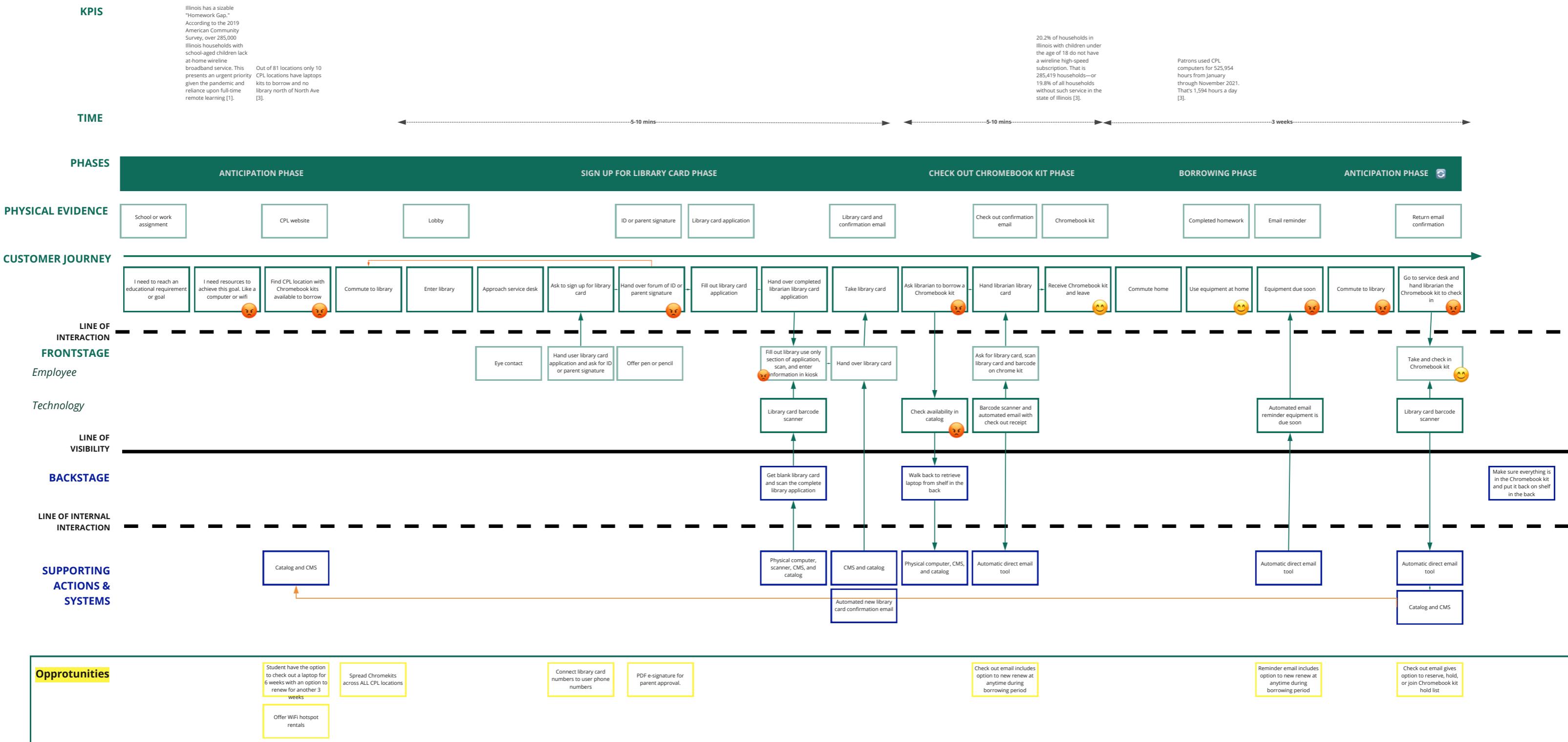


Chicago Public Library Service Design Blueprint

Key

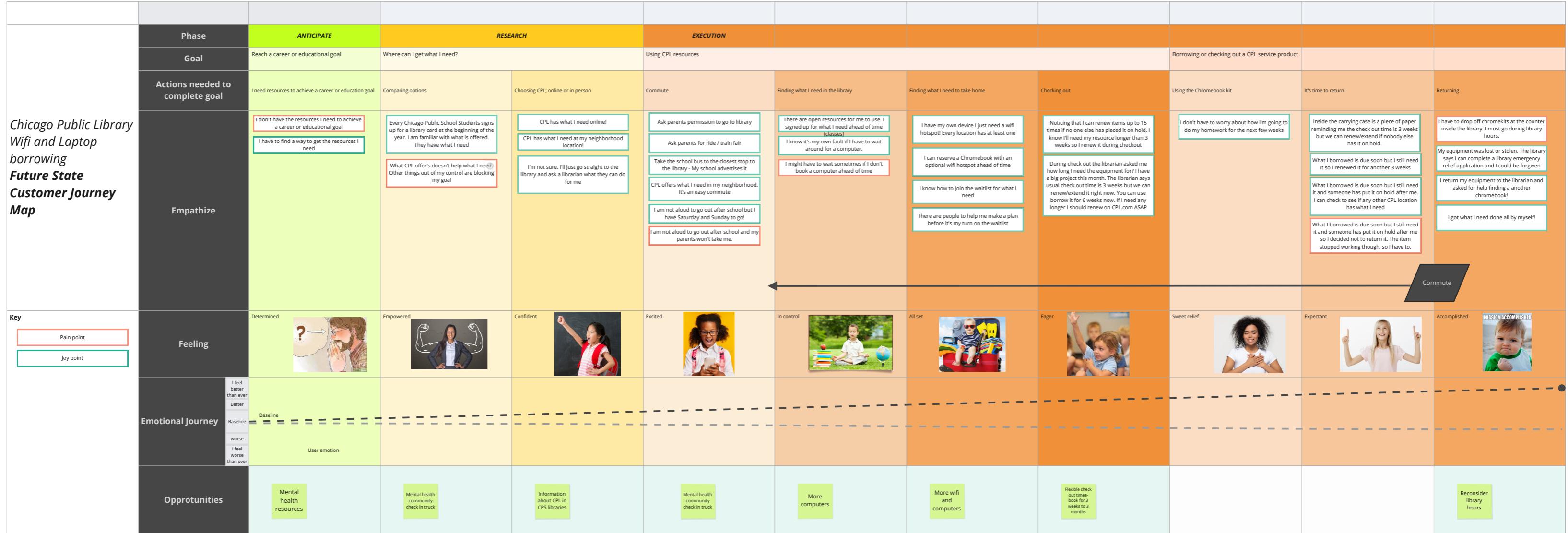
crt.				Chromebook kit
Chicago Public Library		Pain point	Joy point	Chromebook with hotspot, and laptop larger

