

What's On Your Mind – April 2009

- Rebecca is a very effective and intelligent employee. She is the definition of “service with a smile.” She deserves a bonus.

Thank you, and we will pass along your praise to Rebecca. Our goal is to constantly improve our customer service and satisfaction. Your comments are appreciated.

- Can I have the following movies? Braveheart, Quantum of Solace, Slumdog Millionaire, Mission Impossible I & II, Body of Lies, Taken, Max Payne.

The above titles have been requested for purchase.

- Y'all are awesome. I love this library. The librarians are so friendly and the people on staff in general are very helpful. Thank you!

Thank you for the positive feedback! We continually strive to improve our customer service, and it is gratifying to know that it is working.

- I've been going to SMU for 4 years now & Fondren is like my 2nd home. No one has ever been very helpful to me except for James, an older man w/a gold tooth. Even though it wasn't his job to help me, he did so better than anyone at the service desk ever did. I'm exceedingly grateful to him and hope you appreciate him too.

While we strive continuously to improve our customer service, it is disheartening to know you have not received superior service from us. If you have specific concerns, please bring them to any full-time staff member, and we will do our best to answer your questions. You should also know that we currently do not have any employees named James.

- 1st floor ladies restroom is filthy toilet paper rolls are on the floor – disgusting – 2nd night on a row. Tuesday & Wednesday 9:30.

Janitorial staff has been notified.