

## **Hamburg Public Library Community Agreement**

The Hamburg Public Library is a shared space for learning, connection, and inspiration. Our goal is to provide an inclusive, welcoming environment where everyone can enjoy and benefit from the library's resources, programs, and services.

This agreement outlines the shared expectations for all members of our library community, both patrons and staff, so that everyone can feel safe, respected, and valued.

### **Library Staff Commitments**

Library staff commit to:

1. Supporting and maintaining an inclusive, affirming, and welcoming space for all.
2. Actively working to create an atmosphere free from discrimination, harassment, or bias.
3. Providing courteous, professional, and excellent service to every patron, every time.
4. Protecting patron privacy and preserving confidentiality.
5. Ensuring equitable and convenient access to library services and materials.

### **Patron Commitments**

To maintain a positive and respectful environment, patrons agree to the following:

1. Respect for People
  - a. Treat staff and other patrons with courtesy and respect.
  - b. Avoid behaviors that disrupt others or create an unsafe environment, including:
    - i. Physical, verbal, or sexual harassment.
    - ii. Loud talking, yelling, or disruptive use of cell phones and electronic devices.
    - iii. Blocking walkways, doorways, or interfering with the free movement of others.
  - c. Refrain from sleeping, loitering, or remaining in the library without a library-related purpose.
  - d. Do not solicit, campaign, petition, survey, or sell items on library property without authorization from the Library Director.

- e. Follow the Library's Unattended Children Policy.
  - f. Keep personal belongings with you at all times.
  - g. Wear shirts and shoes while in the library.
2. Respect for Materials and Equipment
- a. Handle all library materials, furniture, and equipment with care.
  - b. Do not damage, deface, or remove property belonging to the library or others.
  - c. Borrow materials only through established checkout procedures.
  - d. Follow all posted library policies and staff instructions when using library equipment and spaces.
3. Respect for the Building and Property
- a. Use library spaces, furnishings, and restrooms appropriately.
  - b. Refrain from washing, bathing, or shaving in library restrooms.
  - c. Consume food only in designated areas, and avoid eating or drinking near computers or other electronic equipment.
  - d. Share public equipment and study areas; do not monopolize resources.
  - e. Only service animals are permitted inside the library.

### **Enforcement and Accountability**

Individuals who engage in behavior that violates this agreement or other library policies may be asked to leave the premises or may have library privileges suspended, as outlined in the Suspension of Library Services Policy.

We all share responsibility for upholding this agreement in our daily interactions. If you experience or witness behavior that violates these standards and wish to make a formal complaint, please contact the Library Director.

Approved by the Board of Trustees November 9, 2022  
Revised by the Board of Trustees November 11, 2025