

Prestigious Ole Award Honors “Quiet Guide”

Marian Thomas, the Library’s Human Resources Manager, was recognized by the Oregon Library Association with the esteemed *Ole Award* on April 1, 2009. The *Ole Award* is given to a staff person within Oregon Libraries who has demonstrated outstanding leadership and initiated positive, forward change for the betterment of a Library organization. Ms. Thomas received the award for her 11 years of service to the Deschutes Public Library. She initiated the Accountability Model for the Library which has made a positive impact on how staff relate to one another and to customers. Ms. Thomas also crafted a comprehensive customer service plan that is being incorporated at every level of the organization and has set a new level of commitment for the Library to its customers.



“Marian leads by example every day with an abundance of grace, humor, and a solid commitment to excellence,” said Library Director Todd Dunkelberg. “She quietly guides the Deschutes Public Library staff towards greatness through her abundant energy and passion for supreme customer service, accountability, and consistent recognition of others for their contributions.”

Dunkelberg believes this award is extremely important to recognize how critical the inner workings of an organization are to make successful impacts on the internal and external customers. “What Marian understands is that the staff is the key that unlocks the door for the public that we serve,” Dunkelberg said. “She works behind the scenes to develop a highly functioning team to better serve our communities. Her work makes a difference every single day with every single customer.”

Marian has been in Human Resources management for the past 25 years. She is certified as a Human Resources Professional (PHR) and has gained experience and knowledge working as a human resources manager for Amfac Hotels and for St. Catherine Hospital. HR assignments have included stints in California, Albuquerque, the Grand Canyon, Hawaii, and the Midwest. She has a degree in Organizational Development from the University of San Francisco and a teaching credential from the University of Notre Dame.

In addition to working in human resources, she has taught at the College of San Mateo and the County of San Mateo with a focus on teaching business skill development clusters for women and people with English as a second language.

Marian is passionate about accountability, performance management, measurements, customer service, and recognizing others’ contributions. She is especially dedicated to results and relationships and likes to frame new beginnings from appreciative inquiry.

Helping Hands

Our life circumstances are changing from day to day. How can you contribute to your community? Why volunteering, of course! From shelving books to assisting our customers with computers, the Deschutes Public Library provides a wide array of volunteer opportunities. The libraries’ usage is growing every day, and our volunteers are essential to our success. Plus, we can provide a great reference for you when you are applying for a new job.

While we lend you a book and other items, you can lend a helping hand at your local library. Contact your local volunteer coordinator today!

Bend – Judy England,
617-7088

La Pine – Cindylu Tucker,
312-1097

Outreach Services – Joan
Smith Anable, 312-1038

Redmond – Lesli Warner,
312-1053

Sisters – Charlotte Nitcher,
312-1075

Sunriver – Diana Popp,
312-1087