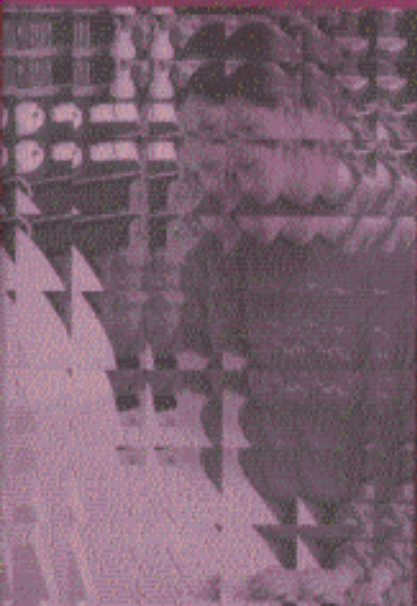


Building a Successful Customer-service Culture

A Guide for Library and Information Managers

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