INNOVATION IDEA CANVAS
Planning a Change that adds Value

Barrier: Bureaucracy

Bureaucracy defends the status quo long past the time when the quo has lost its status. **LAURENCE J. PETER,** *Peter Prescription*

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Date:
11/04/19

What are the Barriers?

1. Statutory Legislative requirements for identity documents for Internet access/ Conditions of use for memberships – provide proof of address I required / Contact details – mobile phone, email / Guarantor for under 18's /Young adults livening independently/ emancipated youth

2. Internet Wi-Fi restrictions

3. *Money / *Cost for services i.e. printing/ *paying for temporary memberships , PC Guest passes/ *Past fines / *Fines for late and damaged items on cards – restrict computer access / *Fines/ Debts incurred as a child when turning 18/ Adults joining where there are charges on card as a child (* also included in Disadvantaged)

4. Bureaucracy– silo mentality on local governments / Inconsistency between LGAs – opening hours, loan period, number of loans, policies re overdue/damage, joining requirements, etc.

A. Tell us about your idea

Ideas for working with and managing barriers around the restrictions of bureaucracy (numbers co-relate with issues as per previous page):

1. Temporary memberships issued with limited loans available - update to full when ID shown x 2

1. Remove need for ID proof

1. 80/20 rule case by case for under 18's.

3. Adult joining as a new membership. Keep child card with debt [separate].

3. No fines, or amnesty.

B. What do you need to do to make it happen?

What are the key steps or the most important things that must happen to support the Value Proposition behind your idea and make it happen?

Support from Council to remove fees/ fines

E. Who do you need to work with to make it happen?

What areas of the business need to be engaged and have to support your idea?

ALIA – could support recommendations for consistency

F. What resources do you need to make it happen?

Well trained, approachable knowledgeable staff

C. Value Proposition

Users	Describe the users who will benefit from this e.g specific customers, staff, partners etc.	
Challenge or Idea	Describe the challenge/ problem that your idea will solve	
	Describe the current situation e.g why the current system/process is not working	
Solution or Opportunity	Describe how this idea adds value.	

D. Describe the value that your idea can add to your business.

Describe if the values are financial, social, environmental or other.

Improved reputation, less fear/anxiety /uncertainty about using library services.
Improved reputation through empathy / tolerance, inclusiveness and social inclusion.

G. What assumptions need to hold true for your idea add value to your business?

Describe if there are certain assumptions that are in place for the idea to add value e.g if certain expertise is available, IT requirements remain the same, etc.

iTeam Supporter: