

Olathe Public Library

Policy Manual

Effective May 16, 2023

4. Services

4.1. Interlibrary Loan

Interlibrary loan (ILL) is a service in which Olathe Public Library (OPL) borrows items for our customers from libraries outside of the OPL and Johnson County Library (JCL) systems and lends materials from our collection to libraries nationwide.

4.1.1. ILL Borrowing Guidelines

In order to use the ILL service, a customer's OPL/JCL account must be in good standing with a verified address.

Customers can have a total of 15 ILL items currently on request and/or checked out at a time.

It may take two to six weeks for each ILL item to arrive.

When a customer's ILL is ready for pick-up, it will be held behind the welcome desk at either of the OPL locations. A staff member will need to check it out for the customer.

The owning library sets the due date. While they normally give each item about three weeks, checkout periods may vary. ILLs cannot be renewed.

ILLs come with a branded vinyl book strap. If a customer removes the book strap to read or use the material, we ask that they ensure both pieces are together when returning.

There may be a nominal fee to borrow certain items. The ILL department will try all free sources first. If the only option for borrowing is fee-based, they will let customers know before borrowing the material. Charges won't be posted to a customer's account until the item is received.

Overdue fines and charges for lost or damaged materials still apply. However, because the item does not belong to us, at 60 days overdue we will pay the owning library for the item and will be unable to issue a refund.

4.1.2. ILL Lending Guidelines

Requests from other libraries may be received through the Online Computer Library Center (OCLC), the Kansas Library Catalog (KLC), email, or phone.

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We lend out materials in the OPL collection only. We do not lend JCL materials.

We do not lend materials published within the last six months.

Materials are loaned to the borrowing library for five to six weeks. Most items can be renewed if not needed by our customers.

Materials lost or damaged will be charged to the borrowing library.

There are no charges for lending materials, including photocopies.

ILL is a service that operates through cooperating libraries, not directly to library customers.

Customers wanting to borrow OPL materials through ILL from another library will need to go through that library's ILL service to obtain the materials.

4.1.3. ILL Item Details

The following items can be borrowed through the ILL service:

- Books (including large print)
- Dissertations
- Theses
- Audiobooks
- DVDs/Videocassettes
- CDs
- CD-ROMs
- Census records and newspapers on microfilm
- Photocopies (obtained within the constraints of U.S. copyright law)

Items that cannot be borrowed through the ILL service include:

- Items owned by OPL or JCL (including materials in the reference section)
- Materials published within the last six months
- Complete issues of periodicals or newspapers
- Books in reference or special collections
- Console video games (Nintendo, PlayStation, Xbox, etc.)
- eBooks
- Materials needed in less than two weeks

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4.2. Mobile Hotspots

Olathe Public Library (OPL) offers mobile hotspots for checkout. A mobile hotspot is a Wi-Fi device that allows you to carry a portable internet source with you wherever you go. With a mobile hotspot, you will have wireless internet access in your car, at home or anywhere else. It does not need to be plugged into a data port and you do not need a wireless or internet subscription to use it.

4.2.1 Access and Service

OPL's mobile hotspots provide internet access to smartphones, tablets, and other wireless-enabled devices through a cellular network. A mobile hotspot can support up to 10 devices at a time and provide unlimited internet service. Service is dependent on the availability of the network where the mobile hotspot is being used and is only available for use within the United States.

Mobile hotspots are unsecured wireless networks and any information being sent or received over the network could potentially be intercepted by another wireless user. Customers are cautioned against transmitting their credit card information, passwords and other sensitive, personal information while using any wireless network, and do so at their own risk.

Mobile hotspots are not equipped with any Internet-filtering capabilities. Customers are entirely responsible for any content accessed through a mobile hotspot, as well as any viewing of that content by minors. Customers should also refrain from online activity that violates federal, state, or local laws.

Neither OPL nor the mobile hotspot service provider will track customer Internet usage.

4.2.2. Checkout

Mobile hotspots are available for checkout at both OPL locations. They must be checked out at the OPL location to which they belong and cannot be sent to any Johnson County Library location.

Mobile hotspots check out for a period of two weeks (14 days). They cannot be placed on hold, nor can they be renewed.

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4.2.3 Return

Customers should make sure a mobile hotspot is fully charged before returning it, in good condition, with all its accessories included during the original checkout.

Mobile hotspots must be returned in-person to the Welcome Desk at the OPL location from where they were originally checked out.

