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# Civic Technology 101 for Public Libraries

January 2020  
Public Library Association

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@jimcraner



# Welcome!

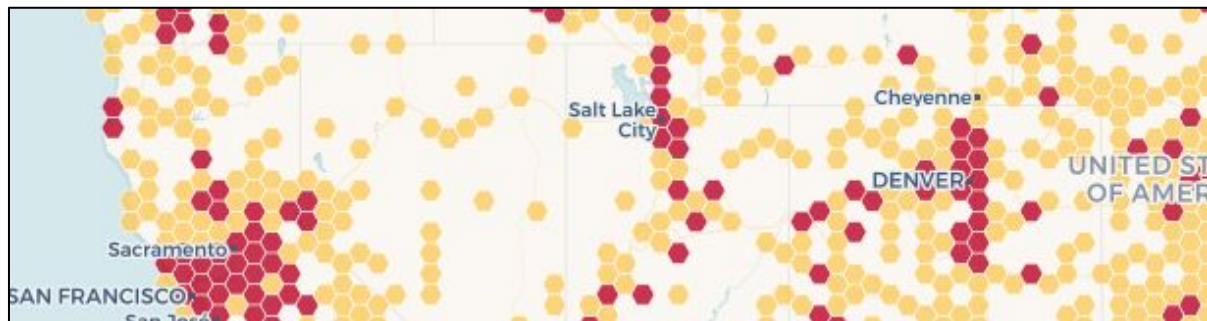
**Michael Reese Hospital**



**Citation**  
"Michael Reese Hospital," in *The Jews of Illinois: Religion, Charity, Industry*, a special issue of the *Reform Advocate*, vol. XLI no. 11 (May 4, 1901): 309-311.

**1893 Address**  
29th St. and Groveland Ave.

**Contemporary Address**  
2929 S Ellis Ave., Chicago, IL 60616.



**Notes:**

**<https://galecia.com/pla2020>**

# What is Civic Technology?

## Property Tax

Sangamon County, Illinois



[Home](#)

[Parcel Search](#) ▾

[Reports/Forms](#) ▾

[FAQ](#)

## Search for Parcels

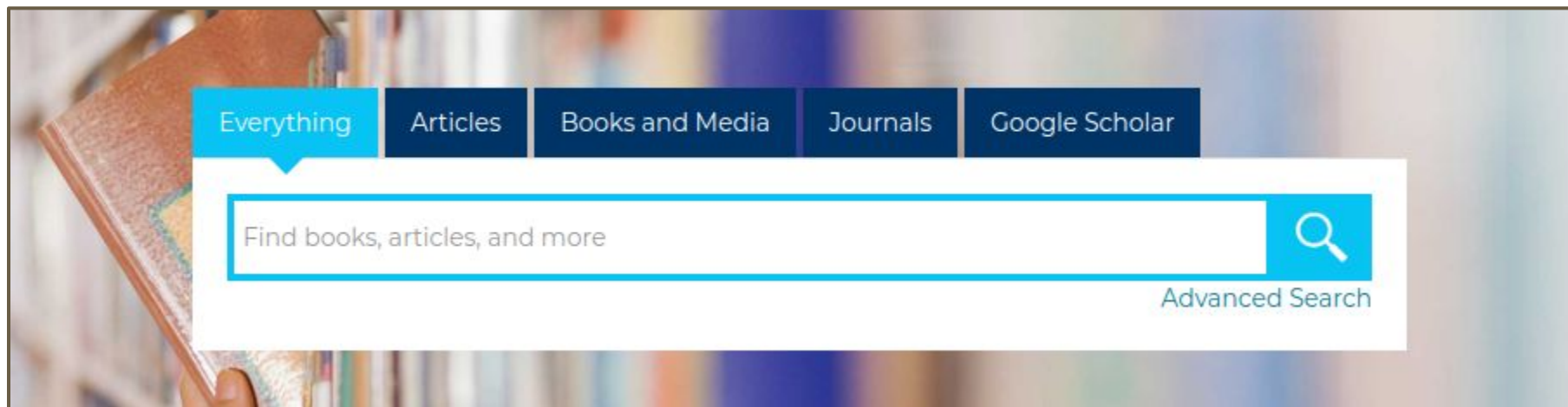
Most functions on this website, including paying your current taxes and filing an assessment complaint, require you to first search for a parcel by parcel number, owner name, or property address. Once you have found the parcel that you are interested in, use the drop down navigation in the Action field on the results screen to get started.

