

Hamburg Public Library Community Agreement

The Hamburg Public Library is a shared space for the community to come together, form connections, engage in lifelong learning, and find inspiration. Library employees aim to create an environment in which all participants are able to use our shared resources. This document lays out expectations for our library community: library community members are those who use and those who work at the library.

The Hamburg Public Library staff commits to

- Supporting and maintaining an inclusive, affirming, and welcoming space
- Actively working toward creating an atmosphere free from discriminatory attitudes, comments, behaviors, and actions
- Providing courteous, professional, and excellent service to every single library patron every time they use the library
- Protecting patron privacy and preserving confidentiality
- Providing access to library services and materials freely, easily, and conveniently

Patrons agree to

- Respect staff and other patrons
 - Conduct not permitted includes
 - Any action or behavior that is disruptive, disturbing or potentially harmful to others, including but not limited to:
 - Physical, sexual, or verbal harassment of other library patrons or library staff
 - Loud talking and other noisy activities, including use of cell phones or other electronic devices;
 - Blocking or interfering with the free movement of individuals;
 - Sleeping, loitering or remaining at the library for no obvious reason.
 - Soliciting, surveying, political campaigning, petitioning, selling of any kind, distributing or posting of materials not specifically authorized by the Library Director are prohibited on library property.
 - Disregarding the Unattended Children Policy
 - Leaving personal possessions unattended on library property.

- Not wearing shoes or shirts in the library at all times.
- Respect Materials and Equipment
 - Conduct not permitted includes
 - Damaging, destroying or stealing any property of the library, library staff or customers.
 - Taking library property or materials outside buildings without following established loan procedures or other authorization.
 - Violating library procedures or policies.
- Respect Building and Property
 - Conduct not permitted includes
 - Acting in a manner that is potentially harmful to library buildings, property, users or staff, such as unauthorized use of another person's library card for any purpose.
 - Improperly using furniture, equipment or materials.
 - Consuming food outside designated areas or consuming drinks around library computers or equipment.
 - Improperly using restrooms, including, bathing, washing clothing or shaving.
 - Using or monopolizing library equipment, materials or facilities in an unauthorized manner that prevents others from using them
 - Bringing animals, except service animals, into library facilities.

Anyone who disregards the above-listed prohibited behaviors or engages in any other conduct deemed inappropriate by Library staff is subject to removal from library property and/or restriction of library services as laid out in the Suspension of Library Services policy.

We commit to upholding this agreement in everyday ways in all of the work that we do, but if you have an experience in which this agreement is not being upheld and would like to make a formal complaint, please contact the Library Director.

Approved by the Board of Trustees November 9, 2022