



**UNIVERSITY OF MASSACHUSETTS  
AMHERST**

**UMASS AMHERST LIBRARIES  
University of Massachusetts  
154 Hicks Way  
Amherst, MA 01003-9275**

**UMass Amherst Libraries  
Statement of User Service Philosophy**

The University Libraries, as an essential element of the University, shall provide information resources and assistance to all individuals who enter the library either in its physical or virtual manifestation with respect for cultural and other personal differences. We will meet or exceed user expectations for quality service in a positive, effective and welcoming manner, and provide timely, efficient and accurate service from an attentive and knowledgeable staff.

Approved by the Senior Management Group March 8, 2017