Enter any of the following search criteria

# What is Civic Technology?



# What is Civic Technology?



# What is Civic Technology?

*Using technology to improve  
how governments interact  
with their constituents.*

# What is Civic Technology?

*Using technology to **improve***

*how governments interact*

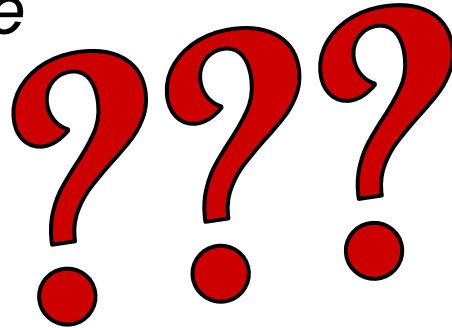
*with their constituents.*





# What is Civic Technology?

*Using technology to improve  
how governments **interact**  
with their constituents.*

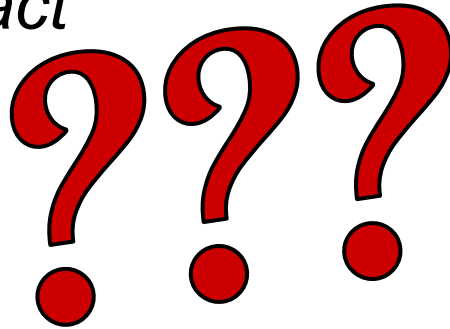


# What is Civic Technology?

*Using technology to improve*

*how governments interact*

*with their constituents.*



# What is Civic Technology?

**Service & Benefit Delivery**

**Data, Maps & Apps**

**Issue/Incident Management**

**Crowdfunding / sourcing**

**Resource Sharing/Matching**

**IoT / Sensors**

**Public Safety**

**Emergency Response**

**Digital Democracy &**

**Decision-making**

**FOIA (Sunshine, OMA) &**

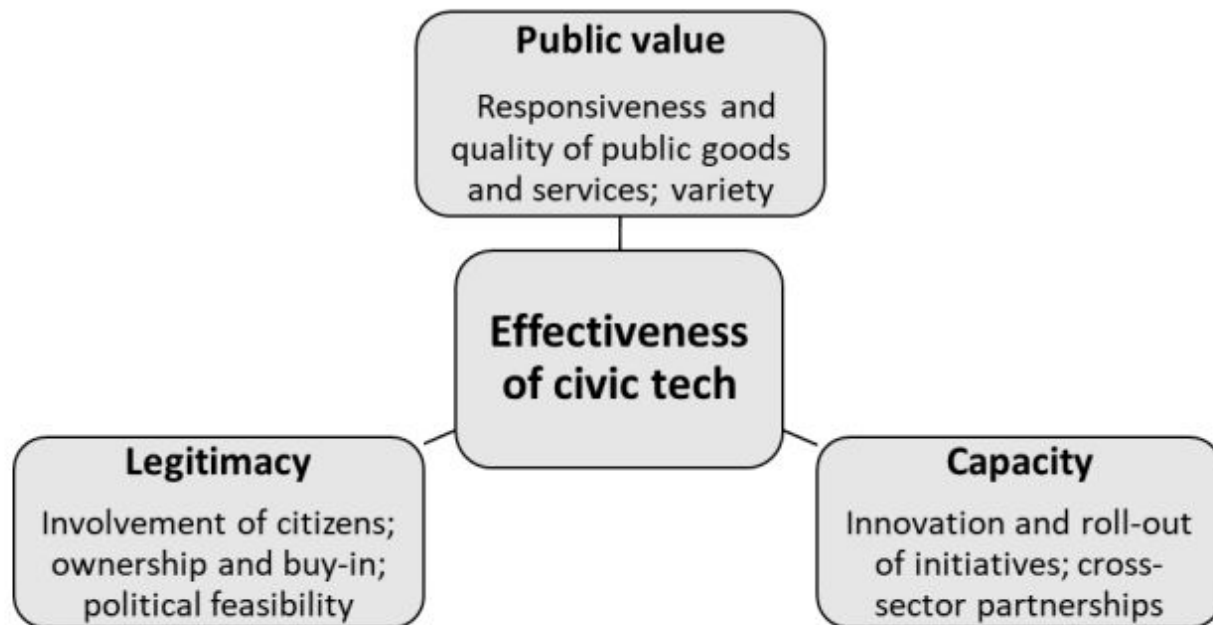
**Transparency**

**Community Communication**

# Civic Tech Success

- open data
- online service delivery
- rise and adoption of innovative gov and service delivery platforms
- public adoption of more cost-effective gov-provided platforms
- perceptions of transparency and user-friendliness

