

DESCHUTES PUBLIC LIBRARY DISTRICT

RESULTS POLICIES MONITORING January 16, 2008

GLOBAL RESULT

Residents of Deschutes County freely and openly access ideas and information to enrich their lives through literature, other cultural resources and life-long learning consistent with the wise application of the funds and other resources of the District. Library patrons who are not residents receive the same benefits as District residents as long as the increased competition for District resources does not result in a significant reduction of services to District residents.

2007/2008 Budget Priorities

- Maintain the quality of library services while meeting the rapidly increasing demand for services
- Enhance Online Services
- Extend services to growing population centers
- Extend services to small, rural communities
- Increase services to students
- Support regional public library development

TABLE OF CONTENTS

Executive Summary: Governance Process Overview	Page 3
District Results Policies	Page 4
Overview of District Operations	Page 5
Executive Summary:	Page 6
Budget Priorities: Accomplishments & Challenges	Page 8
Discussion of Results: Results Policy I: People of all ages acquire a love for reading and a desire for knowledge	Page 11
Discussion of Results: Results Policy II: Residents obtain information on research and other topics using local and global resources	Page 12
Results Policy III: People of all ages, cultures, and backgrounds enjoy visiting the branch libraries, and consider each to be a comfortable, safe and welcoming place for people to meet and interact	Page 13
Results Policy IV: People who cannot easily access the physical library facilities expeditiously obtain library services	Page 14
Table of Measurements	Page 15
Appendix: Fill-Rate Survey Comments	Page 16

EXECUTIVE SUMMARY

GOVERNANCE PROCESS OVERVIEW

The District Library Board provides direction to the Library Director by adopting Results Policies that must be achieved by the District. The Library Director is accountable to the Board for developing and implementing a strategic plan that achieves the adopted Results Policies.

Developing and monitoring Results Policies establishes the direction and priorities of the District.

Monitoring Results Policies

This monitoring report is based on measurements, comparisons with similar libraries, and anecdotal information. Measurements are indicators of progress in achieving intended Results. Comparisons with similar libraries provide context for measurements and are useful in establishing quantitative and qualitative goals. Anecdotal information is highly subjective, but can be used to confirm and substantiate conclusions based on measurements and comparisons.

The measurements used in the report are input measurements, output measurements, and outcome measurements. All three measurements have value.

- Input measurements track effort, reflecting the priority assigned to achieving a Result. The number of items purchased annually to retain the currency of the library collection is an example of an input measurement.
- Output measurements track activity, providing an indication of the quantity of benefits accruing to the community. The number of items circulated is an example of an output measurement.
- Outcome measurements document the benefits received by a target group. The percentage of patrons who successfully completed self-directed searches is an example of an outcome measurement.

Taken together, these measurements provide a good indication of the extent to which Results are being achieved.

Comparisons are useful in providing context for measurements. When available, comparisons are provided for the following libraries:

Corvallis-Benton County Public Library	84,125
Douglas County Library System	103,815
Beaverton City Library	116,923
Eugene Public Library	148,595
Salem Public Library	149,308
Deschutes Public Library System	152,615
Hillsboro Public Library	157,571
Jackson County Library Services	198,615

Anecdotal information is incorporated into the narrative of the Management Analysis and is based upon the direct observation of District managers. Comments obtained during the annual fill-rate survey are another example of anecdotal information and are included unedited as an appendix.

Amended: 07/18/07

1. People of all ages acquire a love for reading and a desire for knowledge.
 - A. Adults attend well designed informative programs. The programs are organized by the library using modest staffing and budgeted funds supplemented by donations and grants.
 - i. Adults attend well designed informative programs that stimulate discussion, curiosity, and reading.
 - ii. Adults participate in discussion forums designed to explore community and/or topical issues.
 - B. Teens attend well designed, informative presentations or programs organized by the library that stimulate discussion, curiosity or reading.
 - C. Children attend well designed story times and programs that stimulate discussion, curiosity or reading.
 - D. Latino residents participate in programs designed to enhance their lives in Central Oregon through recognition of their cultural heritage. Resources relative to the size of the emerging population are assigned to achieve the desired result.
2. Residents obtain information on research and other topics using local and global resources.
 - A. Students obtain information relevant to school assignments using library district services that have been designed to supplement school libraries and media centers. Resources will be allocated to support a program with the intention of reaching 80% of the target population.
 - B. Teens locate and use resources for their personal or recreational interests in a non-intimidating and supportive environment.
 - C. Latino residents obtain information and use library resources in a supportive environment designed to assist their transition to life in Central Oregon. Resources relative to the size of the emerging population are assigned to achieve the desired result.
 - D. People efficiently locate and obtain relevant and useful online information.
 - E. Residents have high expectations for library services.
 - F. Residents have an understanding of the types and scope of services that the library provides.
 - i. Students, parents, teachers and other appropriate school personnel have an understanding of the resources and scale of support services that the library can provide.
3. People of all ages, cultures, and backgrounds enjoy visiting the libraries and consider them comfortable, safe and welcoming places for people to meet and interact.
 - A. Library users enjoy the library as a gathering space and cultural center for their community during regular hours and after hours. The programs are organized by the Library using modest staffing and budgeted funds supplemented by donations and grants.
 - B. Library users browse the collection, conduct research, or engage in personal reflection free from unreasonable disturbances or distractions.
4. People easily and expeditiously obtain library services.
 - A. Residents of residential care facilities use library services.
 - B. Correctional facilities receive library support.
 - C. Residents with disabilities use appropriate technology and library material formats to obtain library services.
 - D. Residents who live more than 7.5 miles from a library obtain library services through low-cost delivery systems.

OVERVIEW OF DISTRICT OPERATIONS

The Deschutes Public Library District (DPLS) is an independent municipal corporation that incorporates all of Deschutes County, Oregon. This report addresses the period from July 1, 2006 to June 30, 2007. Deschutes Public Library is one of the larger public library programs in Oregon.

- The population of the Library District during the reporting period was 152,615
- Five branch libraries totaling over 85,300 square feet are open for 15,205 hours annually
- A bookmobile provides children's services to twenty locations
- Outreach services are provided to eighteen assisted living facilities, seventy-four homebound residents, and three correctional facilities
- Library users select from a collection of 384,771 items (books, CDs, videos, DVDs, etc.)
- Several key annual statistics convey the scale of library operations:
 - 65,827 The number of reference questions asked by library users
 - 79,085 The attendance at public library programs or presentations
 - 293,661 The number of items renewed on-line
 - 995,484 The number of library users that visited a library
 - 1,909,388 The number of items circulated

The District employs the equivalent of 85 full-time employees. In addition to providing the library services described above, staffing supports a wide-area computer network, facility and courier services, and accounting, human resources, and other administrative functions.