4.2.4. Overdue, Lost and Damaged Devices

Overdue mobile hotspots will be disabled approximately seven days after the due date has passed. At that time the device will no longer access mobile networks.

If a mobile hotspot is not returned within 30 days, a fee for the replacement cost of the item will be added to the borrower's account.

All components must be intact and undamaged (mobile hotspot device, charging cable/power adaptor, and case) for OPL to consider the item checked in and returned.

Fees may be issued for lost or damaged parts of the mobile hotspot, as well as the entire mobile hotspot if needed. See the table below for specific fee information:

Device	\$120.00
Charging Cable/Power Adapter	\$15.00
Case	\$15.00
Total Replacement Fee	\$150.00 (includes individual costs for Device, Charging Cable/Power Adapter, and Case)

4.3. Curbside Pickup

Olathe Public Library (OPL) offers a drive-up [curbside pickup service](#) at the Indian Creek Library that customers can use to check out holds.

Customers can only use this service for holds. Payment for accounts and other library services can be done inside the libraries with library staff, online, or over the phone.

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4.4. Mobile Outreach

Olathe Public Library (OPL) can bring library materials, services, and programs out of the library buildings and into the community by request. To submit a mobile outreach request, customers can fill out an [Outreach Service Request Form](#).

Three weeks' advance notice is expected for mobile outreach requests. Priority is given to visits where Olathe residents are the audience. Requests are considered in order of submission.

4.4.1. Library to You

Library to You (LTY) service is a delivery service to Olathe residents who are unable to travel to either OPL library location or use curbside pickup service due to visual impairment, disability, lack of transportation, or other considerations.

Those participating in the LTY service must meet the following requirements:

- Reside in Olathe
- Have a library card account in good standing
- Fill out an application for the service
- Be enrolled in the service

Items checked out to LTY customers have an extended checkout period of five weeks per item.

LTY staff are also available to plan and deliver special programming for retirement centers and other care facilities.

4.4.2. School/Daycare Facility Visits

Library staff can create and deliver presentations to children from preschool through high school. Presentations and visits for preschool through 5th grade are only offered during the Olathe School District school year.

Preschool presentations are 20 – 30 minute storytimes.

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Elementary, middle, and high school presentations may include one or more of the following:

- Book talks
- Explain homework resources
- Sign-up students for library cards

4.4.3. Mobile Outreach Vehicle

OPL's mobile outreach vehicle (MOV or bookmobile) is available to visit locations throughout the city of Olathe.

4.4.4. Guest Speaker

Library staff can create and deliver presentations for organizations or clubs that may include one or more of the following topics:

- Book club picks or noteworthy upcoming titles
- Downloadable books and magazines
- Online research resources

4.4.5. Library Information Table

Library staff can set up and host a table at an organization's location or event, where attendees can fill out library card applications and learn about library resources and services.

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4.5. Guest Passes

A guest pass may be issued to a customer who does not have a library card and wishes to use Olathe Public Library (OPL) computers and databases while at the library.

Guest passes are valid for 24 hours and may only be used inside the library; they do not allow access to library databases outside the library.

Guest passes may not be used to:

- Check out materials
- Check out laptops or iPads from the laptop vending kiosks
- Reserve study rooms
- Use any other library materials

No guest passes will be issued to a child under the age of 16, unless granted permission by a parent/guardian who is present with the child.

4.6. Notary Service

Olathe Public Library (OPL) offers free notary services at both library locations by appointment. Customers can learn how to set up a notary service appointment on [OPL's website](#).

Library notaries are not authorized to notarize the following documents or copies thereof:

- Wills
- Trusts
- Power of attorney
- Passport or visa

At the notary service appointment, library notaries will ask to see a picture ID to verify the customer's identity.

The signer must appear in person at the time of the notarization and will be asked to sign in the presence of the notary. The notary is responsible for witnessing the signature and verifying the identity of the signer.

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4.7. Computer and Device Services and Safety

Olathe Public Library (OPL) offers public access computers (PACs) and device vending kiosks with devices available for checkout.

The Children's and Teen areas of the library offer computers and other devices/equipment intended for customers of certain ages.

Free public wi-fi as well as affordable printing and copying services are also available.

4.7.1. Internet Safety

OPL is a forum for all points of view and adheres to the principles of intellectual freedom as expressed in the Library Bill of Rights formulated by the American Library Association (ALA). Users must comply with the United States copyright law, United States and Kansas obscenity statutes, and all other applicable laws.