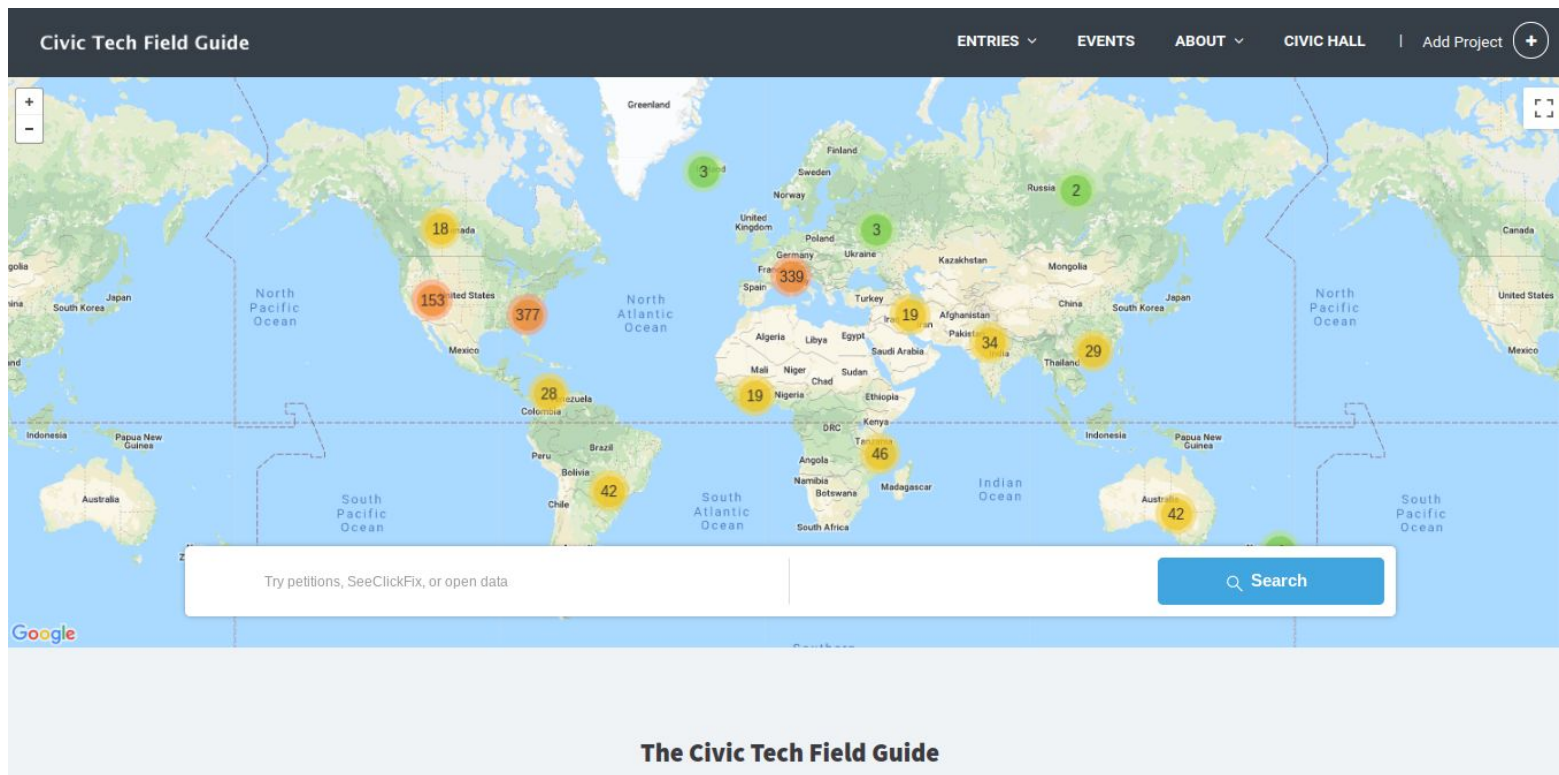
# "Effectiveness" of Civic Tech



2018 Chicago Forum on Global Cities Workshop Report

Kris Hartley, Nonresident Fellow, Chicago Council on Global Affairs

# Civic Tech Field Guide



# Libraries are already Civic Tech Centers

- Online Public Access Catalogs
- Community Technology Access and Training Centers
- MakerSpaces
- Access to Public Information

# Library Assets: Community Space

Libraries are de facto community centers, public spaces welcoming to all residents.

Meeting rooms, classrooms, accessible space.

*"...more than half of Americans consider libraries places where community members can assemble to address local challenges, learn about new technologies, and learn how to decide what information they can trust."*

-- "Libraries 2016" from Pew Research Center, Horrigan et al.



# Library Assets: Technology

- Computers and labs
- Internet and network connectivity
- New technology (3D Printers, MakerSpaces, FabLabs)
- Classrooms, projectors, etc.

# Library Assets: Government Relationships

- Administrative
- Technology
- Financial
- Public

# Library Assets: **LIBRARY STAFF!**

- Information
- Support

# Open Chattanooga

*"The goal of this portal is to give citizens access to community data for solving problems, informing themselves and others, and better interacting with the community around them."*