The operating budget for the 2007/2008 fiscal year is \$8,131,475.

EXECUTIVE SUMMARY:

A library study prepared in 2007 by a team of external library consultants describes the many accomplishments of the Deschutes Public Library, and identifies the challenges and opportunities inherent in serving a rapidly changing community in a period of technological innovation. The study affirms the axiom by the 17th century moralist Francois de la Rochefoucauld: “the only constant in life is change.”

This monitoring report incorporates conflicting messages to the Board.

- A snapshot of the quantity and quality of library services in context of District Results Policies in the 2006/2007 Fiscal Year is affirming. Deschutes Public Library rates highly when compared to similar sized programs regionally and nationally. A great deal has been accomplished over the past ten years. The library system is a dynamic innovator, redefining the role of the public library in the information age.
- Refocus to consider the rapidly changing demographics and you get a very different picture. Deschutes County is outgrowing library infrastructure. Success in achieving the vision of a public library system utilized consistently by a large percentage of the population will be limited by the size and location of library facilities. The quality of customer service has been compromised by overcrowding during peak periods.

With this in mind, this Executive Summary provides two assessments.

The Library District is achieving the Board’s Results Policies at a good to excellent level.

Measurements affirm that Deschutes Public Library is a popular program achieving the Board’s Results at the good to excellent level.

- Per capita visits are high in comparison with other public libraries, comparable even to public libraries such as Multnomah County Library that serve more densely populated urban areas.
- Per capita circulation is very healthy for a public library serving a combination of urban/rural areas. Library usage ranks in the top quartile of public libraries nationally, and at the median when compared to larger public libraries serving high density populations.
- The Library collection of books and AV titles is well maintained. The annual investment per capita would rank in the top quartile of public libraries nationally, though it is less than the top three library programs in Oregon.
- The level of adult programming is exemplary, both in the quantity and quality of library programs. Per capita attendance is near the top of public library programs.
- Reference stations throughout the District are staffed by either professional librarians or well trained library assistants that are supported by professional librarians. Staffing levels for reference stations compare favorably with similar sized public libraries in Oregon.
- The Youth Services program is one of the leading programs in the region. The number of librarians with expertise in youth services compares favorably with any program in the region. Deschutes is a leader in children’s and teen programming.
- Deschutes is a leader in technological innovation. The library’s automation system is state-of-the-art. The District has pioneered the use of podcasts, tagging, and downloadable audio books. The number and quality of online reference tools are the equivalent of the top public library programs in Oregon.
- Deschutes provides a modest level of outreach services to care facilities, correctional institutions, and homebound patrons.

The Library District is struggling to achieve the Board's Results Policies at an adequate level

Anecdotal information and measurements indicate that the population is outgrowing the Library District's infrastructure.

- The number of active library cards and the number of library visits have remained relatively constant over the last two years as the population has increased.
- Recent measurements indicate that the rate of increase in library circulation is slower than the rate of population increase.
- Overcrowding during peak periods is creating competition for public access computers, has increased the frequency of behavior problems, and has had a negative impact upon the ability of the branch libraries to provide a quiet space for study and reading.
- Expansion of the library collection conflicts with the need to provide additional seating.

Enhancing online library services while providing traditional library services will stretch resources.

- The District needs to move from boiler plate to custom web design to create vibrant, age-appropriate web pages.
- Social networking, local electronic content, and other emerging features need to be integrated into the website.

Conclusions

The Deschutes Public Library is a very good library program that is constantly improving. Staff members throughout the District have a strong commitment to a shared vision of library excellence. The benefits outlined in the Results Policies are being achieved at a high level, commensurate with the Board's priorities.

Usage statistics are not increasing as fast as the population. Library facilities are limiting the success of the library program.

- Overcrowding has begun to have a negative impact upon library service, which results in decreases in library visits and circulation.
- New population centers have developed that are not served by conveniently located branch libraries. Convenience is one of the primary factors that determine the percentage of the population that will routinely utilize public library service.

The public library mission has a missionary component. Libraries promote reading and literacy by, in part, promoting library usage. The formula for higher library usage rates would include: convenient locations; well-stocked collections; adequately sized facilities; and great customer service. Without these features, marketing will have limited effectiveness.

The Library District is well positioned to address these issues. Stable funding, strong Board leadership, and an innovative and committed staff accomplished wonders over the past ten years as the library developed to become one of the leading programs in Oregon. The program is well positioned to address even greater challenges over the next ten years.

Budget Priorities: Accomplishments & Challenges

The District Library Board adopted the following priorities to be addressed during this reporting period.

Maintain the quality of library services while meeting the rapidly increasing demand for services	
Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ The size of the collection increased by 11% ▪ Circulation increased by 9% ▪ Attendance at adult programming increased by 53% 	<ul style="list-style-type: none"> ▪ The population is outgrowing the existing library facilities. New population centers are developing, and high usage rates have resulted in competition for the finite resources. ▪ High demand for limited resources compounds the inherent conflict between several library roles: youth services; community center activities; and the library as a quiet place to read and study.

Enhance Online Services	
Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ The District introduced a number of enhancements to the online catalog and website, adding features such as RSS feeds, spell-check, patron ratings, and patron reviews. ▪ The District pioneered the use of “tagging” to provide online readers advisory services. ▪ Library users may subscribe to an online newsletter that recommends titles by genre. ▪ Additional online content is now available, including downloadable audio-books, Morningstar, and the Virtual Reference Library. ▪ Streaming video of Novel Idea programs is available. Podcasts of author readings were introduced. ▪ Several enhancements improved ease-of-use. Library users now can search online resources grouped by topic using a meta-search engine. ▪ All measurements of usage increased. 	<ul style="list-style-type: none"> ▪ Library users have increased expectations of online services. Moving away from the current boiler-plate to a more exciting and functional web design will require resources. ▪ Library staff will need to be highly competent with both traditional and emerging library services – continuing education will be critical to success. ▪ The amount of funding for collection development will be stretched to also fund electronic reference tools and downloadable content. ▪ Most online products are designed by large corporations – libraries have limited influence in the design of the user interface of an online product.

Extend services to growing population centers

Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ A comprehensive library planning process was initiated to identify current and projected gaps in services. ▪ An LSTA grant was secured to develop plans to serve the growing Latino population. ▪ Significant progress has been achieved in establishing relationships with the Latino community. ▪ Latino programming in Bend and Redmond have attracted hundreds of Latino residents. 	<ul style="list-style-type: none"> ▪ New and planned population centers are not all located within convenient proximity to an existing branch library. ▪ LSTA funding for the Latino outreach position will expire in March. ▪ Progress in developing a library presence in the Latino community will be jeopardized if Latino services are suspended when the grant expires.

