

Customer Service @ ALIA

As a membership organisation, ALIA is focused on customer service in every part of its business. It's still membership renewal time at National Office and our membership team is taking around 30 phone calls per day and processing around 105 memberships each day. All of the staff talk to many members each day via email, phone and in person. Each day we receive around 10 emails to the general 'Enquiry' email account. Our advisors provide responses to specific enquiries, our Professional Development (PD) Officer is assisting participants of our PD scheme and working with ALIA training partners to provide members with quality PD opportunities. Our Events Team is registering you for seminars and co-ordinating with conference committees. With our Local Liaison Officers around the country, we make connections in the regions as well as nationally. We love to hear the stories of our members — thank you all for your feedback.

Our target for the 2007/8 membership year is at least 6,000 members — in 2006/7 (at 30 June 2007) we had 5,857 members. How can you help your professional association grow? As there is strength in numbers, you can refer a colleague to our membership team, request a few membership packs to be sent to your library to keep in your office and display in the tearoom. Library managers: why not keep a brochure on the coffee table in your office — another way to demonstrate your commitment to the profession and show your staff your enthusiasm and engagement with your association. Just call the membership team direct on **1800 020071** or email <membership@alia.org.au> and membership packs can be mailed to you. Some libraries' staff are even fortunate that their employers pay for their professional membership, or at least reimburse some of the cost, and of course membership of ALIA is tax deductible.

In November 2006 as part of the National Office organisational review, all ALIA staff committed to a set of Team Values. These are available at <<http://alia.org.au/staff>>. A couple of our values are:

- focusing on our customers,
- connecting with strategy

and within the Office we live by these values by ...

- developing solutions to meet members' needs
- working with members to ensure their needs are heard and considered, and
- keeping the organisation's vision in mind when making decisions.

If you have an ALIA question please give us a call. Assistant Directors (listed on this page) can often be a good starting point with high-level queries if you are not sure who to talk to. Instead of wondering, or asking a question on an e-list, pick up the phone and talk to one of the staff at National Office or your Local Liaison Officer in each state! ALIA Members Freecall Line is **1800 020071**.



ALIA Pins — Where in the World is the ALIA Star?

As part of our 70th Birthday celebrations, you have received in your membership renewal pack your membership card and a red ALIA star pin. Why not wear your star to work, to an ALIA function or to your next library directors meeting. It's a symbol of you being a member of ALIA — so don't forget to wear it. All members receive a red pin; ALIA silver pins are presented to members serving five or more terms on ALIA committees; ALIA gold pins are presented to the members of the Board of Directors. We know that you will wear your ALIA pin with pride and we'd like to know where you are wearing them. ALIA has established a Flickr site for ALIA members to let us know where in the world you are wearing your ALIA Star.

The Flickr site is linked from the 70th Anniversary website at <<http://alia.org.au/alia70>>.



Sue Hutley

ALIA Executive Director
sue.hutley@alia.org.au

ALIA Assistant Directors

Jane Hardy,
Assistant Director
Strategy & Advocacy
02 6215 8235
jane.hardy@alia.org.au

Robyn Ellard,
Assistant Director
Member Services
02 6215 8250
robyn.ellard@alia.org.au

Peter Heffernan
Assistant Director
Business Support
02 6215 8220
peter.heffernan@alia.org.au

Local Liaison Officers

LLOs are ALIA representatives in each state/territory. Their duties include being a point of contact for members and non-members

ACT: Robyn Ellard
ph 02 6215 8250
robyn.ellard@alia.org.au

NSW: Niki Kallenberger
ph 0408 818 028
niki.kallenberger@alia.org.au
NT: Jayshree Mamtara
ph 0416 366 634
jayshree.mamtara@alia.org.au

QLD: Claudia Davies
ph 0407 964 967
claudia.davies@alia.org.au

SA: Jeannine Hooper
ph 0437 167 050
jeannine.hooper@alia.org.au

TAS: Jane Jeppson
ph 03 6231 9511
jane.jeppson@alia.org.au

VIC: Margie Anderson
ph 03 9315 1090
margie.anderson@alia.org.au

WA: Natarsha Larment
ph 0448 881 630
natarsha.larment@alia.org.au

CELEBRATING



70 YEARS