The screenshot shows the homepage of the Chattanooga Open Data Portal. At the top left is the logo for Chattanooga Public Library, featuring the name in purple boxes and a stylized flower icon. To the right is a search bar. Below the logo is a navigation menu with links for Home, About, Catalog, Video Tutorials, Suggest a Dataset, and Terms of Use. On the far right of the menu are social media icons for Facebook and Twitter, and a Sign In button. The main content area features a large banner with a cityscape background. The banner text reads: "Welcome to the Chattanooga Open Data Portal" and "This portal contains data collected from the City of Chattanooga as well as the community. The goal of the Chattanooga Open Data Portal is to be the primary location for all open data to be utilized by its citizens." Below the banner are four data categories, each with an icon, a title, a representative image, and a brief description:

- Performance**: Represented by a bar chart icon. Below it is a photo of a police car with flashing lights.
- Budget**: Represented by a piggy bank icon. Below it is a photo of two people riding a tandem bicycle.
- CityGram**: Represented by a megaphone icon. Below it is a photo of a group of people at a marathon starting line.
- Catalog**: Represented by an open book icon. Below it is a photo of a city street scene.

**Police Incident Data**  
Want to know where crime is occurring in the city? Explore, analyze, and learn from the Police Incident Dataset.

**Bike Chattanooga Trip Data**  
See where and how people are using the Bike Chattanooga system with this dataset.

**Chattanooga Marathon**  
Want to see how how results of previous Chattanooga Marathons compare? Answer the question, is the City getting faster?