Extend services to small, rural communities

Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ Books-by-mail software was successfully installed. The software enables card holders to submit online requests for items to be delivered by mail. ▪ The software will be tested in March 2008 to evaluate books-by-mail as a service delivery system to residents of low-density areas. 	<ul style="list-style-type: none"> ▪ Books-by-mail on a large scale would require significant resources. ▪ It costs significantly more “per person” to serve low-density populations.

Provide services to a larger percentage of students

Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ An interagency project team has developed plans to establish public library circulation/reference stations in all public schools in Deschutes County that agree to meet the minimum qualifications for the program. ▪ The number of schools will increase from three schools to ten schools over the next year. Additional schools will be added in subsequent years. ▪ The project team is currently submitting grant applications to fund the necessary capital improvements. 	<ul style="list-style-type: none"> ▪ Establishing circulation/reference stations in more than thirty schools over the next three years will present logistical and administrative challenges. ▪ Four municipal corporations are working together to integrate courier systems and policies. Resolving operational issues at the detail level with four larger partners is complex. ▪ While grant funding may be obtained to offset capital expenses, ongoing costs will need to be linked with funding mechanisms.

Support Regional Library Development

Accomplishments	Challenges
<ul style="list-style-type: none"> ▪ The Jefferson County Library District has successfully migrated to the Deschutes automation system. ▪ Card holders from either library now have access to the collections of both libraries. ▪ As anticipated, Deschutes Public Library is a net borrower (Deschutes patrons obtain about four times as many items from the Jefferson collection as the reverse). 	<ul style="list-style-type: none"> ▪ Jefferson library staff is becoming familiar with the system. ▪ Establishing wide-area network links to Madras is complex. ▪ Crook County Public Library may wish to join the resource sharing network.

RESULTS POLICY DISCUSSION

1. People of all ages acquire a love for reading and a desire for knowledge.

Overview

The subparagraphs of this policy address programming for adults, teens, children, and Latino residents. A new subparagraph was added by the Board to incorporate the concept of community forums into the policy.

Comparisons	Population served	Registered borrowers	Visits Per Capita	Total circulation per capita	Children's Attendance	Adult Attendance	Total Attendance	Attendance per 100
Corvallis-Benton County Public Library	84,125	46,586	9.7	17.66	20,921	6,222	27,143	32.27
Douglas County Library System	103,815	62,156	4.3	7.27	23,442	1,293	24,735	23.83
Beaverton City Library	116,923	71,209	5.7	15.63	27,566	4,003	31,569	27.00
Eugene Public Library	148,595	89,384	8.5	17.39	35,677	3,607	39,284	26.44
Salem Public Library	149,308	104,988	5.1	9.28	78,454	10,080	88,534	59.30
Deschutes Public Library System	152,615	50,134	6.5	12.51	71,188	7,997	79,185	51.19
Hillsboro Public Library	157,571	59,275	4.1	11.13	9,407	1,047	10,454	6.63
Jackson County Library Services	198,615	132,600	NA	5.54	23,092	9,540	32,632	16.43
Multnomah County Library	701,545	431,429	6.7	28.37	314,026	14,988	329,014	46.90

Trends:

- Circulation increased by 9% - per capita usage is at the median for the comparison libraries
- The number of active library cards (used in past year) remained flat while the population increased by 6% over the prior year
- Attendance at adult programs increased by 53% to 7,997 – one of the highest per capita programs in Oregon
- Attendance at youth service programs remained stable at 71,188 – one of the highest per capita programs in Oregon

Significant Changes

- A new series of adult programs was developed by the Bend Reference department
- Programs sponsored by the Community Relations Department now incorporate a discussion segment
- A series of community forums will be introduced in 2008

RESULTS POLICY

2. Residents obtain information on research and other topics using local and global resources.

Overview

The subparagraphs of this policy state that information will be provided to meet the needs of specific population segments: students; teens, and Latino residents. Information will be provided using well-designed online resources. Residents will be cognizant of the quality and types of services provided by the library program, with an emphasis placed upon students, parents, and school personnel.

Comparisons	Population served	Collection expend per capita	Book units	Audio units	Video units	Total licensed databases	Number of units per capita	Total units added
Corvallis-Benton County Public Library	84,125	\$ 9.72	313,629	24,633	20,668	60	4.29	40,361
Douglas County Library	103,815	\$ 2.34	250,745	12,420	17,098	33	2.82	21,534
Beaverton City Library	116,923	\$ 3.87	234,143	26,331	21,721	42	2.44	31,029
Eugene Public Library	148,595	\$ 7.09	365,966	40,519	41,418	49	3.04	62,779
Salem Public Library	149,308	\$ 3.18	514,458	23,779	12,934	45	4.17	52,702
Deschutes Public Library	152,615	\$ 5.57	329,707	25,362	23,020	44	2.52	57,908
Hillsboro Public Library	157,571	\$ 2.91	241,374	23,615	20,555	41	1.82	30,311
Jackson County Library	198,615	\$ 2.99	668,564	40,206	17,060	40	3.66	40,904
Multnomah County Library	701,545	\$ 8.46	1,375,624	151,592	105,646	125	2.71	290,558

Trends

- Circulation increased by 9% over the prior year.
- The percent of the population that has used a library card in the past year has not changed substantially.
- The size of the collection increased by 11% over the prior year.
- The number of reference or research questions increased by 5% over the prior year.
- The annual fill-rate survey indicates that 91% of library users successfully browse for an item of interest. A little over 60% of library users find a specific title, author, or subject “on the shelf.” Historical data is not available as this survey was redesigned this year.
- Attendance at library education programs was 3,892 during the reporting period. Historical data is not available as attendance in prior years was combined with attendance at other youth services programs.

Significant Changes

- Circulation is trending up again – likely reflecting the impact of increasing the collection development budget.
- Measurements of online services have shown substantial increases.

RESULTS POLICY

3. People of all ages, cultures, and backgrounds enjoy visiting the branch libraries, and consider each to be a comfortable, safe and welcoming place for people to meet and interact.

Overview

The subparagraphs of this policy place an emphasis upon the role of the Library as a community gathering place and cultural center. The policy also places an emphasis upon providing a quiet space for study and contemplation.

