

Olathe Public Library

Policy Manual

Effective May 16, 2023

1. OPL Mission and Objectives

1.1. Library Vision, Mission, and Values

Since it first began in 1889, the Olathe Public Library (OPL) has grown from a hometown library of 50 books to a two-library system and website offering hundreds of thousands of items for checkout. OPL is a modern space that exists for the community, offering services and programming for all ages and stages of life. Visit either location – Downtown, located in the heart of Olathe, and Indian Creek, on the bustling east side of the city – and you'll see many different spaces for reading, meeting, studying, and creating. If you can't come to OPL, OPL can come to you through physical and digital means. Our website, olathelibrary.org, has eBooks, eAudiobooks, databases, and other digital resources for all ages to help you find what you need without coming through the library doors. OPL also offers a Library to You program and a mobile outreach vehicle to bring physical resources directly to the community. OPL is deeply committed to our library customers. Our desire is to provide you with a great customer experience every time you come through our doors or visit us online. We promise to do our best to get you the information you need in a timely manner with a friendly, positive attitude. Wherever you are on your journey of discovery, we are here for you.

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Library Vision

To enhance quality of life by fostering knowledge, connections, creativity, and recreation.

Mission

To connect with customers along their journeys of discovery, serve as an anchor in the community, encourage life-long learning, and inspire personal and collective growth.

Values

As part of the City of Olathe, The Olathe Public Library is committed to serving the community with respect, accountability, initiative, and integrity. In addition, the Olathe Public Library values:

- Intellectual Freedom
- Equal Access
- Privacy
- Discovery
- Stewardship
- Innovation
- Customer Experience

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1.2. City of Olathe DEI Statement

The City of Olathe is setting the standard of excellence in public service to enhance the quality of life for everyone in our community. To achieve this mission, the City is committed to fostering an inclusive culture that reflects Olathe's increasingly diverse population and empowers employees to celebrate and embrace what makes us extraordinary.

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1.3. Customer Experience Philosophy



Who is our Library Customer?
Someone who connects with us as part of a larger journey of discovery to fulfill a need for information, services, access to resources and a sense of community.

OPL Customer Experience Philosophy
We connect with our customers along their journeys of discovery. We are welcoming, attentive and engaged. Customer priorities become our priorities. Our positive attitude, personable interactions and professional expertise will create a unique experience made just for them.



GREET

- ▶ Be welcoming
- ▶ Be approachable
- ▶ Be visible
- ▶ Recognize customers
- ▶ Acknowledge needs
- ▶ Show sincerity



GIVE

- ▶ Be engaged
- ▶ Listen attentively
- ▶ Offer access to resources
- ▶ Share knowledge and expertise
- ▶ Approach each question like it's new
- ▶ Go above and beyond



GUIDE

- ▶ Be non-judgmental
- ▶ Be empowered
- ▶ Show confidence
- ▶ Seek support from the team when needed
- ▶ Know when to bring in external resources
- ▶ Build a path forward