

You are the best place to be when you are mad or sad you are the best and your people rock . . ."

Patron comment from 2008 library survey

I enjoy reading the hundreds of comments we receive annually when we conduct our library usage study. The observations read in sequence constitute a stream-of-conscious review of the library program.

Most are enthusiastic compliments, but we also receive a number of very specific suggestions. "It would be awesome if we can get multiple copies of Heavy Metal CDs, such as Rob Zombie, Pantera and other 70s and 80s songs."

We also receive comments from a more traditional perspective. "I cannot live without my books, as Thomas Jefferson would say; and to that, I add, I cannot live without my library."

Younger library users weigh in with their own interests. "I think your children's section should have many rats books."

Some of the comments convey the significance of specific library services. "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."

One patron embraced the underlying values that guide our commitment to customer service. "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."

From rats to heavy metal to poetry and philosophy, the diverse interests of our community all surface in the annual survey. I encourage you to take the time to read patron comments included as appendix in the 2008 Results Monitoring Report that is posted on our website at the following address:

<http://www.dpls.lib.or.us/Files/03%202008%20RESULTS%20MONITORING%20REPORT.pdf>

It's riveting reading!

Michael Gaston
Library Director

The Deschutes Public Library

Bend Public Library
601 NW Wall Street
Bend, Oregon 97701
617-7040

Outreach Services
507 NW Wall Street
Bend, Oregon 97701
312-1035

La Pine Public Library
16425 1st Street
La Pine, Oregon 97739
312-1090

Redmond Public Library
827 SW Deschutes Avenue
Redmond, Oregon 97756
312-1050

Sisters Public Library
110 N Cedar Street
Sisters, Oregon 97759
312-1070

Sunriver Area Public Library
56855 Venture Lane
Sunriver, Oregon 97707
312-1080