Comparisons	Population	Main Branch Open Hours	Total Open Hours	Total visits	Visits Per Capita	Total square feet of all facilities	Square ft Per capita
Corvallis-Benton Public Library	84,125	69	9,654	813,055	9.7	67,852	0.81
Douglas County Library	103,815	48	16,112	445,005	4.3	72,275	0.70
Beaverton City Library	116,923	58	2,703	670,675	5.7	67,000	0.57
Eugene Public Library	148,595	64	8,982	1,267,109	8.5	94,800	0.64
Salem Public Library	149,308	53	4,914	763,160	5.1	97,148	0.65
Deschutes Public Library	152,615	59	15,205	996,502	6.5	85,300	0.56
Hillsboro Public Library	157,571	54	5,143	644,515	4.1	53,000	0.34
Jackson County Library	198,615	46	18,426	n.c.	NA	175,940	0.89
Multnomah County Library	701,545	57	46,971	4,701,886	6.7	265,762	0.38

Trends

- Attendance remained high – attendance per capita has declined as a result of population growth.
- Facilities were not added while the population increased by 6%, resulting in a decline in square feet per capita.
- Branch managers report overcrowding during peak after-school usage periods.
- Demand for meeting space exceeds availability, particularly in the Bend Branch.

Significant Changes

- Adult programming increased by 53% over the prior year.
- A discussion component has been incorporated into most adult programs.
- Overcrowding has stressed library infrastructure during peak periods.

RESULTS POLICY

4. People who cannot easily access the physical library facilities or utilize traditional formats expeditiously obtain library services.

Overview

The subparagraphs of this policy identify the population segments that require specially designed library delivery systems: residents of care facilities; residents incarcerated in correctional facilities; residents with disabilities; and residents who reside more than 7.5 miles from a branch library.

Comparisons

The Oregon State Library does not collect data on outreach library services.

Trends

- The number of care facilities (18) served by this program has remained constant.
- The number of locations (46) served by the bookmobile has remained constant.
- The number of homebound clients has fluctuated between 74 and 80 in recent years.
- Services are provided at the following correctional institutions: Deschutes County Resource Center; J-Bar-J; J-Bar-J Lodge; and Deschutes County Jail.

Significant Changes

- The Library now provides a popular reading collection at the Deschutes County Jail.
- An unmediated (books selected online by patron) books-by-mail program will be tested in March, 2008.
- The ongoing Library Planning Process will recommend strategies to serve rural residents.

MEASUREMENTS

The following table lists measurements that are referenced in this monitoring report. Comparisons and the results of the annual fill-rate survey are integrated into the report narrative. Survey comments are attached as an appendix.

Measurement	FY 03-04	FY 04-05	FY 05-06	FY 06-07
Usage % Population with cards used in last 12 months: Adults	*	26%	26%	24%
Usage: % Population with cards used in last 12 months: Teens	*	31%	36%	44%
Usage: Visits per capita	6.76	7.39	6.87	6.5
Adult Programs Attendance	1,805	4,831	5,241	7,997
Reference: Logistical Support	77,884	82,360	104,953	125,315
Reference: Research & Ready Reference	59,285	65,929	62,607	65,827
Collection: Items added as % of collection	11.5%	11.4%	13.7%	17.2%
Collection: Items withdrawn as % of collection	16%	10.3%	9.4%	6.3%
Collection: Units Per Capita	2.91	2.45	2.42	2.52
Collection: Fill Rate: Author/Subject				60.5%
Collection: Fill Rate: Browse				91.2%
Collection: Fill Rate: Title				62.6%
Collection : Per Capita Circulation Rate	12.3	13.3	12.2	12.5
E-Services On-line Audiobook Circulation			311	3,626
E-Services In-Library Database Visits				20,206
E-Services External Database Visits			17,200	27,174
E-Services WEB Homepage Visits	128,656	178,351	207,014	261,922
E-Services Online Holds			232,731	239,908
E-Services Online Renewal of Loaned Material			280,759	293,661
Outreach: # Facilities Served	7	8	17	18
Outreach: Bookmobile: # locations served monthly	46	48	47	46
Outreach: Books-by-Mail and Homebound active clients	74	80	80	74
Youth Services: In-Library - Library Education – Adults - Attendance				175
Youth Services: External - Library Education – Adults - Attendance				614
Youth Services: In-Library - Library Education – Children - Attendance				2,651
Youth Services: External - Library Education – Children - Attendance				452
Youth Services: In-Library Children’s Programming: Attendance				30,054
Youth Services: External Children’s Programming: Attendance				23,851
Youth Services: In-Library - Library Education – Teens - Attendance				452
Youth Services: External - Library Education – Teens - Attendance				3,434
Youth Services: In-Library Teen Programming: Attendance				2,249
Youth Services: External Teen Programming: Attendance				7,256
Total Youth Services Programming Attendance	52,518	60,254	71,070	71,188
Marketing: Media (Cable Television)	15	21	37	28
Marketing: Media (Newspaper articles)	291	229	203	245
Marketing: Media (Newspaper calendar listings)	2,325	2,120	2,410	2,687
Marketing: Media (Radio Spots)	*	72	95	84

* Blank spaces indicated that historical measurements are not available.

