

Pollard Memorial Library

Customer Service Statement

The Pollard Memorial Library is a vibrant community hub and Lowell's gateway to knowledge, meeting the information needs and enriching the quality of life in our community. The mission of the Library is to provide diverse collections, state-of-the-art technology, appealing programs and services to Lowell's diverse population in a safe and welcoming environment.

Each staff member, while at work, is a representative of the Pollard Memorial Library and the City of Lowell.

Staff members act in a welcoming, professional manner.

The Library staff respects the diversity within our community. Library staff provides equitable service to all patrons regardless of age, race, sex, gender identity, nationality, educational background, physical limitations, or any other criteria, which could be a source of discrimination.

Staff members are familiar with and able to articulate Library policies, as well as explain the rationale behind them.

The Library staff treats the needs and requests of patrons with respect and will seek a fair resolution in all circumstances. If a staff member is unable to fulfill a request, patrons will be offered alternative solutions or referrals.

All communication between staff and patrons, or between groups of patrons and the Library, is considered confidential and will be discussed only in a professional context. (Trustees working on Privacy Policy; add [link to Privacy Policy](#)) Library staff will ensure the confidentiality of patrons' borrowing history. (See article VII of the ALA [Library Bill of Rights](#)).

Adopted: March 20, 2023.