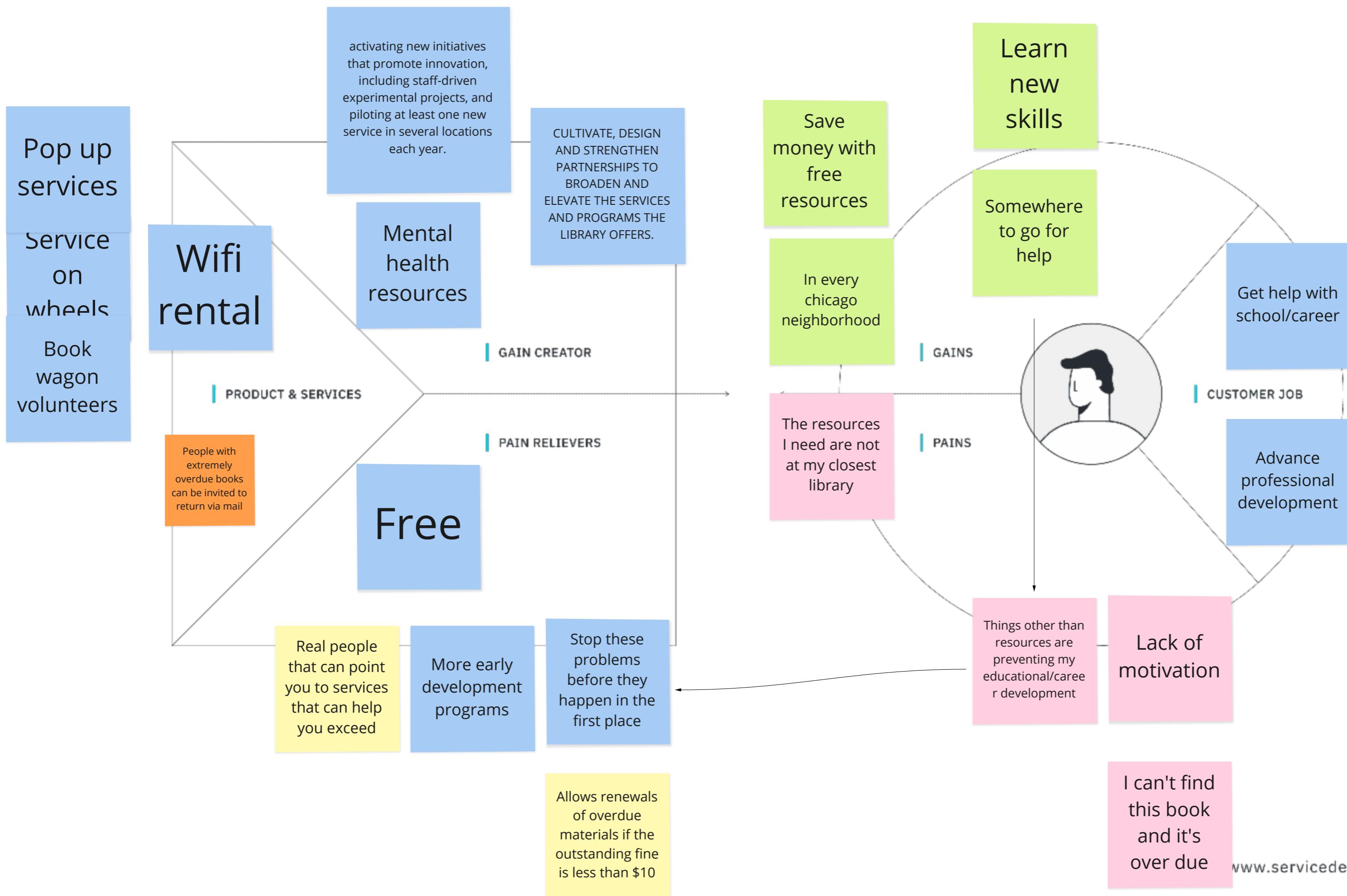


References

- [1] Chicago Public Library. (2021). Impact Report. Chicago, IL: Chicago Public Library Foundation. <https://empowerchicago.org/>
- [2] Horrigan, J., Rhinesmith, C., Whitacre, B. Universal Broadband in Illinois: Studying the Costs of Providing Fair and Affordable Service for All Residents (December 2020). Oklahoma: Simmons University, Oklahoma State University. <https://www2.illinois.gov/dreco/ConnectIllinois/Documents/BAC%20Broadband%20Affordability%20Study.pdf>
- [3] City of Chicago (2021). Libraries - 2021 Computer Sessions by Location. Chicago, IL: Chicago Public Libraries. <https://data.cityofchicago.org/Education/Libraries-2021-Computer-Sessions-by-Location/hcqe-be23>