APPENDIX: ANECDOTAL INFORMATION

Unedited Patron Comments

Library Survey

Bend

- It is a real community asset and the staff are extremely helpful.
- It's fantastic. We're here every week.
- "I want this library to not have a limit on how many dvd's or VHS you can have at one time. I was looking for some of the teen dvd's and there weren't many choices."
- Need more audio books and more choices
- This is an excellent. Great facility...
- "A great library"
- wonderful resource
- wide selection of books and programs
- "Really use this library very often"
- A well run, pleasant atmosphere in which to shop for pleasure or enlightenment. All libraries should be so friendly and helpful. I love coming here.
- Always a pleasure to see what's going on here
- APPRECIATE THE OPPORTUNITY
- Awesome, I usually find what I'm looking for. And the online catalog services are great. I like the improved system also. I don't understand the "bridges" stuff yet, but I'm sure that will make it even better. And the downtown building is beautiful and peaceful. The only thing I would like more of is the book sales!
- Best library ever!
- Currently having problems accessing the wireless internet. I just downloaded an update of Internet Explorer and sometimes I cannot access your home page because your site isn't certificated. It eventually works, sometimes taking over twenty minutes.
- Enjoy the book clubs and the monthly email suggestions for different interest areas. I especially appreciate being able to do most things online and being called when my books are available. My 87 year old mother gets books mailed to her which is great as she doesn't drive anymore or get around very easily, and needs things to help her pass the time. Thanks!
- Excellent facility. Could have more adult dvds.
- Excellent library, great staff. There is a shortage of new books, so I usually request books on hold via the internet
- "EXCELLENT SERVICE"
- "VERY COMPLETE LIST OF AUTHORS AND BOOKS"
- fun every time I visit
- "fun place"
- "Generally excellent, but it seems a waste of money to buy so many copies of one book. For example, Michael Crichton's novel "Next" showed more than a couple dozen copies! And something I requested couldn't be purchased in June because the budget was used up. And should you be competing with bookstores?" Also can you call the cops to enforce the no-smoking law in front of the Library? Thanks. Otherwise you're great, except for some pretty bad DVDs you buy."
- Good library system. Great service. Absolutely essential to civic life.
- GOOD PLACE TO STUDY. WOULD BE NICE IF MAGAZINES COULD BE TAKEN OUT OF THE LIBRARY.
- "good service"
- "Great Job. You are a main battle line to our Freedom! Keep up the Great work American!"
- great library system
- Great Place
- "great place for internet"
- great place!
- Great selection compared to a lot of libraries. But there are a lot of series that are split because there are only the second and third books at the library, and the first is nowhere in central Oregon to put on hold.
- I always enjoy coming to the library. The only problem is I find too many books and can't read them all at one time.
- I am glad to have such a big library, with such a large selection of materials. Thanks and keep up the good work!
- I am just enjoying renting out video tapes.
- I am pleased with the personal service given and the resources available. I have not had to wait for a terminal although usually 70% are being used
- I AM VERY HAPPY WITH THIS LIBRARY AND THE GREAT SELECTION OF BOOKS AVAILABLE
- I appreciate the internet availability. I wish there was more family comedy available on the video material section.
- I come here almost every day and the librarians are very helpful. And they always do their best to help you in looking for what you want. It makes me want to be a librarian

- I don't know what I would do without it!
- I enjoy the selection of books, films, and the ambiance.
- "I find that the library is a great place to conduct research, hang out, or just read a book. So I think that for a library that is under so much stress from so many people that it does a great job! Thanks"
- I have lived in a number of cities and states, and I have found the Bend library to be one of the most efficient and inviting. Excellent selection of book titles, DVDs, audio CDs, etc.
- I like 2 read here and hope that they don't close or change
- I LIKE coming here during the school year to do my homework and just look around. I like the feeling of safety and coziness. Just great!
- I love coming here; it's a great library with a wonderful staff
- "I love it! Most of the staff is really friendly and helpful.
- Ruth Ann Sparks is one sharp reference librarian."
- I love it!!
- "I love it"
- I love our library, and use it all the time. The staff is wonderful and helpful. I love being able to reserve books on line.
- I LOVE THE LIBRARY!
- I love the library!
- "I love the reservation system! I wish CD checkout was 1 week instead of 3."
- My family and I use this library extensively!!"
- I love this Library! I bring my son to story time at least once a week. We are here 3-4 times a week and the staff is awesome. The computers in the kid's room are really cool too. Thanks!
- I love this library!!!!
- I love this library. It is THE most efficient library I have ever been in. I love being able to check myself out when I am finished. I like everything about it.
- I love this library. Only suggestion is to get more of the dvds in storage out on the shelves.
- "I love this place. It is my favorite home away from home."
- I love using the library online. How it keeps my reading history. I just started using library2go. Great! Bend's library is just wonderful!
- I really appreciate how simple it is to check things out from the library--it saves a lot of time and money.
- I really enjoy the environment of this library, compared to other ones in bigger cities.
- I really enjoy the library. I often go online to reserve books. This process is smooth and effective. Nice work.
- I really enjoy this library. It is a wonderful space and the resources are adequate for my needs.
- I think DPLS does an excellent job with collections/services.
- I think that this library is great in the summer because I can't go to the school library. But I think that it should get sequels in the teen comic area.
- I wish they wouldn't keep changing the teen section.
- I would like to have more movies to watch.
- I love the library system! Great hours! I use the web-site often as well as browsing the stacks and it is easy to use and very helpful. Thank you for such a progressive library system.
- I'm grateful that we have this wonderful library. As I was walking down the stairs to check out my books I thought of all this good reading - education, recreation and inspiration - and no charge. (It does seem that so much in our world involves money, but the best things are free - sunshine, air, family, mountains,..., if we take care of them.) Blessings.
- I'm here for the children's book.
- I'm really glad that we have a library system here.
- Internet is nice to use at library - if longer it would be better
- It is pretty noisy. I thought the library was supposed to be a quiet place. I see young people grabbing 10 dvd's at a time. I thought you can only check out 4 per card.
- I feel a lot of people treat the library as a mall where they can let their children cry aloud and run up and down the isles."
- It is wonderful
- It was very entertaining
- "It would be helpful to have library drop off points in other parts of Bend so that drop offs can be made without a trip to the congestion of downtown. I believe other communities have this service. (I live near MT. View H.S. for example) Also, the library system should invest in the entire line of Beatle CD's. You have some but are in bad shape.
- In my opinion this is an excellent facility with great staff. Keep up the good work!"
- its a cool place to hang out
- It's a fabulous library. The staff always knows what they're doing and the selection is awesome. I wish the glass doors in front weren't so squeaky, though. :)
- It's a great library
- "It's great and everyone is very helpful. I feel lucky that it is so nice. Thank You"

