

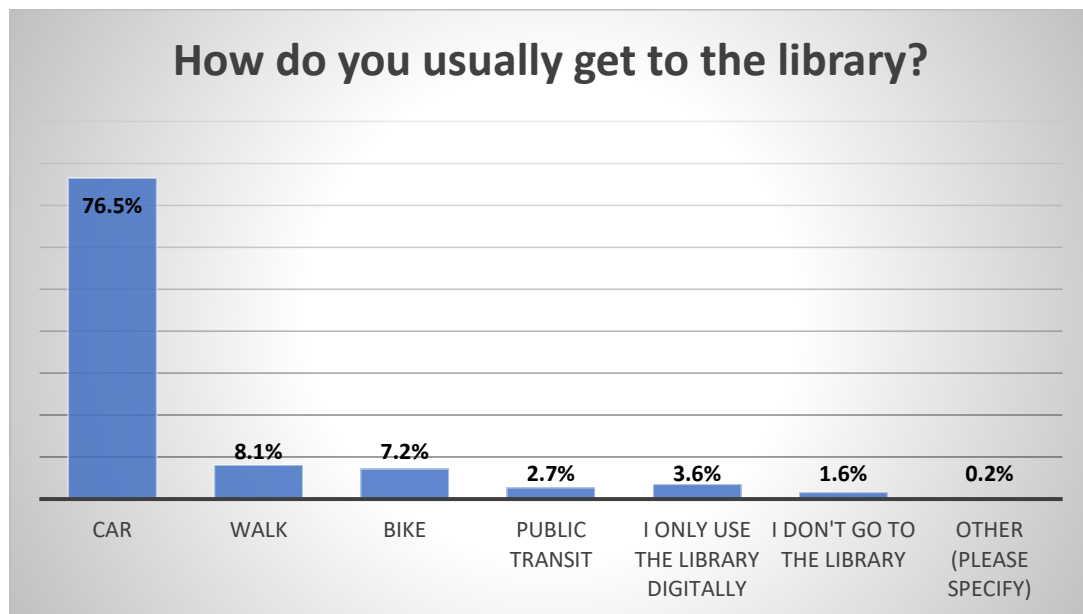
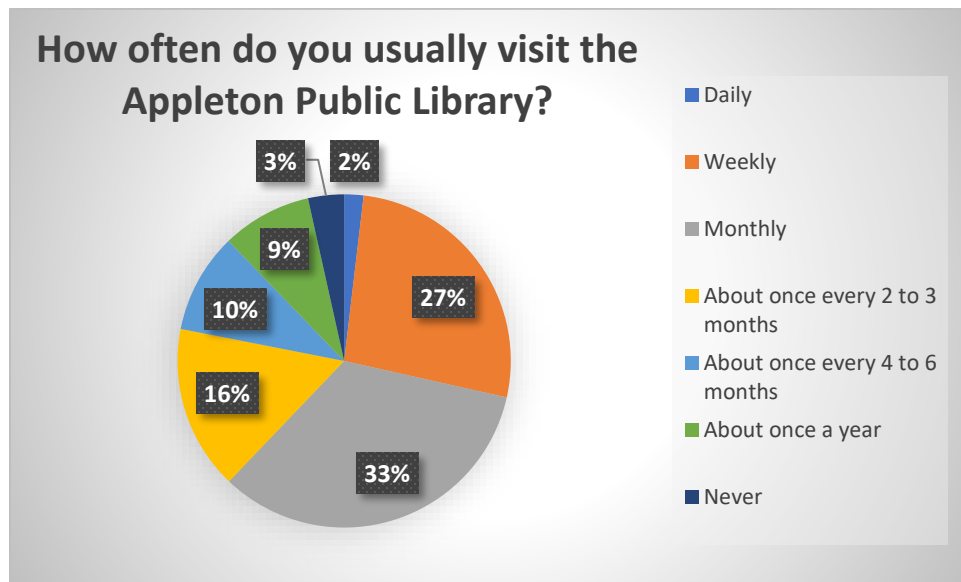
Appleton Public Library 2019 Public Survey

A survey was conducted in the month of February 2019 to measure patron satisfaction.

A nine-question survey was generated and made available online. A total of 805 responses were collected.