OPL has no control over the information on the Internet and cannot be held responsible for its content. Restriction of a minor's access to the Internet is the responsibility of the parent or legal guardian. Within the above limitations, the library follows policies and procedures that support maximum safety for minors when accessing the Internet at the library.

Complaints about enforcement of this policy or observed customer behavior which violates this policy shall also be submitted in writing to the person in charge, providing as much detail as possible. The Library System Officers (LSOs) will review complaints not readily resolved.

1. Filtering

- A. OPL will comply with the Children's Internet Protection Act ([CIPA](#)), Neighborhood Internet Protection Act ([NCIPA](#)), Kansas Children's Internet Protection Act ([KS-CIPA](#)) regarding the requirement to use a technology protection measure (filtering software) on all staff and public computer workstations. Technology protection measures are not reliable due to the constantly changing nature of the Internet; therefore, the library cannot be held responsible for prohibited information that might be displayed or for useful information that may be blocked.

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- B. Upon the request of an adult, library staff will disable the filter on a computer being used by that adult to enable access for a lawful purpose.
- C. Filters will not be disabled for minors 17 years of age and under.
- D. Customers who encounter web sites which they believe should be blocked but which are not, or who are prevented from accessing web sites which they believe should not be blocked, may submit a complaint. This should be given in writing to library administration and include the URL of the site in question along with the request to block or unblock it. The LSOs will review requests within 10 business days.

2. Children's Access

- A. OPL affirms the rights and responsibilities of parents or guardians to determine and monitor the children's use of library materials and resources. Parents and guardians, not the library or its staff, are responsible for the Internet information selected and accessed by their children.

3. Inappropriate Use

- A. The following policies apply to OPL PACs and devices as well as customer devices while in the library and using library wi-fi.
 - i. Using PACs and/or devices in an inappropriate manner, as defined herein, is prohibited. Library staff are under no obligation to monitor PAC or device usage and accept no responsibility for investigating the manner in which those workstations are used except to comply with [KS-CIPA](#). When library staff observe a customer using a PAC or device in violation of the general policy, any or all of the following consequences may occur:
 - 1. Immediate termination of the Internet session
 - 2. Additional suspension of computer use or other library use privileges
 - 3. Notification of appropriate law enforcement officials
 - ii. Materials on the Internet may be subject to copyright laws. Copyrighted materials may not be copied without permission of the copyright holder unless the proposed use falls

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- within the definition of “fair use” ([Copyright Law of the United States, Title 17, Section 107](#)).
- iii. Customers shall not access or exhibit inappropriate matter on PACS or devices while in the library buildings ([City of Olathe Municipal Code 9.13.010](#)). Inappropriate matter shall include obscene matter, matter harmful to minors, or materials containing sexual exploitation of children, as defined by Kansas Statutes and the Children’s Internet Protection Act. Specifically:
 - iv. Customers shall not access materials or computer-generated images deemed harmful to minors ([City of Olathe Municipal Code 9.13.030](#))
 - v. Customers shall not use devices in a manner that allows them to possess a computer generated image that contains or incorporates sexual exploitation of a child ([City of Olathe Municipal Code 9.13.035](#))
- B. All customers are prohibited from sending electronic mail, instant messages, or chat room messages that violate any local, state, or federal laws. Violators of this prohibition are subject to the consequences described above.
- C. Customers are responsible for any careless and/or abusive treatment of PAC and device hardware and software. Misuse of equipment and Internet access may result in the consequences described above or, if necessary, immediately reported to appropriate law enforcement officials. Misuse includes, but is not limited to:
- i. Activities causing damage to library computer equipment, software programs, and data
 - ii. Activities deemed unlawful according to local, state, and federal law
 - iii. Unauthorized access to secure data, including hacking
- D. Violation of individual privacy rights, including unauthorized disclosure, use, and dissemination of personal information regarding minors is prohibited. Customers violating this prohibition are subject to the consequences described above. Library staff will not disclose library customers’ use of the library with respect to information sought or received, including Internet use, except pursuant to a valid court order or subpoena authorized under federal, state, or local law.

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4.7.2. Device Vending Kiosks

Device checkout is available to any customer in good standing and requires a valid library card and PIN. Guest passes do not work at the device vending kiosks.

Devices automatically connect to and use the library's public wi-fi system.

Devices available for checkout include:

Device Type	Model	Number Available	Location Available	Replacement Cost
Laptop	Dell Latitude 3400	37	Indian Creek	\$1550
Laptop	Dell Latitude 5430	18	Downtown	\$1300
iPad	iPad Air 2	6	Indian Creek	\$600
iPad	iPad Air	4	Indian Creek	\$550
iPad	iPad	6	Downtown	\$500

Device vending kiosks and the devices are maintained by the City of Olathe IT department. They will troubleshoot issues and purchase/setup replacement devices.