Future state journey map





Chicago public library

IS THE ONLY

Free resource for educational and career development

THAT

Has a location in every neighborhood

FOR

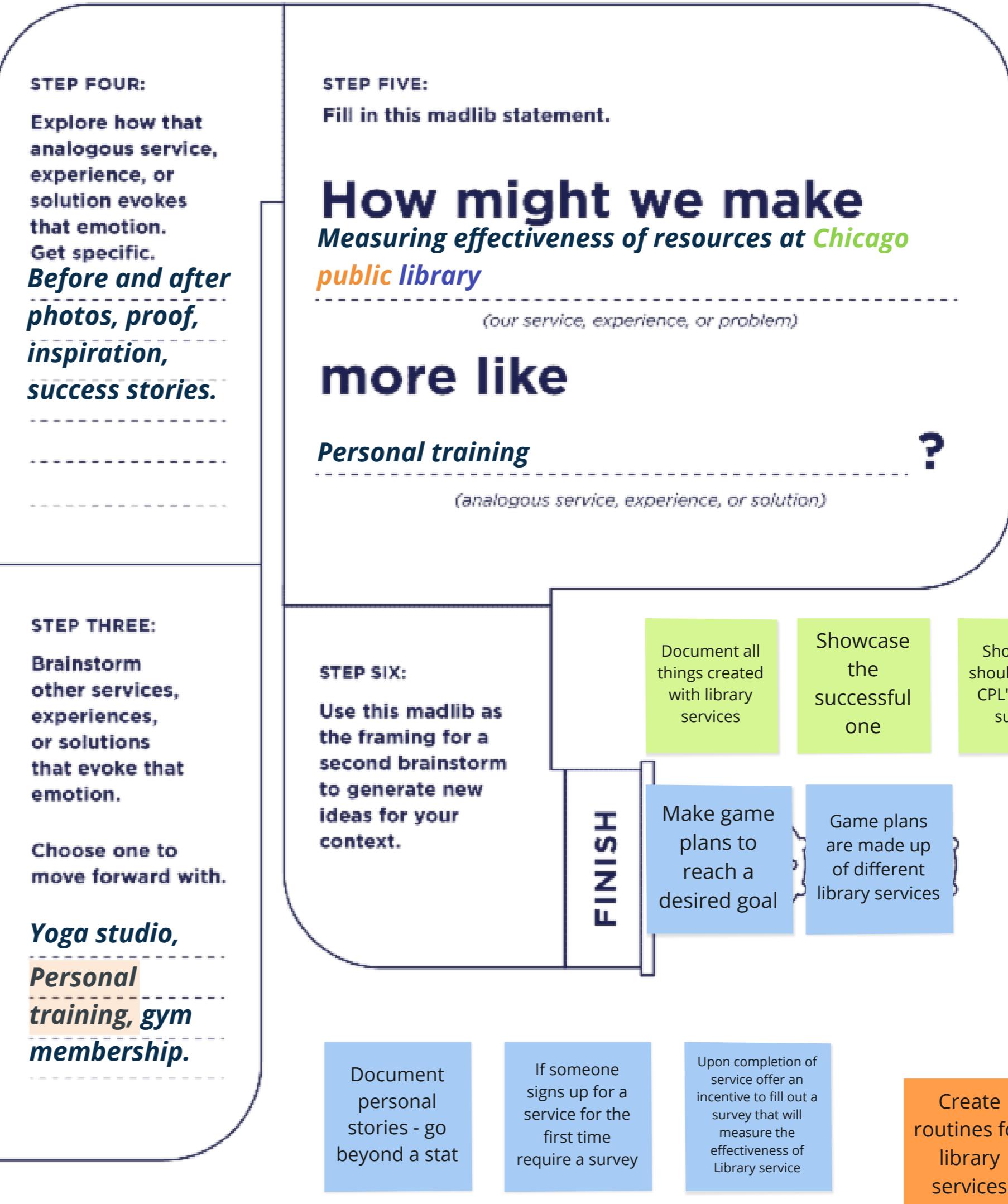
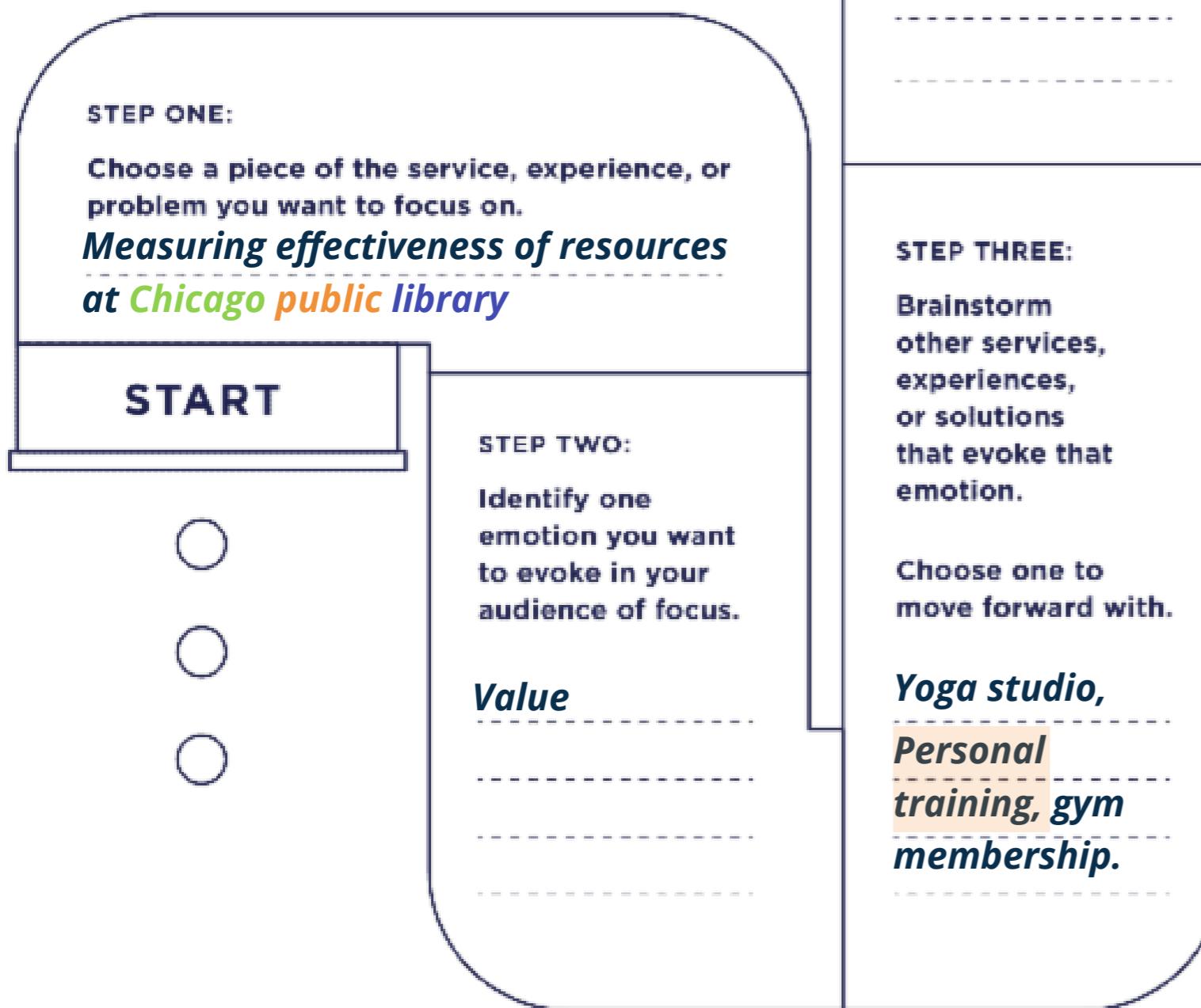
Chicago residents

BY

Chicago Public Library

Explore Analogous Inspiration

Use this activity solo or with your team to draw insight from analogous contexts and provoke new areas of thinking.



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Use this activity solo or with your team to draw insight from analogous contexts and provoke new areas of thinking.

