18 May 1993

Denis Snyder
Bookstore

Dear Denis,

I'm glad you're doing a survey of our xerox machine needs. I hope you'll keep one primary truth in mind:

Evergreen faculty and staff members waste more time and energy dealing with malfunctioning xerox machines than with any other frustration on campus.

I just went downstairs to use the fancy machine on the first floor. When it's functioning--perhaps half the time--it does wonderful things. I was hoping to use it to create transparencies for my lecture today. But the machine continually jammed, without apparent reason, and when I cleared out the paper path, following all instructions carefully, it would not recognize that it was back in working condition, and I left it in an inoperable condition, swearing at it in frustration.

I swear that half the time when I go near that machine it is either working badly or a repairman is working on it. The agony and frustration that we all experience is just intolerable.

No business could operate with such terrible machines. We must not put up with machines that give us such grief. None of us have the time and energy.

Best wishes,

Burt Guttman