Bücherhallen Hamburg Mission Statement

Our vision

The Bücherhallen public libraries are an indispensable institution for education and culture in Hamburg and our branches are well-known to everyone in the city. Irrespective of gender, origin, social background, age or other personal characteristics, everyone can access our services without facing barriers of any kind.

Our libraries are friendly and safe places where everyone feels welcome, whatever their individual needs. Our staff and volunteers value and respect all visitors, supporting them by providing expert advice and information.

As well as offering a wide selection of media, we provide a platform for socially relevant topics and act as important neighbourhood hubs. Our visitors are inspired by our extensive and up-to-date range of resources and play an active role in shaping the programme at the libraries themselves.

Our mission

We are constantly evolving what we offer in order to keep pace with changes in society. We integrate digital developments and empower people to improve and build confidence in their own digital skills.

We create spaces where innovation can be experienced first-hand. Here, visitors can explore new things but also rediscover the tried and tested. We focus in particular on inspiring young people, creating an open space for their education and development.

We provide reliable, wide-ranging information and media, focusing our selection on what our visitors will use and enjoy. Our events and exhibitions create opportunities for cultural experiences and social exchange, while our interactive formats give our visitors the chance to get creative.

We support the professional development of our dedicated staff so that they can fulfil their varied responsibilities effectively. This enables them to support one another and share their experience. We offer a working environment characterised by mutual appreciation and respectful collaboration. This includes our volunteers, who enrich our programmes and whose work we greatly value.

Our values

We see ourselves as an integral part of an open city, in which we are deeply rooted through networks and partnerships. We regularly seek dialogue, coming up with and responding to new ideas. Democracy is the foundation of our actions. We embrace participation and equal opportunities. Everyone can benefit from our services.

We value and promote diversity among our visitors and staff, and in our programmes. We champion respectful interaction with one another and are committed to combatting discrimination. The Bücherhallen are politically independent and take a neutral stance on religion.

We view change as an opportunity and play an active role in shaping it. This encompasses both societal change and the personal development of our visitors. We pay particular attention to digital developments, which we help people to navigate and understand using our media expertise. We see ourselves as a learning organisation.

We align our day-to-day actions and our planning with the United Nations Sustainable Development Goals.

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