

The logo consists of three overlapping diagonal lines forming a stylized 'A' shape. The top line is the longest and is positioned highest. The bottom-left line is shorter and positioned lower. The bottom-right line is the longest and is positioned lowest. The lines are dark grey.

Alliance Library System

ALS History

Alliance Library System was formed in 1994 as a result of a merge of Illinois Valley (Pekin), Corn Belt (Bloomington), Western Illinois (Galesburg), and Great River (Quincy) Library Systems. The purpose of the system is to be effective as the librarian's library. We provide services to libraries in a 14,000 square mile area.

What are ALS goals in the next 5 years?

ALS Goals for upcoming years will soon be rolled out when Kitty Pope, Executive Director, announces the business plan. This will be discussed with staff members shortly!

So, who are our customers?

Our customers are our member libraries. In the past, ALS has been seen as one of the best library systems around. ALS Executive Director created a **Customer Service Charter** that all ALS employees are expected to follow. We are refocusing on our membership, meeting them where they're at instead of making them come to us. We don't exist without our members, so we strive to meet all of their needs.

How do we provide services to member librarians?

There are many services that are provided. Consultants are readily accessible and available. They visit member libraries to determine needs and follow through to ensure the needs are met. Each consultant is highly trained and possesses a MLS degree (Master in Library Science).

In addition, ALS hosts many seminars on topics suggested by member libraries. Topics can include Human Resources issues, Talking Books, Building Projects, How-to Seminars, Grant Reporting, OCLC, RSA, and MUCH MORE!!

ALS provides delivery services to member libraries. While we are currently on a 1-2 day delivery schedule, great efforts are being taken to increase the amount of deliveries. Our members have asked for more, and it is our goal to give it to them.

Finally, ALS is available to assist in anything else our libraries need. When a need arises, appropriate staff members get involved to provide whatever services are available.