Library, Iowa | [crlibrary.org](http://crlibrary.org)

“The Downtown Ambassador Program is an example of community collaboration at its finest. The library and our partners worked together to find a way to ensure safe, friendly public spaces in downtown Cedar Rapids.

— Dara Schmidt  
Director

In only one month of operation, downtown ambassadors in Cedar Rapids have helped reduce violence and create a more positive environment in the central downtown area. The program — which is a collaboration between the Cedar Rapids Public Library, Police Department, a homeless shelter and other local agencies — grew out of public safety concerns in central gathering places around the Downtown Library and Greene Square following several violent confrontations.

The ambassadors, who are all currently or formerly homeless, work in two shifts throughout the target area to encourage good behavior, provide information about local resources and deescalate arguments. They serve as liaisons between the public and social services agencies, drawing on their own experience with homelessness.



## Supporting Wonder: AI and Economic Development

Roanoke County Public Library, Virginia | [roanokecountyva.gov/library](https://roanokecountyva.gov/library)

“

Our program was designed around our core values and belief that libraries have a responsibility to address AI's challenges, while supporting economic sustainability by preparing people for the jobs of the future.

— **Shari Henry**  
Director of Library Services

”

Roanoke County Public Library recognized the need to respond to a cultural shift ushered in by the tech revolution and its implications for the region's economic development. With a laser focus on digital literacy, the library embraced artificial intelligence as a foundation for preparing the future workforce. The work began with the recruitment of Pepper®, a humanoid robot, which raised the library's profile in the tech community and led to new partnerships and programs including one with The Advancement Foundation, a local business incubator that hosts Virginia's largest business program and competition.

In one year, the library offered 60 advanced adult tech programs attracting 350 people. Classes that have been added to the library's offerings include Photoshop, stop action video, Python, Scratch and Linux. The library has worked with the Roanoke Economic Development Department and TAF to offer more sophisticated workforce development training programs such as Lead Generation 101 and Digital Media Relations.

Beginning with recruiting Pepper®, the library has leveraged its deep roots in innovation, privacy, equity and access to become a leader in AI and workforce development, particularly for tech skills.



## Economic Success Team Service Model

Toledo Lucas County Public Library, Ohio | toledolibrary.org

“Our library’s Economic Success Team broke the mold for how we serve the entrepreneurs in our community, and in the process they’ve greatly expanded the impact they are having on local businesses.

— Jason Kucsma  
Director/Fiscal Officer

”

Toledo Lucas County Public Library seized the opportunity of the Main Library’s temporary closing to launch a new mobile team charged with expanding the library’s capacity to help customers advance their entrepreneurial skills. Instead of assigning business staff to branch locations to serve specific reference desks, the library created a team to work throughout the community.

The mobile staffing model has produced remarkable results – a 265% increase in one-to-one research and technical assistance and a 188% jump in contacts with aspiring and active entrepreneurs. Based on the results, the Economic Success Team will remain untethered to their traditional service desks after the Main Library reopens continuing to make contacts throughout the community.





# The Fashion Project

Gwinnett County Public Library, Georgia | [gwinnettpl.org](http://gwinnettpl.org)

“The Fashion Project gave participants the opportunity to develop technical and artistic skills alongside a community of like-minded creatives, resulting in new friendships, increased confidence and a deeper level of engagement with their library.

— Charles Pace  
Executive Director

”

For seven weeks, teens in Gwinnett County participated in an innovative fashion design program brought together by the Gwinnett County Public Library’s Learning Lab and Youth Services, Development and Marketing Departments. During weekly sessions, students were split into junior and senior categories and assigned different tasks related to the fashion design process. The library provided a workspace, sewing machines, basic sewing notions and expert mentors from the worlds of fashion design, illustration and construction.

The Fashion Project started out with 40 registrants, of which 14 persevered through to the runway show. Industry professional judges represented a variety of backgrounds, from a theater costume designer to a sewing school owner. Participants developed self-motivation to work through a major creative project from beginning to end, as well as confidence in their own ideas and ability to bring them to reality. The program culminated in a runway event that provided an end goal — a source of inspiration and celebration to keep teens motivated as they worked through their design challenges.

