



Stevens Memorial Library  
20 Memorial Drive  
Ashburnham, MA 01430  
P: (978) 827-4115  
F: (978) 827-4116  
library@ashburnham-ma.gov

## **Public Service Policy**

The Stevens Memorial Library will provide all patrons with a courteous and comfortable library experience. Patrons will be welcomed by a professional, efficient, and knowledgeable staff to a quality facility with a current and varied collection.

The Library will offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria which may be a source of discrimination.

Patrons will always be offered alternative solutions or referrals if a staff member is unable to comply with a request.

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

Each staff person, while at work, acts as a representative of the Stevens Memorial Library and the Town of Ashburnham to each person or group with whom she or he comes in contact. The impression made on the patron profoundly affects both the Library's and the Town's image.

The needs and requests of Library patrons will always be taken seriously and treated with respect. Equal consideration and treatment will be given to all users in a non-judgmental environment.

All interactions, transactions, and information exchanged between staff and patrons or between groups of patrons and the Library will be considered confidential and will be discussed only in a professional context.