Library staff will provide customer service and basic support for customers utilizing the devices.

Devices are available on a first come, first served basis. Devices cannot be renewed and cannot be placed on hold.

The customer accepts full responsibility for the device while checked out. Customers agree to pay all costs associated with damage to, loss of, or theft of the device while it is checked out.

Customers will not tamper with the device hardware or software.

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Customers should notify library staff if they discover damage to the device or if an application is not working.

Devices are for in-library use only and cannot leave the building. They can be used anywhere in the building except the restrooms.

If a device is left unattended for more than 10 minutes, staff will return the device to the vending kiosk.

Devices should be returned to the same kiosk from where they were checked out.

One device can be checked out to any one library card account at any one time.

The device checkout period is 2 hours or until the library closes, whichever occurs first. A 1-hour grace period is given before an overdue fine of \$5.00 is assessed. The \$5.00 overdue fine will be forgiven upon request once the device has been returned.

If a device is not returned by the end of the day, a notice is sent to the customer and the replacement cost is assessed to the account.

Devices cannot be checked out while charging.

Files will not be retained once the device is either returned to the device vending kiosk, powered off, or restarted.

Printing is not available on devices checked out from the device vending kiosks.

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4.7.3. Children's Computers

Computers intended for children can be found in the children's areas at both OPL locations. The software for these computers is chosen with preschool through elementary school age children in mind.

Children's computers are not to be used by adults or teens. Adults and teens may checkout a laptop or iPad for use inside the libraries, or they can use a computer in their respective library computer area.

1. Audience

A child is defined as any minor person in 5th grade or younger.

A preschool child is defined as any minor person not yet in kindergarten.

A caregiver is defined as any adult aged 16 years or older, or a responsible older youth aged 10 years or older, who is assuming responsibility for the child while in the library.

2. Children's Computer Use

Preschool children must be accompanied by a caregiver. Children in kindergarten and older may use a children's computer without supervision if they can do so without staff intervention. If they need help reading or following directions, a caregiver must sit with them.

Computer sessions last for one hour. Additional time may be added if the computer has not been reserved for another customer.

Children who fail to abide by policy [7.1. Guidelines for Behavior](#) may lose computer privileges.

Computers may be turned off during special library programming or at the discretion of library staff.

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4.7.4. [The Zone \(Teen Gaming Room\) and Teen Zone \(Gaming Computers\)](#)

OPL is committed to providing inviting and safe spaces for teens to engage in individual and group activities. The Zone is a gaming room, equipped with the latest consoles and VR equipment. Special gaming computers are also available in the Teen Zone. Staff monitor the areas during open hours to ensure appropriate access and safety, and to provide assistance as needed.

The Zone and Teen Zone are available at both OPL locations.

1. Audience

The Zone and Teen Zone are specifically designed for teens currently in or going into 6th-12th grade. Occasionally, younger siblings of teens may come into The Zone if no other teens are present in space at Indian Creek Library. There may be programming for younger grades at Indian Creek Library in both spaces.

At Indian Creek Library, adults may accompany teens and children in The Zone if no other teens are in the space. At Downtown Olathe Library, no adults are allowed in The Zone or Teen Zone for an extended amount of time. Adults or younger siblings may briefly check in on a teen in the spaces.

Teens in The Zone and Teen Zone must respect others, themselves, and the space, as well as adhere to all other Library policies including [Section 7: Library Code of Behavior](#).

2. Equipment

The Zone includes video gaming consoles for teens. Only staff members and designated teen volunteers may handle games, the gaming consoles, and the TVs. The gaming controllers and accessories must stay in The Zone.

Customers will be financially responsible for any damage to the equipment, accessories, or the space due to misuse or neglect.

The Teen Zone at each library location also has specialized gaming computers. At Indian Creek Library only, younger children may use these computers if teens are not using them or waiting to use them. Adults at Indian Creek Library may use these computers until The Zone opens for teens. At Downtown Olathe Library, only teens may use these computers.

The Indian Creek Library Teen Zone also has a gaming table available for all ages.

3. Gaming Collection

The Zone gaming consoles are not and will not be connected to the Internet unless they are used for special programming purposes.