*\* This award winner was selected by attendees of the 2019 Innovations Celebration, held on October 17 during the ULC Forum in Salt Lake City.*



## Career Adventures Camp

Dayton Metro Library, Ohio | [daytonmetrolibrary.org](http://daytonmetrolibrary.org)

“The value of Career Adventures Camp is four-fold: 1) middle school students plan for their futures; 2) employers connect with a desirable audience; 3) the community demonstrates opportunity, and 4) the Dayton Metro Library is positioned as a leader in addressing regional workforce goals while building relationships with the campers and their families.

— **Tim Kambitsch**  
Executive Director

With Career Adventures Camp, Dayton Metro Library leveraged its resources and partnerships to coordinate a free, immersive week-long camp for diverse students to explore in-demand career fields. At the request of community partners, DML stepped in as the lead organizer of CAC to help fill the gap for quality career exploration for seventh and eighth graders.

Participants built self-awareness, learned about potential careers and developed a plan for reaching their goals during the free, week-long day camp. Teens walked away with valuable hands-on experiences and an introduction to soft skills and other career-related resources. Each day included field trips to job sites in high-demand fields, group presentations/discussions, journaling/reflecting and time to access DML’s online workforce resources.

CAC provided a deep and direct benefit to 30 middle school students who were driven to succeed, but lacked resources. CAC also helped position DML as a community anchor institution and leader in workforce development, fostering strong partnerships with mission-aligned regional agencies.

*\* This award winner was selected by attendees of the 2019 Innovations Celebration, held on October 17 during the ULC Forum in Salt Lake City.*

# 2019 ULC Innovations Initiative Participating Libraries

Including the Top Innovator and Honorable Mention award winners highlighted in this document, ULC received **260 entries** for our 2019 Innovations Initiative from **84 major urban library systems** across North America. Visit [urbanlibraries.org](http://urbanlibraries.org) to review every submission to this year's Innovations Initiative, as well as those from past years.

Anne Arundel County Public Library	Frisco Public Library	Prince George's County Memorial Library System
Anythink Libraries	Grand Rapids Public Library	Public Library of Cincinnati and Hamilton County
Austin Public Library	Greensboro Public Library	Public Library of Youngstown and Mahoning County
Baltimore County Public Library	Gwinnett County Public Library	Queens Public Library
Berkeley Public Library	Hamilton Public Library	Richland Library
Birmingham Public Library	Hartford Public Library	Roanoke County Public Library
Boston Public Library	Howard County Library System	Rochester Public Library
Brooklyn Public Library	The Indianapolis Public Library	Saint Paul Public Library
Broward County Library	Johnson County Library	Salt Lake County Library
Calgary Public Library	Johnson County Public Library	San Antonio Public Library
Cambridge Public Library	Kalamazoo Public Library	San Diego Public Library
Carmel Clay Public Library	Kansas City Public Library	San Francisco Public Library
Carnegie Library of Pittsburgh	Kent District Library	San José Public Library
Cedar Rapids Public Library	King County Library System	San Mateo County Libraries
Charlotte Mecklenburg Library	LA County Library	Santa Clara County Library District
Chattanooga Public Library	Lexington Public Library	Skokie Public Library
Chesterfield County Public Library	Los Angeles Public Library	Sonoma County Library
Chicago Public Library	Madison Public Library	Springfield City Library
Contra Costa County Library	Miami-Dade Public Library System	St. Charles City-County Library
Dallas Public Library	Montgomery County Public Libraries	St. Louis County Library
Dayton Metro Library	Multnomah County Library	Stark County Library District
Detroit Public Library	Nashville Public Library	Tampa-Hillsborough County Public Library
Do Space	New Haven Free Public Library	Toledo Lucas County Public Library
Durham County Library	New York Public Library	Toronto Public Library
Edmonton Public Library	Palm Beach County Library System	Tulsa City-County Library
El Paso Public Library	Palo Alto City Library	Wichita Public Library
Fairfax County Public Library	Pierce County Library System	
Fort Vancouver Regional Libraries	Pioneer Library System	
Free Library of Philadelphia	Portland Public Library	



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## ABOUT THE URBAN LIBRARIES COUNCIL

The Urban Libraries Council is an innovation and impact tank of North America's leading public library systems. We drive cutting-edge research and strategic partnerships to elevate the power of libraries as essential, transformative institutions for the 21st-century. We identify significant challenges facing today's communities and develop new tools and techniques to help libraries achieve stronger outcomes in education, workforce and economic development, digital inclusion and race and social equity.