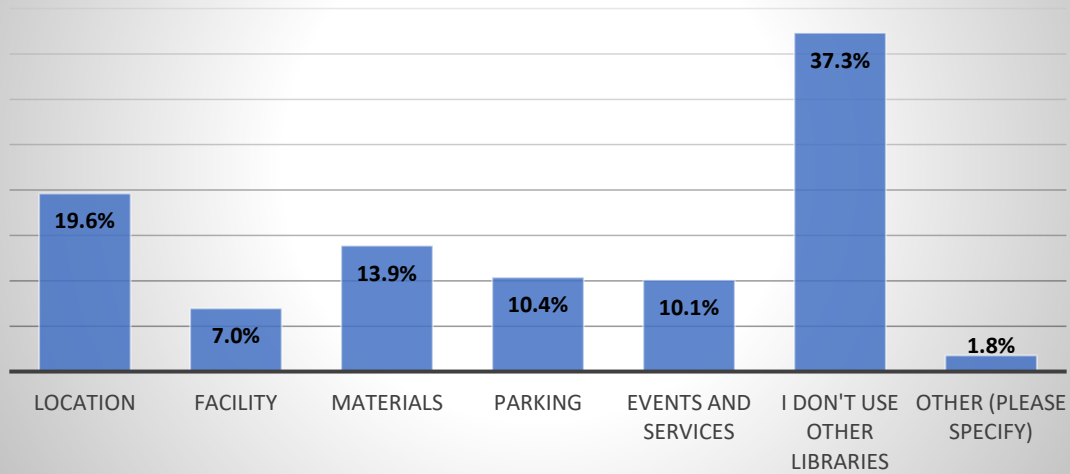
The findings are as follow:

94% of respondents have an InfoSoup library card.



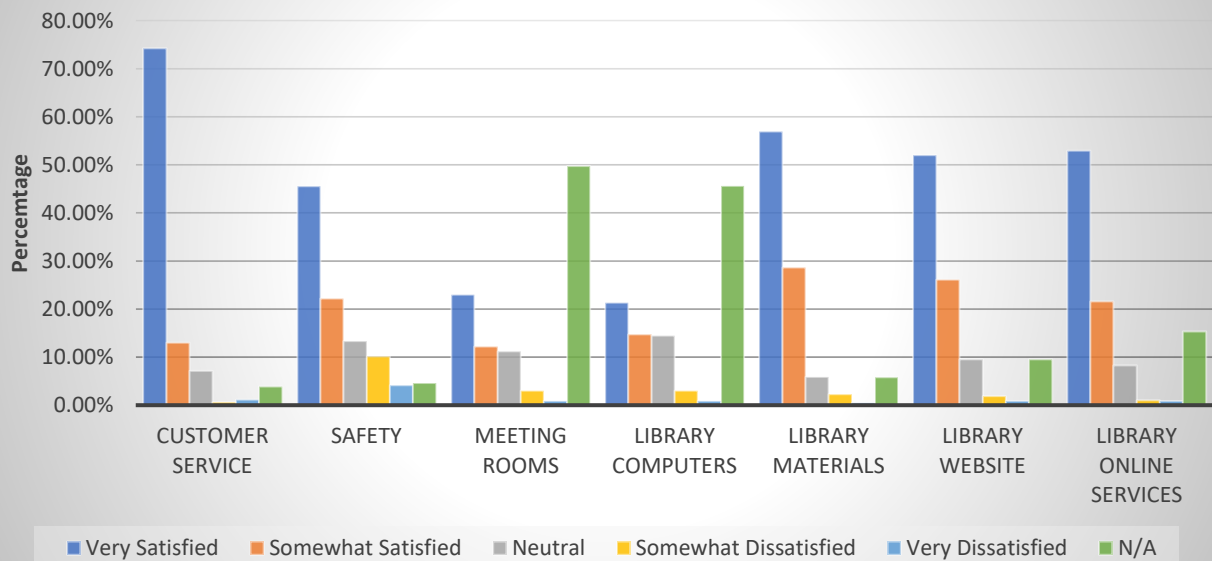
Other: walking book patrons

If you use any library other than Appleton, what are your reasons?