Only game discs and game cards provided by OPL will be used in The Zone. No discs or game cards from OPL's collection, nor those brought from home, can be used in The Zone. All games available in The Zone are rated Everyone, Everyone 10+, or Teen.

The gaming computers require a library card or a guest pass for use (see policy [3.1 Getting a Library Card](#) and policy [4.5. Guest Passes](#)). OPL has Minecraft and Steam accounts for teens to use, but a staff member must log them in. Teens must sign into their own accounts for all launchers on the gaming computers except Minecraft and Steam. Minecraft and games on Steam are not mature content.

4.8. The Lab & The Studio (Makerspace)

Olathe Public Library (OPL) offers two Makerspaces at the Indian Creek Library, called The Lab and The Studio.

The Lab is the Makerspace with several machines available to the public, including 3D printers, a laser engraver, sewing machines, and more, while The Studio is the destination for recording anything from music to a podcast.

All OPL policies apply in both spaces, including [7.1. Guidelines for Behavior](#).

4.8.1. The Lab

Reservations are required to use the equipment. Walk-in reservations are welcome. Equipment may be reserved up to four weeks in advance. Customers may not reserve or use more than one piece of large equipment at a time that requires monitoring for safety (Large format printer, laser engraver, CNC). Reservations will be held for 15 minutes past the reservation time.

Some materials are available for purchase for use in the Makerspace. There is a material charge per linear foot for the large format printer. There is charge per gram for the SLA printer. This includes all support material.

Children under eight must be supervised by an adult.

Customers must follow directions from staff regarding the Makerspace.

Food is not permitted. Drinks must be in closed containers. Unattended drinks will be disposed.

Customers will not use the equipment to engage in activities that infringe copyright.

OPL is not responsible for anything left behind in the Makerspace and cannot provide space for material or project storage.

Makerspace computer usage is for the equipment in the space.

Makerspace laptops are to be used in the Makerspace.

Only OPL-owned computers/laptops may be connected to the machines in the Makerspace.

Printing, creating, accessing, or displaying sexually explicit, obscene or graphic materials is not allowed.

No functional weapons or parts may be created in the Makerspace.

The equipment must stay in the Makerspace.

Customers will be financially responsible for any damage to the equipment or the Makerspace as a result of misuse or neglect.

OPL is not responsible if a project is destroyed, does not print correctly, or if any customer's personal item is damaged or destroyed while using any of the OPL-owned equipment.

Staff have final authority to decide if a project is appropriate for use with the equipment, and customers must immediately discontinue any activity that staff deem a safety hazard to persons or equipment in the Makerspace.

4.8.2. The Studio

A customer must reserve The Studio on the olathelibrary.org website or with staff in the Makerspace. A customer may request The Studio reservation up to one month in advance and is limited to two reservations per month.

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A customer reserving The Studio must provide a current, verified library card in good standing and be at least 16 years old. The customer reserving The Studio is responsible for the condition and conduct in the room. Anyone under 16 must be accompanied by a parent or guardian.

The Studio will be held for 15 minutes past the reservation time. Failure to notify OPL of a cancellation at least 24 hours prior to the reservation time may result in OPL denying future use of The Studio by the customer.

All customers reserving The Studio are expected to read and follow the policy that is posted in The Studio. Failure to comply with the following rules will result in the loss of studio privileges.

The maximum occupancy of The Studio is 11 people.

Customers using The Studio must check in with staff in the Makerspace and present photo ID.

Customers using The Studio must check out with Makerspace staff.

Food is not permitted. Drinks must be in closed containers.

The customer who reserves The Studio must stay in The Studio throughout the session.

Only the OPL-owned computer may be connected to the mixing board and only OPL-owned software may be used in the Studio.

Customers must return the instruments and equipment to their original location in The Studio.

Costs for damage to The Studio and/or instruments/equipment will be added to the library card of the customer who reserved The Studio.

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4.9. Mobility Scooters

Olathe Public Library (OPL) offers mobility scooters for in-house customer use. A mobility scooter is a wheeled vehicle ridden while seated and propelled by an electric motor. Mobility scooters are to be used by customers with impaired mobility. Both Downtown Library and Indian Creek Library have two mobility scooters available for use.

Mobility scooters are available on a first-come, first served basis. Customers may request the key from Welcome Desk staff.

Mobility scooters must remain in the library at all times. The Downtown Library's Rooftop Terrace is the only exception to this rule.

Customers must adhere to the Library Code of Behavior. Library staff can refuse access to a mobility scooter if its use violates library policy.

Customers can use a mobility scooter for as long as needed or until the battery runs out.