



Customer Service Charter

The Alliance Library System is dedicated to providing excellent multitype library service with innovative programs and technologies that continuously improve service. We are dedicated to treating customers with empathy, the way we want to be treated. The Alliance Library System Board of Directors and staff take pride in listening to our members and pledge to provide:

- ▶ Timely, reliable and cost-effective delivery services
- ▶ Collaborative and seamless resource sharing
- ▶ Practical and intellectually challenging continuing education
- ▶ Knowledgeable, relevant and effective consulting services
- ▶ Responsive, leading-edge information technologies

To accomplish these customer service goals we are committed to:

- ▶ Engaging in honest, direct, and concise communication
- ▶ Making it easy to do business with Alliance
- ▶ Modeling dynamic leadership and lifelong learning
- ▶ Always smiling and saying thank you