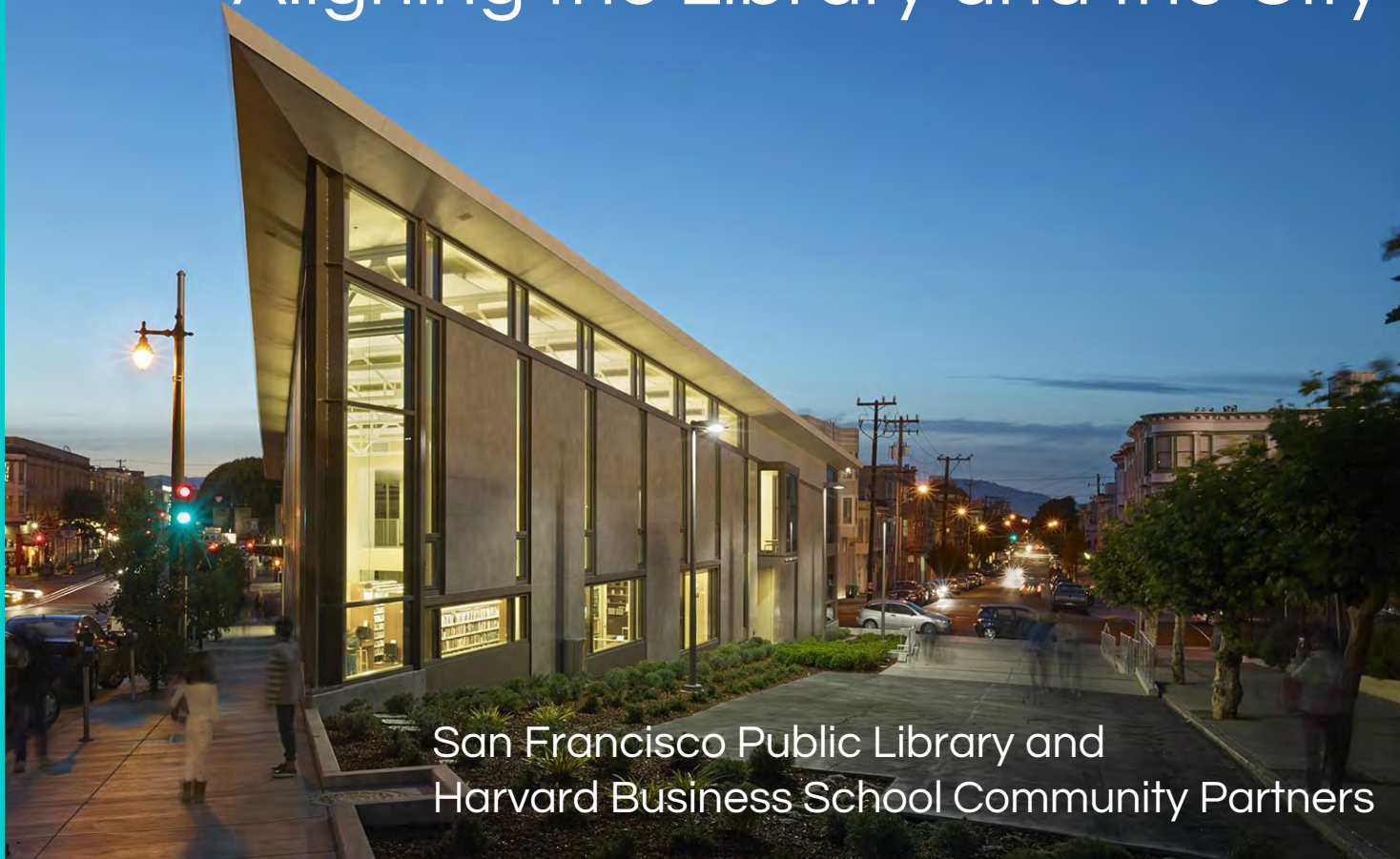


SAN FRANCISCO PUBLIC LIBRARY

Aligning the Library and the City



San Francisco Public Library and
Harvard Business School Community Partners

SFPL COLLABORATION WITH HBS

FUTURE OF THE LIBRARY FORUM



HARVARD | BUSINESS | SCHOOL
COMMUNITY PARTNERS
Harvard Business School Association of Northern CA



San Francisco Public Library

PROJECT SCOPE

A nighttime photograph of a large, classical-style building with arched windows and palm trees. The building is illuminated by streetlights, and the sky is dark blue. The scene is set in an urban environment with a paved walkway and landscaped areas.

LEARN ABOUT HOW THE PRIVATE
INDUSTRY HANDLES CHANGE

BENCHMARK AGAINST OTHER URBAN LIBRARIES

PREPARE THE FUTURE OF THE LIBRARY FORUM
TO IMPLEMENT CHANGE

LIBRARY LEADERS INTERVIEWED



STIMULATING DIALOGUE



Employee Engagement
Community Listening Tour



NEXT STEPS: PHASE II – DESIGN WORK

Key Goals / Outcomes

1. Customer Intelligence

2. Data & Tools

3. Culture & Operating Paradigm

Capability
Building

“Execution
Pods”

Accountability
Structures

4. Alignment & Communication

Mission, Vision,
Theory of
Change

Urgency &
Stakeholder
Communications

Change Team /
Architecture

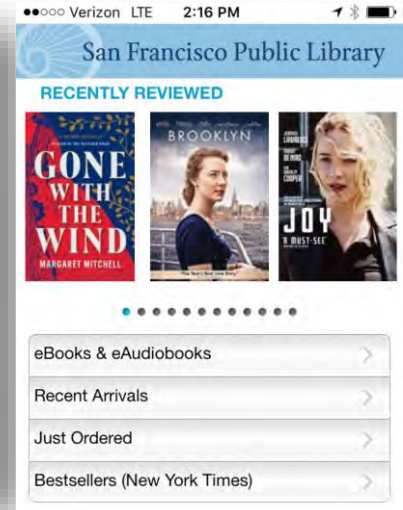
San Francisco, CA: San Francisco Public Library

In San Francisco, Teens Design a Living Room for High-Tech Learning at the Public Library

8/28/2015



CONCLUSION: THE LIBRARY IS AN ASSET!



THANK YOU!



HARVARD | BUSINESS | SCHOOL
COMMUNITY PARTNERS
Harvard Business School Association of Northern CA

Melissa Lau – Project Coordinator

Nora Barr

Elena Rodighiero

Eric Simpson

Janet Strauss

Jim Warshell – Client Partner