

## Member and Service Commitment Policy

Policy Level:	Library Board
Author:	Director, Public Services and Director, Human Resources and Information Services
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## POLICY DETAILS

**At Hamilton Public Library, our goal is to deliver an exceptional library experience for our library users. Library employees commit to:**

1. Provide professional, knowledgeable and quality customer service.
2. Be engaged with our members and our community. We welcome feedback to continually improve our services, programs and spaces.
3. Strive to meet the expectations of our members for timely delivery of materials and provisions of relevant services and programs. We are lifelong learners and ready to provide our members with informed answers and appropriate referrals. We do not provide advice, interpretation or advocacy especially when dealing with questions which may require professional expertise.
4. Provide welcoming and inclusive spaces and be sensitive to the individual needs of our members. We maintain confidentiality and privacy of our members. Everyone has the right to enjoy the services of the Hamilton Public Library.

**As a Member of the Hamilton Public Library, we ask you to:**

1. Be courteous and respectful  
Please minimize disturbance to others and use respectful language and conduct at all times. Be mindful of personal hygiene and always wear appropriate attire, including shirt and footwear.
2. Follow library policies and procedures.  
Employees make every effort to apply these library rules in a fair, dignified and positive manner for the benefit of all. You can assist by providing the library with your up-to-date contact information as well as offering comments and feedback on our service.
3. Treat library materials, resources and spaces with care and respect.  
Please keep library materials clean and in good condition so that they may be enjoyed again. When visiting the library, please use resources and spaces for their intended purpose to ensure a positive experience for all.
4. Be responsible for those in your care.

Do not leave a child or vulnerable person unattended. Supervise all individuals for whom you are responsible.

Failure to comply with the Member and Service Commitment Policy may result in a suspension of library privileges.

## RELATED DOCUMENTS

- [Accessibility for Individuals with a Disability](#)
- [Diversity and Inclusion Policy](#)
- [OLA Statement on Intellectual Freedom and the Intellectual Rights of the Individual](#)
- [Ontario Human Rights Code](#)
- [Photography and Filming Policy](#)
- [Privacy Policy for Library Members](#)
- [Safety of Children in the Library Policy](#)

## APPROVAL HISTORY

May 2015; December 2018; March 2019; June 2023