

**NORTH LIBERTY COMMUNITY LIBRARY  
COMMITMENT TO EXCELLENCE**

The North Liberty Community Library offers the following pledges and services to the Community.

- We will provide courteous, prompt, and accurate service to every citizen.
- We will listen carefully to your needs and respond to them appropriately.
- We will do our best to provide resources to meet your needs.
- We will offer opportunities for instruction about our resources and services.
- We will not give you the runaround. We will provide the assistance you need, or we will put you in contact with someone who can.
- If we are unable to provide the assistance or services needed, we will endeavor to contact someone who can provide the information.

Written—January 2005

Reviewed and revised—January 2010