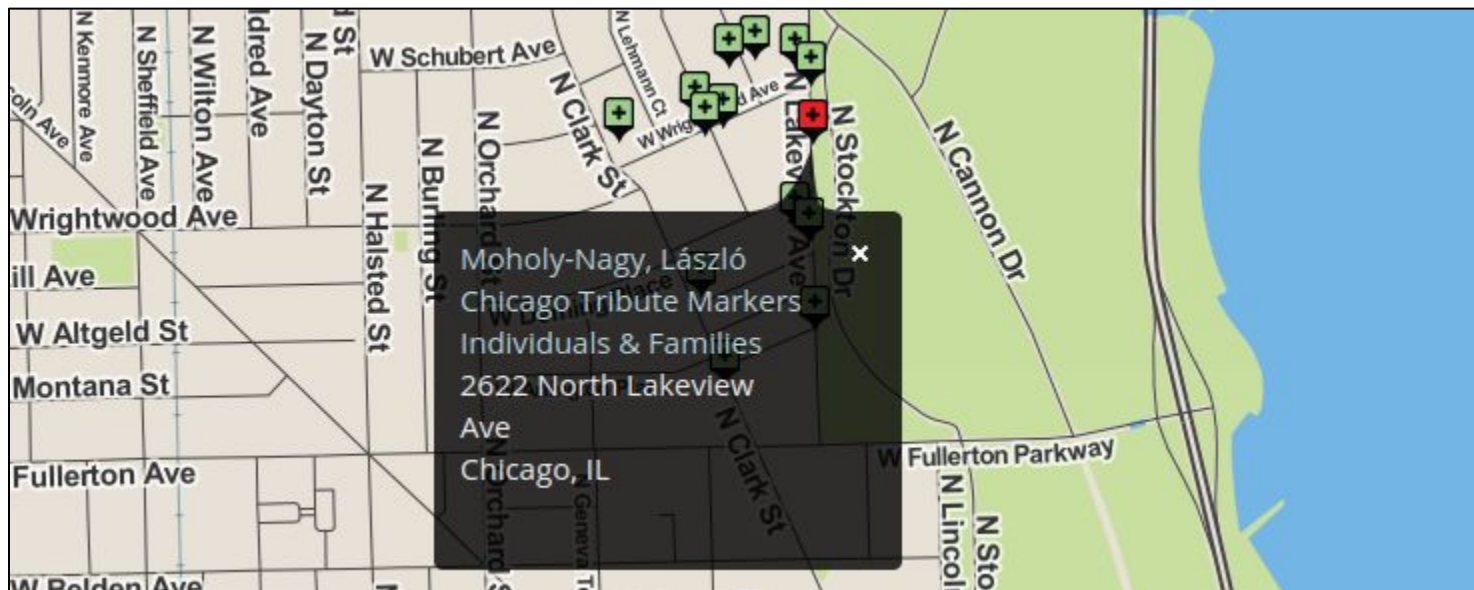
**311 Service Requests**  
See what Chattanoogaans are concerned about by looking at the service requests submitted through the city's 311 system.

# Hennepin County Library (Minnesota)

**Hennepin County's Brightest Minds  
Collaborate at Geo:Code 2018**



# The Newberry's "Chicago Ancestors" Project



# Boulder Public Library - "Art of Data"



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Temperatura MMXVIII | Cynthia  
Allison



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Photo by Lauren M Click / City of Boulder



# Civic Data Zine Camp Example

Tess Wilson,  
Carnegie Library of  
PGH

**CIVIC DATA FIELD GUIDE**

**ASK A QUESTION!**

• what's something you've always been curious about?

• is there anything you want to investigate?

• think about a change you'd like to see, or something that confuses you.

**How-to**

Does my state allow early voting?

who takes care of my city's parks?

why do stoplights get placed where they do?

I want to know more about my city's animal control!

