

Our Service Principles



Indian Prairie
Public Library

Our Mission

We enrich peoples' lives by providing opportunities to explore, connect, and be inspired.

Our Vision

Lives are enriched and dreams are realized.

Our mission defines our reason for being and how we contribute to our community. The vision statement builds off of the mission, stating what we aspire to achieve. It was designed with the goal of the year 2020 in mind. As the library develops strategic plans over the years, the plans will move us to this vision of being an essential community center.

Indian Prairie's Service Promise

Exceptional service is our passion

We are caring and friendly.

We listen to the needs and interest of each individual.

We develop our services with deliberate and thoughtful care.

We welcome everyone in our community and are committed to making each person's library experience enjoyable.

The service promise articulates what we stand for – both in how we serve the public and how we relate to each other.

- At IPPL patrons will find friendly, knowledgeable and responsive staff.
- Our staff are empowered and enthusiastic. We are here to help, guide, or just give you a smile. Whatever you need in the moment.
- We provide the finest personalized service and respect each individual and their needs.
- It's important to us to be responsive to our community. We provide easy access to a wide variety of information, materials and programs that match our patrons' interests.
- Our goal is to provide a comfortable, inviting environment where patrons can pursue their interests. We hope you feel your library is a second home.

Our Service Promise provides a tool for development of services and recognizes the power inherent in each individual customer service encounter and in the ways we work with each other.

Service Values

- I am a valued member of the Indian Prairie Library team.
- I am essential to the delivery of our service promise.
- I am trusted to make decisions and empowered to provide the finest personalized service.
- I put others first.
- I am responsive to the needs of each individual.
- I practice kindness and care.
- I use initiative and creativity to provide excellent service.
- I am responsible for creating a welcoming and comfortable environment.
- I ensure the library is a clean and attractive place for our members and guests to enjoy.
- I immediately address issues and problems. I see problems as opportunities to great service.
- I know there are no mistakes, only opportunities to learn.
- I help to create an environment of teamwork so the needs of our members and guests and of each other are met.

Our Promise to Our Employees

- You are the library's most important resource.
- We value your contributions.
- We trust your judgment and support you.
- We believe everything is a learning experience.
- We provide opportunities to you to learn and grow.
- We encourage initiative and creativity.
- We're interested in your ideas.
- We foster an engaging team environment.

Attributes of Delivering Our Service Promise

The Physical

- Eye contact.
- Smile.
- Positive body language.
- Greet and acknowledge.

Being Proactive – Direct Service

- Approach patrons.
- Anticipate and accommodate the great variety of interests.
- Be open to each person's needs and provide personalized service.
- Share information about the library.

Attitude

- Be in the moment – focus on the person.
- Smile and be friendly.
- Use engaged listening.
- Be respectful and polite.
- Be consistent.
- If someone is unhappy don't take it personally.

Personal Responsibility

- Look for ways to say "yes". You are empowered to do this.
- If you can't say "yes" try to find another option.
- Use good judgment and common sense when making decisions.
- Use your initiative and creativity to enhance service.
- Be knowledgeable by taking initiative to know how things work and what's going on at the library.
- If you don't know the answer, find out.
- Be sure to follow through – ensure the person gets what they need.
- Provide prompt response to needs and wants.
- Take initiative to learn and grow as needed for your position.
- Keep your sense of humor.