- It's great and I use it so often. I've always thought it would be a good idea to have a place where you could drive through in your car to "drop" back the books you're returning. You wouldn't even have to get out of your car and it would save the few parking places you have.
- It's great!
- Keep up the fabulous work!
- KEEP UP THE GOOD WORK, MORE TITLES IF YOU CAN
- Love it! We came from L.A. and there's nothing like the Bend library there for our 2 kids and adult resources! Keep up the great job! Very pleased with all the experiences we've had here! Kudos!!
- Love it!!!!!!
- Love this library. The parking is convenient and since we are currently camp hosts at Tumalo Park and we are from SD we love coming here to check our email. Everyone is so nice and helpful.
- Always find it friendly and help when needed
- "more books"
- more dvd's and video cassettes would be better
- more manga - more interesting books to read. I like the people that work here. They are nice. They help you really well. You can find anything you are looking for.
- My children love to come to the library to look at the wide range of books. Today was great because we filled out the first 3-hr summer reading program and each child walked away with a book of her own.
- need a drive up book return
- no
- no
- no comments - everything is good
- None
- Reviewing The Ladies Auxiliary
- THANK YOU
- thank you for being here
- "Thank you very much."
- The contents are somewhat limited and appear to cater more towards a younger, less literate audience. Although the facilities in terms of technology, organization and structural maintenance are state-of-the-art, the constraints placed on research by the holdings' sparse subject matters and low informational density are frustrating. If I could see a change in the library, that would be for its topics and available informational resources to expand.
- the library is a good place for a book an research
- "The library does a pretty good job of filling requests and having a good supply of new fiction and non fiction in a variety of interests."
- I wish we had more budget for expanded hours and additional technical resources,(i.e. online svc manuals for auto repair).
- "Keep up the good work."
- The library has a good selection of audio and video films
- The library is clean and professional.
- The library is good as it is now!
- The library is very helpful with providing internet for one hour everyday... It helps me to keep track of all my business online everyday.
- the library needs to make sure all ringers are off cell phones please
- The research department has been so helpful with my research for my Living History job at the High Desert Museum. I have had multiple questions I have needed to be answered and they have never failed me, with the aid of the inter-library sources. I also enjoy fiction in print and on cassette--we have a wonderful selection! It is the best service from my tax dollars!!!
- The response to items that are requested for loan or purchase has had a high rate of success. Very happy with this service.
- the service is awesome, friendly, helpful, informed
- The staff is very helpful, and kind
- "The staff seems really busy. You should hire some more people to help out.
- "Beautiful building."
- This is a great place. People are really friendly and super helpful. You guys are awesome!!
- This is a nice library, I like coming here.
- This is the best library in the country and the people here are always making a real effort to help and assist.
- to get juxtapoz art magazine
- use it all the time
- Use mostly for videos, occasionally books and CDs. Outstanding work on your video collection. Thank you.
- very efficient and helpful, am always able to find what I need or get the assistance to find it
- Very friendly and helpful service. Yearly toy train event is a blast, too!
- Very good.

- Very good-easy to locate material
- Very organized and clean
- Very positive impression
- We find almost everything we need in the library and we love to come here.
- We love it.
- We love the Library!!!
- We love this library!! The only thing we would change is having it open a bit earlier.
- Well I love the library in every way, I can find all the books I want and I'm able to check my e-mail inboxes, it's so awesome!
- wonderful experience dealing with the library
- Wonderful library system. I would like to have the ability to view recent acquisitions to the library online. Sno-Isle Regional Library has this feature which patrons eagerly check every month when it is updated.
- yea! Internet

LaPine

- good job
- a great place to visit--the people here are wonderful and helpful
- a great place to go
- ABSOLUTELY WONDERFUL RESOURCE AND THE EMPLOYEES ARE VERY HELPFUL!!
- "awesome place - we love it - new material all the time. Keep it up"
- Awesome library and services!!
- Constance Marie was very helpful to us. Without her it would have took us much longer to locate what were after.
- Everything is very convenient for me. Thank you
- friendly staff, pleasant place to browse and read
- Fun place to hang with family and friends after school!
- Glad to hear you have wireless internet now. Thanks for putting that in!
- Good computers, I've heard that there are laptops on the way for the teens
- good value
- great job by the people here
- "Great operation!"
- I always get help when I need it
- I appreciate all the help I receive when I come to the library. I can always find something to interest me.
- "I like the touch screen system to check out items."
- The staff here is always pleasant and helpful.
- I love it!
- I love it!
- I love our library--the hours of operation area great, the employees and/or volunteers are friendly and helpful. More books would be nice, but I have used the system-wide ordering. I also love the website.
- I LOVE THE BOOKS.
- L love the library
- I love the staff at the La Pine Library
- I think that there should be more books about the Pirates of the Caribbean movies.
- I THINK THE LIBRARY IS A GREAT PLACE And the help!!!!
- I think we could use a few more computers here, there often is quite a wait in the afternoon with the teen users... speaking of the teen/children use in the library, when school gets out the library is overrun with children and it really is not an adult-friendly environment... not a lot of supervision for the children and no computers available for adults
- "I was just driving by and saw the library for the first time and was interested in seeing what was available for young children."
- "Thank you"
- I would like to see more audio books by Nora Roberts
- It is awesome and close
- It is nice and quiet
- It is really a fun place to hang out and play and cool books
- It's a cool place but there is a lot of bullies that pick on me and other little kids!!!!!!!!!!!!!!!!!!!!!! But besides that this is a cool place!!
- It's a wonderful source of everything.
- Its excellence service
- Its kind of fun and very easy to use, I really enjoy coming here.
- "It's slow moving"
- "It's sweet and hanging out here is awesome"

- La Pine has a friendly environment with knowledgeable, VERSITILE and friendly staff.
- Love It!
- Love it!
- Love the helpful librarians.
- Love the ILL system that enables me to check out things the D.P.L.S. does not have and the free access to the Internet.
- love the place
- no
- no
- one of my favorite places to be
- Thank you for all your help.
- Thanks for everything you do
- Thanks!
- The LaPine library does a great job! Sandy Irwin and Sylvia are especially friendly and helpful.
- The staff are incredibly helpful, cheerful and you know that they love their jobs
- The staff was very helpful.
- This is an awesome library. The staff is extremely friendly and helpful. I love this library.
- "This is my favorite of all the Deschutes County Libraries. I read in the area of 6-10 books every couple of weeks. The staff is friendly, and I can request anything they don't have.
- My husband is disabled and in poor health, but he still reads. It's great that he can request what he needs from home.
- What ever you're doing, don't change it! "
- This is the best library I have ever attended
- This library is awesome and clean and organized and sweet and yeah!!!!
- very good info
- very courteous
- very fun
- VERY GOOD TOP NOTCH
- "Very good service. Thank"
- very helpful personnel
- very nice volunteers - very helpful
- wanted new rule book - library is fantastic
- When submitted an item for submit, the box is very tiny and it would be much better if it was somewhat larger or bigger. Thanks.
- Would like more books on genealogy of different states in u.s. and ancestry.com added on internet programs
- Yes!!!! What a beautiful library we have here in La Pine. Unfortunately, when there are large numbers of students out of school, the library atmosphere no longer exists and librarians do not seem to enforce that this is a LIBRARY, not a club or place to play. It would be so nice to come in the afternoon and enjoy some quiet and relaxation while reading, (isn't that why we have a library?) But the kids spoil it. It seems that La Pine Library is now a big kid day care.
- you could get more books on how to skate board
- you need more country music
- you need more western sic-fi film and books
- you really need to get books that are in English

Redmond

- I think the library is extremely well run and a pleasure to visit.
- A great library system!
- all excellent
- All the staff has always been very helpful!
- Always full of fun. Thanks.
- Always good service, always enjoy my time here. Thanks.
- Best library selection and service anywhere!
- clean, quiet, generally friendly
- Everyone at this library is always very kind! Great place!
- excellent catalog , keep the good job guys
- Excellent service
- "Favorite part: new book, fiction
- Will you be getting a hardcopy of "The 6th Target?"
- Like how you're always adding new technology, like this survey."
- "Frequent user....
- "Wish the Terrebonne drop off/pick up was still in service"

