

Jones Library conducting satisfaction survey

The James A. Jones Library at Brevard College will participate in the American Library Association's "Customer Satisfaction Survey" as part of National Library Week, April 17-23. "Libraries Change Lives" is the theme for the annual observance, which celebrates the contributions of libraries and librarians.

The American Library Association (ALA) will attempt for the first time

ever to take a national "snapshot" of library customer satisfaction by asking libraries to participate in a national survey. "Customer service is the heart of our profession," said ALA president

Hardy Franklin in announcing the survey. "Sometimes that means asking questions as well as answering them.

Whether they're students, faculty, or members of the general public - our customers are why libraries exist.

Customer service is the heart of the library, and one of the biggest mistakes any organization can make is to assume it knows the needs and wants of its customers. One of the easiest and best ways to find out is the customer satisfaction survey.

At Brevard College, the survey will be printed in the college newspaper, *The Clarion* (see this page), distributed in selected classes in the five major

academic divisions; distributed at the April faculty meeting; and circulated to students using the library. Survey results will be reported to the American Library Association in May. Feedback

will be used to determine the level of student and faculty satisfaction; to identify areas for improvement; to

identify needed services; and to generate goodwill for the library.

Remember before you complain: Cafeteria workers are only human

by Christopher Theokas
Clarion Staff Writer

A lot of people complain about the food in the cafeteria. They say, it isn't like the food that you get when you go home on breaks, and it definitely isn't McDonald's or Burger King. And some people even declare that they are not sure what they are eating. And as if the food isn't bad enough, some people complain that the workers are actually rude at times.

Every day students plod into the cafeteria in hopes of a good meal. And they get one. The meal they get, though, may not always be the one they want. All the food is in a three week cycle. When pizza is served, don't expect it for supper for another three weeks. If you want French fries, but you missed them last week, try reminiscing; that or go to a fast food place. If you want a certain cereal, ask for it, but keep in mind, you are in the minority. The most popular cereals are the brands that the school uses.

The food bars are rather popular.

The only one to fail so far has been the Veggie Bar. Remember the vegetarian burgers? Or are you still trying to forget? The most famous of all is the Ice Cream Bar, for obvious reasons. Then comes the Pasta Bar and so on.

If you complain about the performance of a worker, keep this in mind: They are only human! This means that they have the same emotions as you do. They are allowed mood swings, just like you. They are allowed to be just as human as you are.

The cafeteria is what you make it. The workers there are aware of the schedule that we as students have to deal with. They get to see it in our behavior. Towards the end of the semester they can tell when finals are coming. Everyone seems to leave their trays on the tables. And we think they are inconsiderate!

Try to remember that the workers in the cafeteria have feelings too. They have to deal with us just as much as we have to deal with them. If you have any complaints about the food, don't eat it. Waste your money somewhere else. They don't have to deal with you, and you won't have to deal with them.

Project Inside-Out service trips to travel to Texas and Bolivia

Special to the Clarion
from PIO Office

This summer, two different groups of BC students and faculty/staff will go on service trips. One group will go to Brownsville, Texas, and work with Good Neighborhood Center doing home repair for low income families. They will also tour Matamoros, Mexico, San

Antonio, Texas, and Baton Rouge, La. This service team will be lead by Fran Lynch and Judy and Brad Dodson. The students include Taketoshi Akita, Richard Bladon, Amy Guffey, Miyuki Honda, Randy Marlow, James Parker, and LeGair Pendleton.

The second group will travel to

Bolivia and work with Andean Rural Health Care. They will assist in the construction of an addition to a health clinic. This group will tour three cities of Bolivia - Montero, La Paz, and Santa

Cruz. Leaders of this team are Lee Henry and Judy Pascale. Other team members are Rachel Christian, Jennifer Cook, Burnley Ganus, Cathy O'Brien,

Anna Pascale (Judy's daughter), Shannon Powell, Tak Yamada, three students from other colleges in North Carolina and Virginia, and two medical doctors from North Carolina. BC

involvement in this service trip is made possible by one of the doctors, Dr. Wesley Jones, a trustee of the college.

BREVARD

C O L L E G E

James Addison Jones Library
Brevard, North Carolina 28712
Customer Satisfaction Survey

Let us know what you think.

Our library staff wants to meet your needs. Please take a moment to answer these questions and let us know how we are doing. Place a check mark by the answer that applies.

1. How satisfied are you with our books and other services?
 Extremely Very Satisfied Somewhat Not at all
2. How helpful is our staff?
 Extremely Very Helpful Somewhat Not at all
3. How easy is it to find what you need?
 Extremely Very Easy Somewhat Not at all
4. How important is the library to you?
 Extremely Very Important Somewhat Not at all
5. How often do you visit the library or call for information?
 Weekly Monthly Four times a year Twice a year Once a year
6. How often do you ask a librarian for help?
 Weekly Monthly Four times a year Twice a year Once a year
7. Are there other things you would like the library to offer?
 More books More hours More reference materials
 Other (please explain below)
8. Are you?
 A student Faculty/staff Other

Please share your comments or suggestions about how we can improve our services to you.

Your name and telephone (optional) _____

Please return the completed survey to the James A. Jones Library.

This survey is being conducted in cooperation with the American Library Association and other libraries across the country for a national "snapshot" of library customer satisfaction. Thank you for taking time to comment.