

## Highlights Calendar Year 2018

- The Library unfortunately experienced a flood early in January, but was able to save nearly all of the items. Some of our local history had to be sent away from preservation and the clean-up and rehabilitation of the building kept us closed for 7 weeks. We were able to provide services to patrons via our Senior Center branch, allowing for check-outs, holds, museum passes and more. Outreach to schools and our computer classes at the Senior Center occurred during the shutdown.
- The Library hosted a marathon reading of Jack Kerouac's *On the Road* taking place at various venues in Lowell. The library is planning to hold a marathon reading of a Jack Kerouac book around his birthday annually.
- The Pollard Memorial Library Foundation hosted their annual Author Night with Anita Diamant, author of the well-known *Red Tent*.
- Our Literacy department began hosting Conversation Groups for native and non-native speakers to practice English conversation skills.
- Our IT Specialist has hosted a number of computer classes focused on Intro to PCs, Internet & Browsers, Email, Digital Photos, Cell Phone Skills, Microsoft Word, and one-on-one Tech help.
- The staff created a display and handouts for patrons during Preservation Month (May) to help patrons protect their own memories for the future.
- Summer Reading programs for children, teens and adults were all run with great success. We love to keep our patrons incentivized to read!
- Our Children's Department is offering the Bow Wow for Books reading program in order to encourage children to read to a therapy dog and gain confidence.
- Our Lowell Reads program was a great success, focusing on the ways that communities come together when new groups relocate. This program was a collaboration of UMass Lowell, Middlesex Community College, and Lowell High School with help from the National Park Service, International Institute, and many more! Staff were able to incorporate this program in Welcoming Week Lowell as well.
- We installed a new VRS Videophone to complement our Low-Vision computer workstation and magnifiers to better serve patrons with accessibility issues. We recommend that you visit our Accessibility page on [www.LowellLibrary.org](http://www.LowellLibrary.org) for more information.
- Special thanks to our Friends group for hosting their annual Book Sale (June) and Children's Shopping Day (November) to raise funds to support library programs!



**Pollard Memorial Library**  
**Since 1844, Lowell's City Library**

**The State of the Library**  
**Fiscal Year 2018**

**401 Merrimack Street, Lowell, MA**

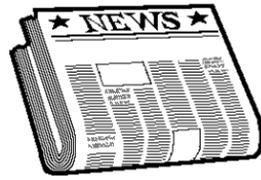
**978-674-4120 \* [www.LowellLibrary.org](http://www.LowellLibrary.org)**

# Library at a Glance...

## What's available for patrons?



**145,451** books for adults, children, and teens



**236** periodicals, newspapers and magazines

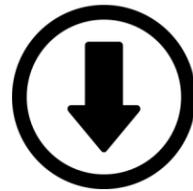
**6,558** audio items including CDs



**5,810** video items like DVDs and VHS



**26,811** e-books in multiple genres



**7,715** audio and video items for downloading

**48,691** materials on microfilm, including old newspapers



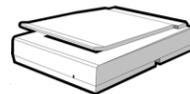
**600** other misc. items like puppets, Hot Spots, etc.



## Technology Resources

Including **51** computer workstations for patrons, printing services, a fax machine for public use, and copying and scanning services.

The Library also offers free Wi-Fi services and video phones, book magnifiers, and a Low-Vision machine for patrons with accessibility issues.



## Fast Facts

The Library welcomed **141,749** patrons in the building.

Our Reference staff answered **37,046** questions.

We hosted **193** children's programs serving **7,167**, there were **99** teen programs with an attendance of **972**, and **273** adult programs benefiting **2,898** adult patrons.

We are grateful for the **143** volunteers who completed **2,864** hours of service.

The Library averages **384** public internet computer users a week. Our Interlibrary Loan system is an asset for our patrons to obtain unique or hard to find items throughout the region. Patrons were able to obtain **40,560** items from other libraries and we provided **25,010** items for patrons in other library systems.

Of the **140,930** items that patrons borrowed, it included  
**79,844** books  
**35,808** video items  
**9,446** e-books  
**6,860** audio items  
**4,566** downloadable items  
**1,820** periodicals  
& **2,625** miscellaneous

## Using Technology? No Problem!

Our patrons were able to access e-books and other downloadable content for use on your own devices.

**19,014** Local Collection

**18,166** Network Collection

**5,579** State-wide