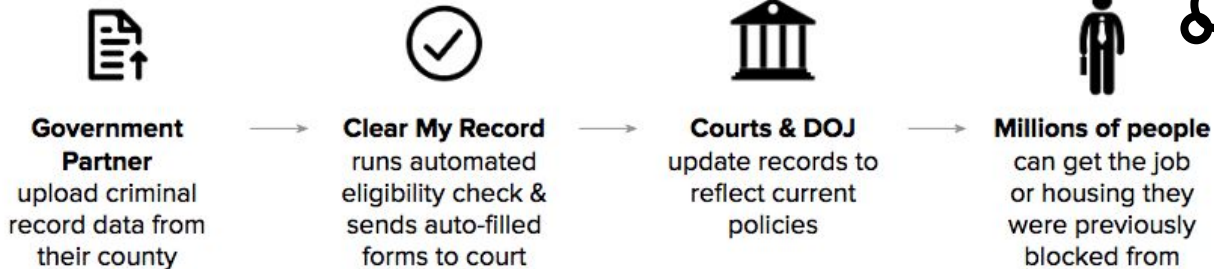
STEP ONE

STEP



# Code for America "Clear My Record" Tool

Remove the burden of applying, by automating



Could we do the same with fines and fees?

# Open Data Catalog

gis.cccounty.us - /Downloads/General County Data/

[To Parent Directory]

4/13/2017	7:48 AM	404632	BaseMapGrid.zip
4/17/2017	4:37 PM	198271	BND_CDD_SunDist.zip
8/27/2019	8:50 AM	13370669	ccc_Address_Points.zip
6/27/2017	8:34 AM	37824	ccc_GIS_Disclaimer.pdf
4/13/2017	7:45 AM	75515983	contours.zip
4/13/2017	7:45 AM	58493824	contours_10ft.zip
4/13/2017	7:46 AM	16920830	contours_50ft.zip
4/13/2017	7:47 AM	85714	countyBndy.zip
4/13/2017	7:47 AM	70271411	DEM.zip


**Before...**

Organizations / Contra Costa County [CA] / Digital Elevation Model ...

## Digital Elevation Model (DEM) of Contra Costa County

Followers  
**0**

**Organization**

 **CONTRA COSTA COUNTY, CALIFORNIA**

**Contra Costa County [CA]**  
Contra Costa County provides a number of online datasets about the county. [read more](#)

**Social**

- Twitter
- Facebook

**License**

License not specified

**Data and Resources**

**DEM.zip**  
This file is a ZIP archive containing the DEM model files. The actual model...

[gis](#) [map](#) [Explore](#)

**Additional Info**

Field	Value
Source	<a href="https://gis.cccounty.us/Downloads/General%20County%20Data/DEM.zip">https://gis.cccounty.us/Downloads/General%20County%20Data/DEM.zip</a>
Author	Contra Costa County Department of Conservation and Development
Last Updated	October 3, 2019, 10:43 AM (UTC-05:00)
Created	October 3, 2019, 10:30 AM (UTC-05:00)

