



City of Appleton

225 N. Oneida Street
Appleton WI, 54911

Meeting Agenda - Final Library Board

Wednesday, December 13, 2017

4:30 PM

225 N. Oneida Street

PLANNING COMMITTEE MEETING

1. Call meeting to order
2. Roll call of membership
3. **Action Items**
 - A. [17-1914](#) 2018 Appleton Public Library Objectives

Attachments: [2018 Appleton Public Library Objectives.pdf](#)

4. Adjournment

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.

2018 Appleton Public Library Objectives

DRAFT – 7/25/17

Hub of Learning and Literacy

Increase satisfaction with library online services from 82% somewhat satisfied in 2017 to 90% by 2021.

Increase satisfaction with customer service from 92% somewhat satisfied or higher in 2017 to 95% in 2021 on the biennial patron survey.

Collaborative Environment

Increase satisfaction of public meeting room users on biennial patron survey from 53% somewhat satisfied or higher in 2017 to 65% in 2021.

The Future: Children and Teens

Maintain satisfaction with children's programs on the biennial patron survey at 95% or higher while increasing those who rate the programs at excellent or very good.

Increase satisfaction with teen programs back up to the 99% rate of good or higher that it was at in 2015 by 2021.

Creation and Innovation

Increase satisfaction rates on the biennial patron survey with library technology offerings, including online services, public computers and the library website from 72% somewhat satisfied or higher in 2017 to 80% in 2021.

Engaged and Sustainable Organization

Increase satisfaction rate on the biennial patron survey with safety at the library from 69% somewhat satisfied in 2017 to 80% in 2021.

Enriched Entertainment

Increase satisfaction with library materials from 90% somewhat satisfied in 2017 to 95% by 2021.

Specialized Services and Programs

Maintain satisfaction on biennial patron survey at 98% for satisfaction with adult programs at good or higher.