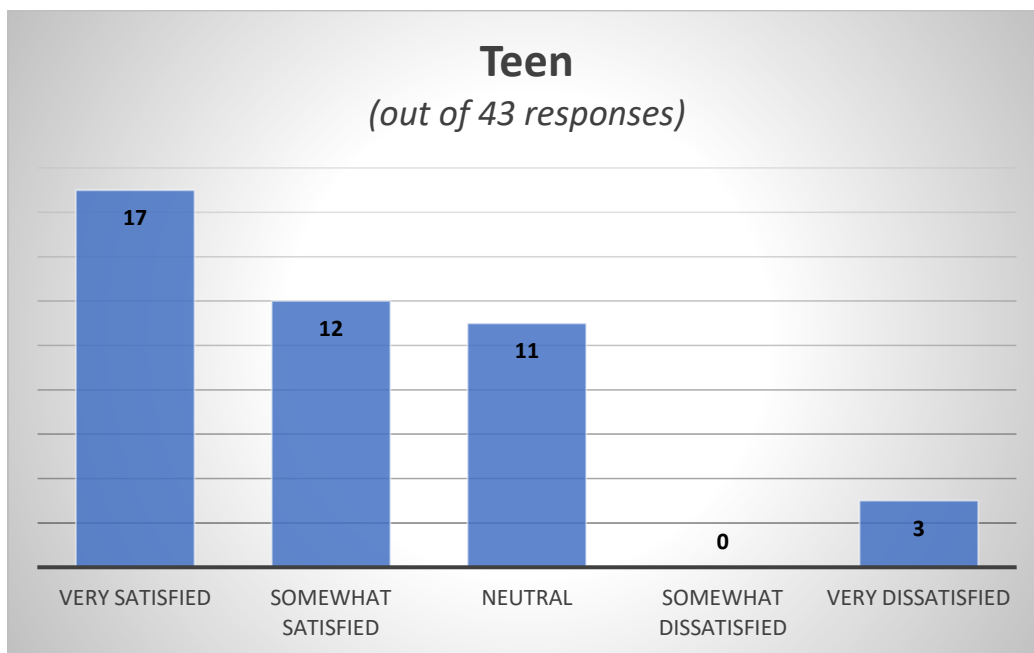
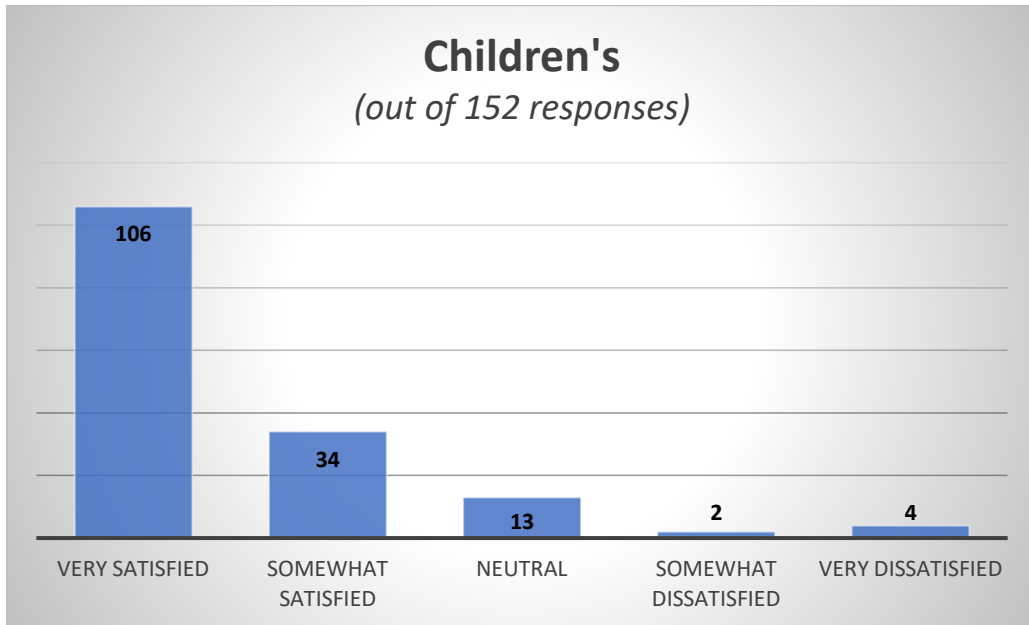


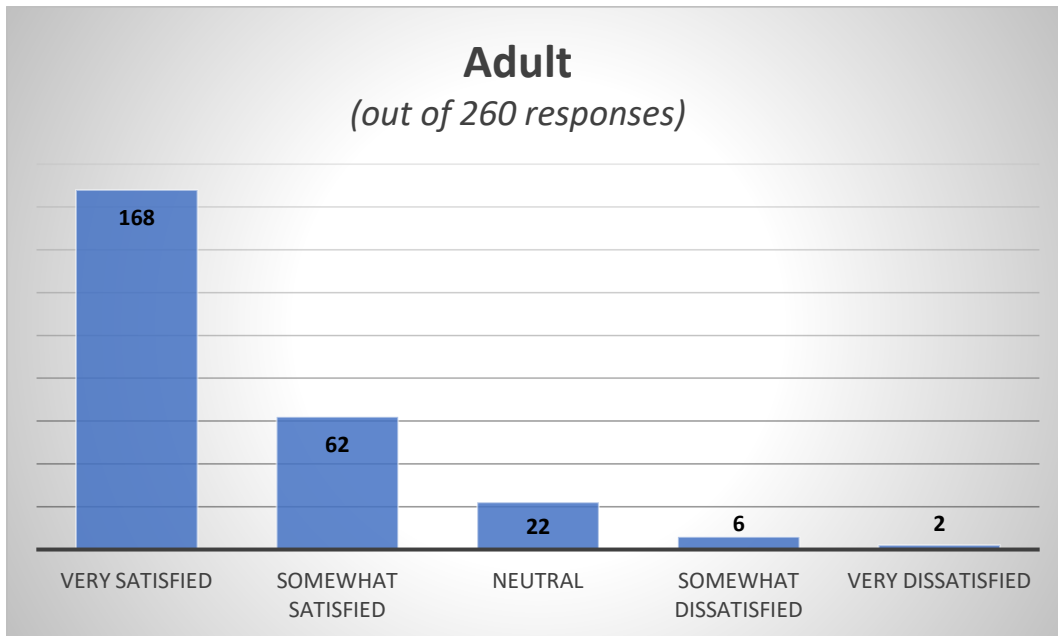
Other: attending specific meeting, using other libraries in addition to APL.

