“Responsive, respectful, collaborative, competent—I am constantly impressed with how the library staff lives those standards and provides excellent service every day.”

Olin Library

Whether they need a book, a bike, or just a quiet place to study, Rollins students know they’ll always find what they’re looking for at Olin Library. We sat down with Library Director Jonathan Miller to find out more about Olin’s wide range of services and why the library’s staff is its ultimate resource.

Q: What are the library’s primary areas of focus and responsibilities?
A: The library is focused on collecting, organizing, describing, preserving, and making accessible the information resources that students need to succeed at Rollins. A big part of our responsibility is to partner with faculty to teach students to become more information literate. The library also includes the Tutoring & Writing Center, which is a free service designed to help all students in any major with course material and papers.

Q: How does the library add value to Rollins and its mission?
A: These days, we are all awash in a sea of information of varying quality and provenance. Imagine a school with no library where students are told to find and pay for information online. It would get expensive quickly if they had to pay $30 for every article, buy every book on Amazon.com, and travel to other libraries to use specialized materials. If students could not turn to a librarian for research help, faculty would see enormous variation in the quality of their research.

Q: What library services are available to the campus community?
A: We are a full-service library. From something as simple as a comfortable, quiet, safe, and clean place to study to in-depth consultation with a trained professional librarian, we seek to offer all the information services and resources students need to pursue their education.

Q: What’s the best part of the job?
A: That moment when you connect a student to the exact information resource they need.

Q: What does Service Excellence mean to you and how does the library staff embody Rollins’ service standards?
A: Responsive, respectful, collaborative, competent—I am constantly impressed with how the library staff lives those standards and provides excellent service every day.

Q: What’s the most challenging part of the job?
A: Connecting a student to the exact information resource they need.

Q: Any mysterious facts about the library?
A: All the tiles on the outside of the building are carefully arranged in a rigorously symmetrical pattern except one. Can you find it?

Q: Do any of your services come as welcomed surprises to library users?
A: We can lend you a bike or just the right wire to connect your device to power. We can educate you on the history of Rollins. Faculty members enjoy the Your Librarian program, where a librarian is paired with one or more departments to help faculty and students with their information needs. And, did you know we have begun archiving Rollins’ web presence and social media?

Q: What does Service Excellence mean to you and how does the library staff embody Rollins’ service standards?
A: Responsive, respectful, collaborative, competent—I am constantly impressed with how the library staff lives those standards and provides excellent service every day. Whether it is Maggie working with a student client in the Tutoring & Writing Center; Cathleen staffing the checkout and reserves desk until midnight; Amanda accurately processing a book order in a timely manner for a faculty member; Daria helping an alumnus research their days at Rollins; or Emma consulting with a biology student on her collaborative research project, the entire staff provides excellent and consistent service to all our users.

DO YOU KNOW THE DO’S AND DON’TS OF SERVICE EXCELLENCE?

TEST YOUR SERVICE EXCELLENCE IQ.

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask if there’s anything else you can do to help at the end of every conversation</td>
<td>Don’t</td>
</tr>
<tr>
<td>Accompany or guide customers where they need to go if that location is not your office when possible</td>
<td>Do</td>
</tr>
<tr>
<td>Pass a customer’s concern to another office because “it’s not your area”</td>
<td>Don’t</td>
</tr>
<tr>
<td>Say no without fully understanding request and explaining alternatives</td>
<td>Do</td>
</tr>
<tr>
<td>Answer your phone, when at all possible, and respond to voicemails within one business day</td>
<td>Don’t</td>
</tr>
<tr>
<td>Address the human side of the problem before the business side</td>
<td>Do</td>
</tr>
</tbody>
</table>

TAKEN THE FULL QUIZ AT BIT.LY/ROLLINSQUIZ AND FIND OUT WHAT YOU SHOULD (AND SHOULDN’T) BE DOING TO PROVIDE EXCELLENT SERVICE.

what SERVICE EXCELLENCE means to me

I very much value Rollins’ emphasis on the tenets of Service Excellence. Rollins’ commitment to fostering a community dedicated to responsiveness, respect, collaboration, and competence shows in the care we provide our students and in the pride we take in our overall growth and development into global citizens and responsible leaders.