- get better books
- good library very organized
- "Great library system!
- "First rate!!!"
- Great little library. I like the friendly service and assistance if needed. Some key books of good authors are not available, e.g. "Raney"; Clyde Edgerton. I am sure the size of your library dictates the choice of volumes to retain on the shelves for checkout.
- I always find something interesting
- I always find something that I want...thanks
- I appreciate the library very much. I use it a lot. I always find something of interest.
- "I enjoy the ability to find everything I am looking for. I have been a member for a long time. You rock.
- I like the books, the puzzles, the pirate and Curious George books, and the clubhouse. I like all the places to sit, and I like that I got my first library card.
- I like the books.
- I like the library because when a new movie comes out you get it for a week and it's free.
- I love our Redmond Library. I always leave with something entertaining or interesting to read, view or listen to. Or a new craft idea for making my home more comfortable for my family. Thank you.
- I love the library but get frustrated with the lag time when putting a new book on hold 134 out of 217 type of thing
- I love the library! I use both the Bend and Redmond branches weekly. Both are well-stocked, maintained, and are pleasant to visit.
- I love the Redmond library more than Bend. It seems to have a better selection of what I want and I always find what I am looking for. I use it as a resource to home school a teenager.
- I love the library
- i love this place!
- I LOVE this library. Everyone is so helpful here.
- I love your kids and teen programs. I do wish you would make the loan time 30 days instead of 2 weeks, though I just consider my late fee a donation to the library.
- I really appreciate the library.
- I really feel comfortable here. People are respectful, with the exception of some who do not turn their cell phones off in the computer area. Library employees are most helpful and friendly. I like your selection of vcr and dvd materials. I come almost every day. I am also taking the OSU computer workshops. Todd does a very good job. I would like to work here part time. I am a retired educator who is a bit under-challenged. I'll keep my ears open. Thanks.
- "I think all the computers should have head phones, not just one. And I think people will like it a lot better, say...if someone needed to know some information, and that info was only on a video, and they either forgot, or don't own any head phones, they will use the one on the computer."
- I think that the library is doing wonderful job
- I very much appreciate the online services the library provides and access to the whole county collection. I wish the library would retain more older books.
- "I would like to have items that are to be picked up not on the shelf so that anyone has access to them. I prefer the privacy." Also, I would like for there to be an age restriction on movies that are rated R. My son, a teenager, is able to check-out rated R movies. I do not feel that is appropriate.
- Thank you for the inquiry."
- I'd like to be able to find more new books!
- Increase the number of books on cd, or shift inventory between sites.
- It has a lot of books, but it is kind of hard to locate them, the nonfiction section needs to be labeled, along with other sections...you know, for those not-so-savvy readers who have no library experience!
- It is very nice inside and out. The books here are great.
- It is well organized
- It need to get the HYDE CD &"Faith"
- It provides me with a great source of entertainment!
- It was easy and fast.
- It's a fun place to come and relax.
- It's a good place!
- "It's a great place to hang out and it is well organized, I greatly enjoy my visits"
- "It's quiet....
- a little difficult to find things"
- Love it!!!
- Love it, great job.
- Much larger than I thought it would be for Redmond's size.
- n/a

- "nice library"
- Nice to see different types of material to check out, always good selection of new books (fiction and non), like to see what activities the library has available such as Cafe Libri etc. I use the library a lot.
- no
- "nope"
- Staff is always very helpful
- Thank you, Linda, for always being so helpful and to the children's librarian too. Thanks to the reference librarians for answering a young child's reference questions too----and for taking the questions seriously and not "putting down". We come to the library once or twice each week and always find interesting books which are hard to let go of and to return at times!
- The lady that works in information is really mean to everybody. Service from her is horrible.
- The library brings so much pleasure to the community. I do think however there should be more computers.
- The Library is a great place to visit and learn. Your Information Librarian "Leslie" is very helpful in explaining library books and is great at teaching the "Understanding and using the Catalog." She deserves a raise!!!! Thank you for all the Librarians and Special Helpers who put the books away and put them on hold. Thank you again.
- The library is great. I enjoy audio books on CD. I am always eager to see new ones come in
- The Library is one of my favorite places to be. If I stayed longer than we do, I would be bogged down by loads of books!
- The library is wonderful. The phone renewal system is hard to use and a step backwards in time from the previous phone renewal system the library had (which was wonderfully user friendly).
- The resources here for children are endless and I really appreciate that. It is a great, safe place for our children to come and enjoy a side of life that can often be overlooked in today's busy lifestyle. Thank you
- "There REALLY needs to be at least 2 hours on the computers!!!! 1 hour is not enough time to do ANYTHING!!!! Bills, homework, ANYTHING!!!! It SUCKS!!!!!! 2 hours would be good.
- "+Slate+"
- This is an absolutely beautiful library! Very bright and opened. It is very people friendly. Nice arrangement of sections or areas. Easy to find our way around. Very attractive.
- This library is great. They have lots of great titles!
- This library is the greatest! Everyone is so polite and helpful. We love coming here. Sometimes when we have time between meetings or activities we just come and hang out and read magazines.
- very nice library
- Very well run and efficient. Great staff!
- we enjoy our library time
- We love the Redmond Library. Our daughter comes every week to the Teen Territory, and I (her mom) read multiple books each month. Thanks so much for your contributions to our community here in Redmond.
- "We use the library a lot and enjoy spending time here looking around and finding things of interest. "Thank you"
- yeah u need more music and computers
- "yes"
- I am always pleased in how everyone is always so helpful... they make me feel comfortable in coming here... I really enjoy my library time I spend here...Darlene"
- Yes, I want to know why the isle marked new books has so many old books in it?
- Yes, your librarian in the back is loud and abrupt and negative. Made this experience one I will remember. Also, I ended up not being able to print at all.
- you are the best place to be when you are mad or sad you are the best and your people rock so you need more people in the library you are the best.
- you have a rather good new book selection.
- you are the place to go when people are mad so you rock

Sisters

- A beautiful library plus I can always get a computer without a wait so I can check my email when I'm in town.
- A nice lady helped me find what I needed on the computer.
- a wonderful place to be in. I do wish I could find more recent audio cassettes for trips I take. I haven't seen recent novel cassettes on the shelves in a long time.
- A Wonderful Service and enjoy the later hours of operation.
- All of the people are very helpful, and I appreciate being able to use the internet and have access to newspapers, as well as books and music.
- Always a pleasure. I always find something that interests me.
- An excellent source of literary and audio materials. Outstanding staff - always (underlined) helpful and knowledgeable.
- Awesome! Our community is very lucky. Thanks
- Beautiful building, nice helpful staff.

fi for online school work as well. It seems a bit slow compared to other services in town. All in all, I am quite impressed with the library, considering it is in such a small town! Thanks!