**...After**

# Starter Data

- Your Library's Data!
- Budget
- Crime
- Animals
- Parks and Recreation

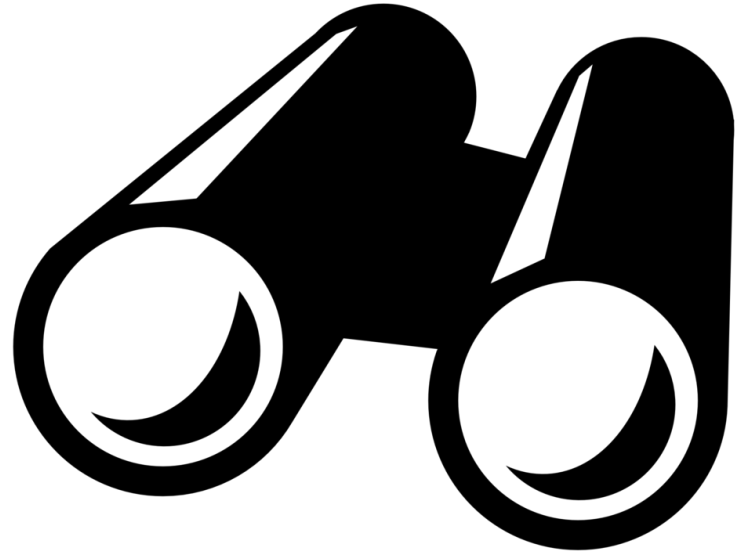
Get Involved:  
Start Local



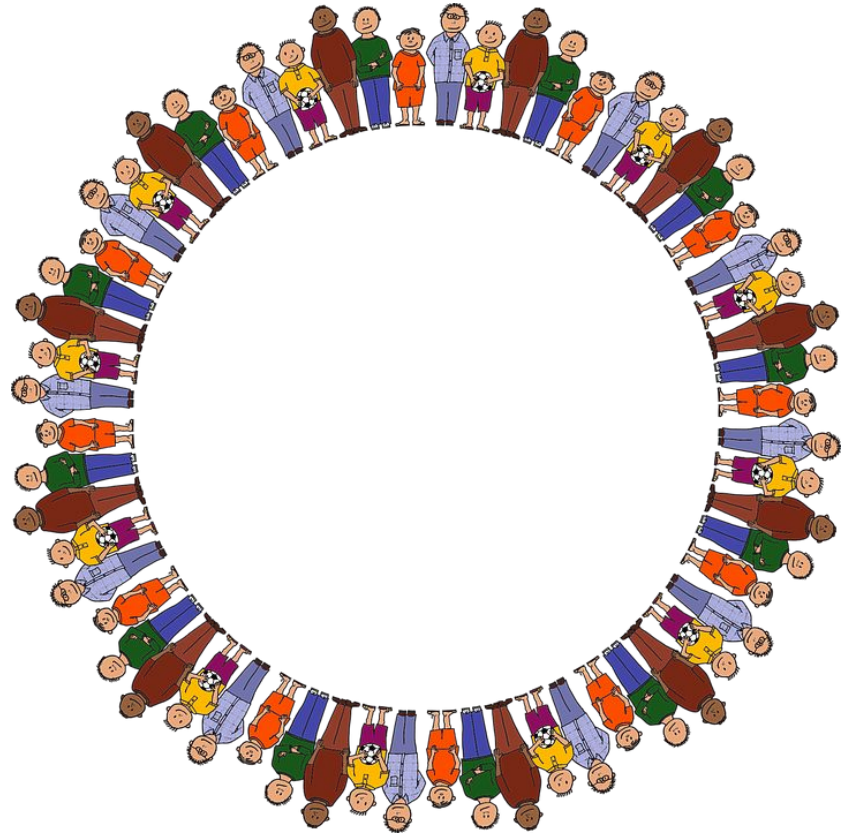
Get Involved:  
Establish Gov't  
Relationships