— Faye Tydlaska, Vice President for Enrollment Management and Marketing
WOW SERVICE

Did you know there are several ways to recognize your colleagues for meeting and exceeding Rollins’ Service Excellence standards? Here’s a primer on how you can help highlight the dedication of your co-workers.

WOW Recognition

The WOW recognition is one of the best ways to honor staff members who exhibit our service standards. To submit a WOW, visit rollins.edu/giveawow and fill out the online form. The recipient of your WOW will receive your message along with a thank you message from Tommy Tar. Make sure to check the “Add to the Wall” option so your recipient’s name is highlighted on the Service Excellence website’s WOW recognition page.

Big WOW

When staff and faculty really go above and beyond, the Service Excellence Committee brings out the Big WOW! For this next-level recognition, members of the initiative’s executive committee personally present the recipient with the Big WOW along with a gift card.

Traveling Tommy

A life-size cutout of Tommy Tar is making the rounds on campus to recognize a staff or faculty member for delivering excellent service. Traveling Tommy recipients can display the award in their office or workspace for 2–3 weeks. Then they nominate the next recipient and work with Human Resources to coordinate a surprise celebration to pass Tommy along.

Service Excellence Departmental Award

This annual award recognizes a department or team that has consistently proven its willingness to assist others in the community, respectfully, collaboratively, and competently. Each year, the winning team is recognized with a trophy and plaque at the Awards Celebration.

acknowledgements

- Jennifer Addieman
- Jen Atwill
- Paula Armstrong
- Sharon Beckman
- Will Bailey
- Lisa Bliss
- Francine Chase
- Scott Cook
- Mary Edwards
- Leslie Fair
- Andrew Foley
- Carrie Glattung
- Greg Golden
- Marcy Gonzalez-Chavez
- Ann Francis
- Kirk Hemphill
- Tom Holbrook
- Meghan Kuecker
- Lorrie Kyle
- Becky Johnson
- Sofia Macias
- David Markland
- Tom May
- Bob McKinlay
- Jordan Meeks
- Lauren Mickler
- Kathy Miller
- Dawn Hagy
- John Overberger
- William Rentz
- Jon Schmedinghoff
- Doug Shell
- Katie Shiver
- Anne Stone
- Julia Zenberg
- Teddy Tirado
- Flora van Breenen
- Liel Voorhees
- Linda Watson
- Meredith Wellmeier
- Robert Whetstone
- Jessica Wigginton
- Luke Woodling
- Rob Worth
- Kevin Zapf

Read more WOW acknowledgements at bit.ly/wallofwow

Servie Excellence AWARDs EXPLAINED

Did you know there are several ways to recognize your colleagues for meeting and exceeding Rollins’ Service Excellence standards? Here’s a primer on how you can help highlight the dedication of your co-workers.

WOW! Service

What people are saying...

Teddy Tirado

I placed a work order to get the lock on the gate in the central receiving warehouse repaired. Within 10 minutes, Teddy was on it, and 10 minutes later, it was fixed. A few weeks ago, I asked Teddy to get some keys made for our golf carts. Ten minutes later, he handed them to me. Teddy knows his stuff, and he certainly exemplifies Service Excellence.

Larry Barnett

Julia Zenberg

Julia is such an asset to Rollins. From our first conversation, Julia was the utmost professional. She is kind, considerate, and meets all the Service Excellence standards and then some. She even contacted me the night after my first day of work just to see how I was doing. She is a keeper.

Stella Holmes

Will Bailey

Will Bailey has taken the Wellness Center on as his personal responsibility. Because of the confidential nature of what we do here, we have some pretty specific needs and Will has addressed them all. He has diligently worked through every problem, concern, and user error we could throw at him. He is a lifesaver to us, and we always know it will get taken care of if Will is working on it.

Melissa Gowdelbeck

Greg Golden

I greatly appreciate Greg’s willingness to continually partner on events. I’m currently working on a tasking, “Here’s an idea—do you think Student Media would want to be involved?” and with Greg and the students he works with the answer is “yes!” I very much value their enthusiasm to explore new ideas, work out the kinks, and problem solve when things change suddenly. Last night, the venue changed at the last minute for our candidate forum. Greg was literally sprinting across campus to get the right equipment to make it work. His dedication and flexibility are examples for us all.

Marissa Comonte

Robert Whetstone

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