

The approach

Inversion

Turn things upside down

Integration

Integrate the service with other services

Extension

Extend your offer

Differentiation

Provide the same service in different ways

Addition

Add something

Subtraction

Take something away

Translation

Translate a practice from another actor

Grafting

Insert an element from another field

Exaggerating

Push something to the extreme

The 'normal' rule

Librarians choose the books on offer

The community can access library and community centres in different places

Libraries offer learning and community services during the day

There are learning and social events for everyone in the community

Libraries offer learning and community services

Libraries have different departments

Libraries and communities work differently

Learning from books is different from learning directly from people

Libraries provide accessible knowledge to their local community

How you could change the rule

What if the community was choosing the books?

What if the community could access a library and community centre in the same space?

What if libraries offered late night studying spaces?

What if there were coding session specifically for women?

What if libraries offered virtual reality services too?

What if you had to close 3 departments?

What if the way the community works was applied to the library?

What if you had a human library?

What if libraries provided unlimited access to knowledge?