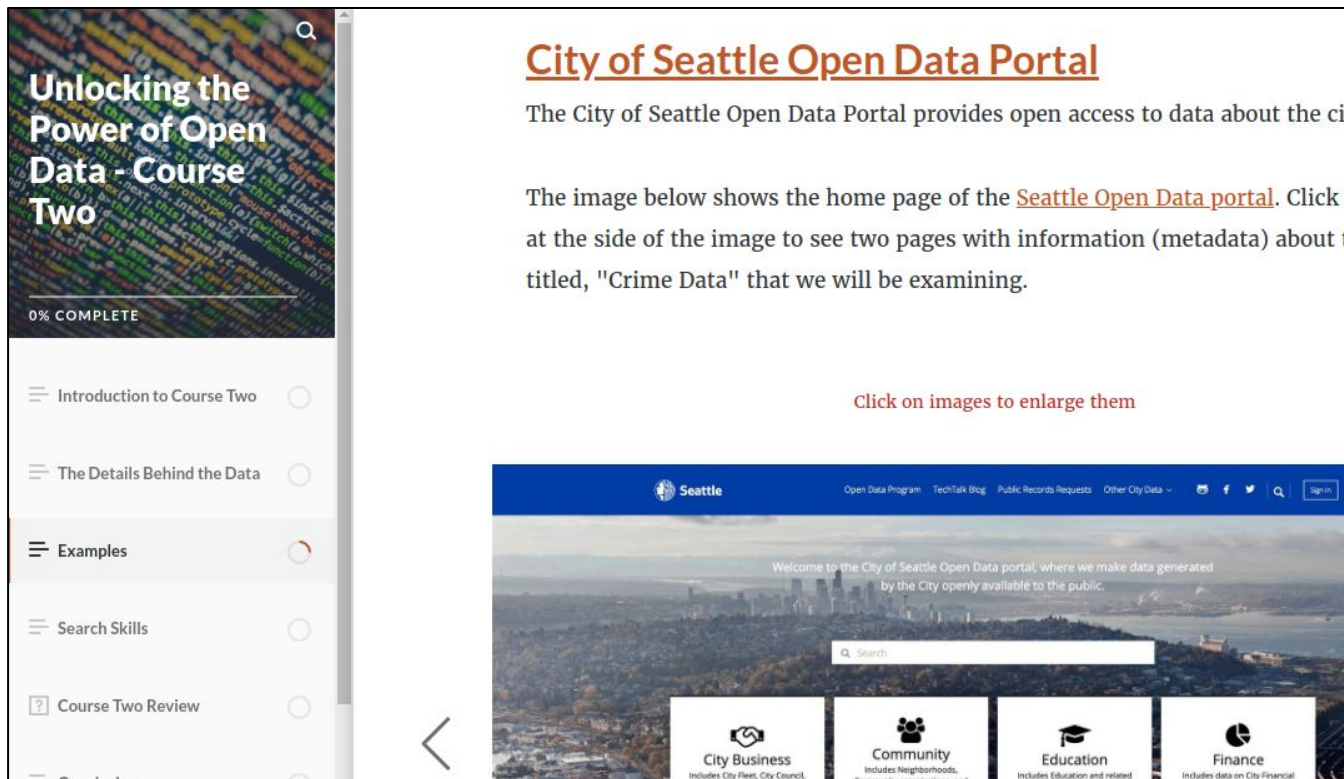
Get Started:  
Observe  
National Trends



# Get Started: Diverse Community Stakeholders



# Data Equity for Main Street



The image is a composite of two screenshots. The left screenshot shows a course navigation menu with the title "Unlocking the Power of Open Data - Course Two" and a progress indicator at "0% COMPLETE". The menu items are: "Introduction to Course Two", "The Details Behind the Data", "Examples", "Search Skills", and "Course Two Review". The right screenshot shows the "City of Seattle Open Data Portal" home page. It features a blue header with the Seattle logo and navigation links for "Open Data Program", "TechTalk Blog", "Public Records Requests", and "Other City Data". Below the header is a search bar and a welcome message: "Welcome to the City of Seattle Open Data portal, where we make data generated by the City openly available to the public." At the bottom, there are four data category tiles: "City Business" (includes City Fleet, City Council), "Community" (includes Neighborhoods, Community organizations, and more), "Education" (includes Education and related), and "Finance" (includes data on City Financial).

## City of Seattle Open Data Portal

The City of Seattle Open Data Portal provides open access to data about the city.

The image below shows the home page of the [Seattle Open Data portal](#). Click the arrow at the side of the image to see two pages with information (metadata) about the dataset titled, "Crime Data" that we will be examining.

Click on images to enlarge them



# Code for America Brigades

Explore the **85 Brigades** across the US



**CODE** *for*  
**AMERICA**  
BRIGADE

# Civic Switchboard



Civic Switchboard

## Civic Switchboard

Connecting Libraries and Community Information Networks

[Read more in our guide for libraries](#)

# Discussion

Questions? Concerns?

What ideas do you have?