- Nice atmosphere. I really like being able to obtain titles from all over the county by requesting titles and having them placed on hold for me. Helps a lot with my time etc. It's also really nice to be able to browse titles etc from home and do that over the web. When I have the time I will come in to the library and browse... I've found books that way.
- Nice Facility!!
- Nice library! Attractive and inviting.
- nice place
- no
- no
- not very good hide-away study spots
- Please have a "family" library card so that I can pick up my husband's requested books (and he can do the same for me).
- Sisters has a wonderful environment and competent, helpful and friendly staff. The library system here is excellent. I appreciate and am very grateful for all that make it possible Thank you
- Terrific
- terrific all way round
- thank you
- Thank you for the welcome and gracious, generous information.
- The Best in the West!
- The library has very good service all the people are nice and they treat other people well.
- THE LIBRARY IS A FABULOUS PLACE TO READ AND ENJOY QUIET
- The library is a great resource. Keep up the great work!
- The library is a special place. We like it a lot. It is fun. Sometimes it is hard to know what to get. Bring in more books, especially horse ones and historical biographies for kids.
- The library is very nice and I just got a card a few days ago. We have a vacation home here and I plan to come in every visit.
- The library works like a charm. What ever you have you have planned, remember, "If it ain't broke, don't fix it."
- The selection for audio books was very good today. I had a hard time deciding which tapes to check out. especially since the tapes I really wanted came in on hold
- The staff has excellent service.
- The staff is extremely knowledgeable, helpful, and friendly.
- The staff was very helpful!
- this is a great library and a great staff
- This is a great library! I can't wait for the children's programs to begin.
- This is an excellent local library, and the service is outstanding.
- This is my favorite place in town.
- very nice ,helpful and kind
- very nice atmosphere
- Very pleasant, beautiful building, very helpful librarians.
- "very quiet and compatible"
- Way Cool!
- We are very fortunate to have this beautiful library and we love both Bend and Sisters branches. We like being able to browse from home and put items on hold and pick-up at any branch. We also really love the children's areas and programs.
- We love coming to the library and always find worthwhile things to be doing all the time! It is a real center of my homeschooling as well.
- We love coming to the library at least once per week!
- We love it. Sisters library is the place to be. All are helpful, friendly and make the experience great.
- "We love the library. The kids always find books they love, books on CD, DVDs, etc. I've tried holds and have been pleased w/ how easy it is to get the books I'd like. Thanks!"
- We love the new facility. We find that the staff is quite helpful and friendly. We have been able to checkout or reserve most of the things that we need. A comment from my two teenagers is that "It seems to take quite a long time for the library to get new books." Also, I would like to see a larger variety of DVD's - especially the new release DVD's. It seems that Bend has most of the new releases, but they seem to take quite a while to get to the Sisters library.
- What a great staff, what a great online system, what a fine selection of material. I'm very impressed.
- wonderful
- Wonderful library. Thanks so much.
- wonderful service--everyone very helpful
- You have a great library for adults as well as for children
- your efforts are much appreciated, and I especially like the online access from my home computer to request items and pick them up later. Thanks

Sunriver

- very friendly staff
- all good
- Considering the size and location of this library I feel that it is very well appointed with a wonderful collection.
- Everyone is so helpful and friendly. We enjoy visiting often!!
- excellent
- GREAT LITTLE LIBRARY. I COME HERE A LOT AND HAVE NO COMPLAINTS. THANKS.
- I love going to the library. I get at least 4 to 6 books at a time!!
- I LOVE IT
- I love the library!!!!
- I LOVE THIS (THE SUNRIVER) LIBRARY, THE BEST ONE I HAVE BEEN TOO, AND A LOT OF SELECTION. I COME ONCE A WEEK AT LEAST.
- I Love to read !!!!!:):):)
- I loved the magician today!
- I really like this library. The staff is very friendly and helpful.
- I think it is a lovely library. I really like the small rural libraries the best. I'm from outside Seattle, and I love my small library. Well done. I love it.
- It is totally awesome!
- It is very nice and very comfortable. Very Friendly!!!! :)
- It was so great and convenient to check our email. Thanks
- its nice and quiet
- ITS NICE TO HAVE PROGRAMS FOR THE CHILDREN
- Library very well maintained, clean. Should enforce food and beverage rules better.
- lots of fun
- love it
- Love our library! Very good selection of books and audio/video materials for a "small town" library. People who work here at Sunriver are all extremely helpful and pleasant.
- Love the help and support the library offers, Thanks!
- love this library and the services it provides
- my whole family loves the library my kids have always came to one
- Please post a sign asking patrons not to use cell phones while in the library!
- Reading is cool and fun.
- SUNRIVER IS THE BEST LIBRARY YOU HAVE!!!! :):)
- SUNRIVER LIBRARY IS ALWAYS WARM, CHEERFUL AND VERY HELPFUL...PATIENCE IS THE LIBRARIAN'S MIDDLE NAME!
- Sunriver staff are excellent. They know my name; always say hello. Keep up the good work.
- teen program rocks
- The computers were very efficient. It had just the things I was looking for.
- THE MACHINE WHICH SCANS OUR CARDS FOR CHECKOUT OFTEN HAS ISSUES WITH READING THE NUMBERS/COMPLETING A SCAN
- The programs are really fun. I can always find something to read.
- The staff and services are great.
- The staff are wonderful and very helpful
- The Sunriver Library is wonderful. The staff is always available for assistance. They are very friendly for the visiting tourists.
- This is a great library! I just wish you had more audio books--I've heard almost all of them.
- This library is adequate for the size of the community. Librarians are helpful and have been able to locate items for me from other library sites. Good vibes from all.
- Umm. New computer chairs would be nice =]. but also the library is a very cool place to hang out and go online at... =]]] this place rocks!!!!
- VERY FINE LIBRARY
- Very helpful and courteous staff
- Very nice library
- Very nice Place
- VERY NICE.
- "Vey helpful and efficient service"
- WE LOVE OUR LOCAL LIBRARY! THE STAFF IS ALWAYS HELPFUL.
- We love the Sunriver library

- WONDERFUL PLACE
- Wonderful service and questions were answered. Fast internet access.
- You do a very good job. Love this place.
- You guys have excellent service and u help when needed... Thank You
- Your staff is always patient and helpful. Thank you!