How satisfied are you with:



If you have attended any classes or events in the last year, how would you rate them?

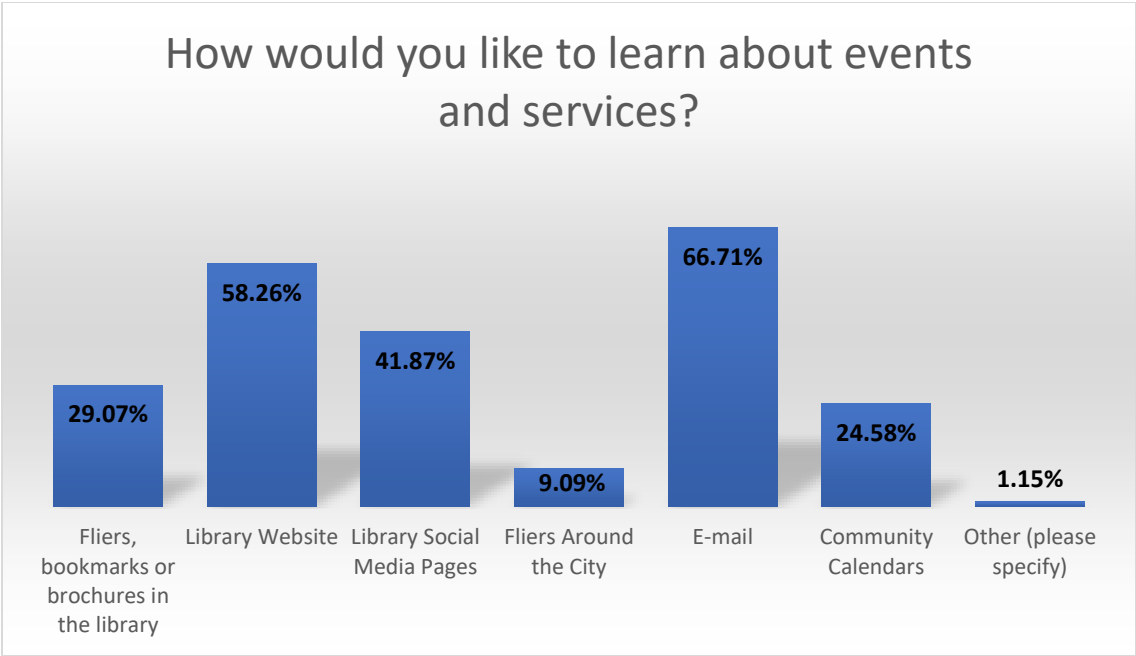




Comments:

- Find Your Ancestors series is wonderful! Please keep doing it.
- I enjoy Fox City Reads events.
- NaNoWriMo
- Fox Cities Book Festival is a must!
- Very pleased with the book club I belong to through the library
- Love the genealogy

How would you like to learn about events and services?



Other: newspaper, a marquee, TV, radio, text messages

What do you feel we can improve at the library?

Answers were collected from 52% of respondents

Improve safety and policy regarding noise, eating and drinking, cell phone and computer usage.	32%
Improve facility	14%
Improve parking	12%
Improve collections and displays	12%
Improve customer service and programming	12%
No improvement is needed	10%
Oppose to build a new library	4%
Support plan to build a new library	4%

Responses are included in Appendix A.

What do you like best about the library?

Answers were collected from 60% of respondents

Programs and Collections	31%
Location and Facility	28%
Customer Service	24%
Online Services	16%
Other	1%

Responses are included in Appendix B.

Historical Response Regarding Library Safety 2006-2019

