

2018 Appleton Public Library Objectives

Hub of Learning and Literacy

Increase satisfaction with library online services from 82% somewhat satisfied or higher in 2017 to 90% by 2021 on the biennial patron survey.

Increase satisfaction with customer service from 92% somewhat satisfied or higher in 2017 to 95% by 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% by 2021.

The Future: Children and Teens

Maintain satisfaction with children's programs on the biennial patron survey at 2017 level of 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 had been the standard for previous years 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% by 2021.

Engaged and Sustainable Organization

Increase safety satisfaction rate on the biennial patron survey from 69% somewhat satisfied or higher in 2017 to 80% by 2021.

Enriched Entertainment

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

Specialized Services and Programs

For adult programs, maintain satisfaction at 2017 level of 98% of good or higher on the biennial patron survey by 2021.

Amended 12/13/17