

**Quick Response Survey**  
**Historical Comparison 2002 - 2006**

	Number	2006	2005	2004	2003	2002	2001
How would you rate the APL overall in terms of its <b>responsiveness to the needs of the Community</b> for library service?							
Very Responsive	170	58%	58.0%	66.0%	61.3%	59.2%	55.61%
Responsive	111	38%	40.0%	31.7%	36.7%	37.3%	42.44%
Not Responsive	11	4%	2.0%	2.3%	2.0%	3.5%	1.95%
N/A	24						
total	316						
If you used the services of the Library's <b>Circulation Desk</b> today, how satisfied are you with the experience?							
Very Satisfied	143	50%	50.0%	58.4%	58.9%	57.1%	52.45%
Satisfied	116	41%	45.0%	37.6%	31.2%	39.0%	44.48%
Not Satisfied	27	9%	4.0%	3.9%	3.1%	3.9%	3.07%
N/A	17				16.5%		
total	303						
How satisfied are you with the services of the Library's <b>Reference Desk</b>							
Very Satisfied	113	59%	58.0%	57.3%	60.4%	56.0%	57.97%
Satisfied	77	40%	40.0%	39.1%	35.5%	39.6%	37.36%
Not Satisfied	3	2%	3.0%	3.6%	4.1%	4.4%	4.67%
N/A	100						
total	293						
How satisfied are you with the services of the Library's <b>Information Desk</b> ?							
Very Satisfied	141	55%	60.0%				
Satisfied	108	42%	39.0%				
Not Satisfied	7	3%	1.0%				
N/A	43						
total	299						
How satisfied are you with the services and resources of the library's <b>Children's Desk</b> ?							
Very Satisfied	99	66%	61.0%	62.1%	80.6%	61.5%	64.66%
Satisfied	48	32%	36.0%	32.4%	13.5%	34.5%	31.58%
Not Satisfied	2	1%	3.0%	5.5%	5.9%	4.0%	3.76%
N/A	116						
total	265						
How satisfied are you with the <b>cleanliness (and safety)</b> of the Appleton Public Library facility? (question divided in 2006)							
Very Satisfied	169	57%	56.0%	67.8%	62.9%	61.3%	61.47%
Satisfied	114	39%	39.0%	30.4%	33.2%	32.1%	34.56%
Not Satisfied	12	4%	5.0%	1.8%	3.8%	6.5%	3.97%
N/A	2						
total	297						

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How satisfied are you with the <b>Safety in the Library Facility?</b> (new question 2006)							
Very Satisfied	163	56%					
Satisfied	117	40%					
Not Satisfied	13	4%					
N/A	3						
total	296						
How satisfied are you with the <b>Safety in the library neighborhood?</b> (new question 2006)							
Very Satisfied	91	31%					
Satisfied	150	52%					
Not Satisfied	48	17%					
N/A	9						
total	298						
Have you ever used the Library's <b>website?</b> ( <a href="http://www.apl.org">http://www.apl.org</a> )							
Yes	236	74%	62.0%	70.4			
No				29.6			
	321						
Have you ever used the Library's <b>public access computers?</b>							
Yes	122	38%	36.0%	61.4			
No				38.6			
	321						
Have you ever used the Library's <b>online catalog from home?</b>							
Yes	204	64%	47.0%	50.9			
No				49.1			
	321						
If you have attended any <b>adult cultural library programs</b> in the past year, how would you rate them?							
Excellent	13	24%	55.0%	58.0%	56.2%	43.7%	48.31%
Very Good	27	49%					
Good	13	24%	38.0%	35.8%	39.0%	48.3%	47.19%
Fair	2	4%					
Poor	0	0%	6.0%	6.2%	4.8%	8.0%	4.49%
N/A	153						
total	208						
If you have brought a child to any <b>Children's library programs</b> in the past year, how would you rate them?							
Excellent	62	60%	64.0%	54.4%	62.8%	56.5%	
Very Good	30	29%					
Good	9	9%	35.0%	40.5%	34.9%	32.2%	
Fair	3	3%					
Poor	0	0%	2.0%	5.1%	2.3%	11.3%	
N/A	128						
total	232						

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If you have attended any **adult instructional library programs** in the past year, how would you rate them?

Excellent	8	26%	48.0%
Very Good	12	39%	
Good	8	26%	47.0%
Fair	3	10%	
Poor	0	0%	5.0%
N/A	176		
total	207		

If you have attended any **young adult library programs** in the past year, how would you rate them?

Excellent	14	39%	54.0%
Very Good	13	36%	
Good	6	17%	41.0%
Fair	3	8%	
Poor	0	0%	6.0%
N/A	165		
total	201		

	<b>2006</b>		<b>1999</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Do you believe that public libraries are:				
Essential to Quality of life in the community	269	87.3%	559	69.1%
Very important, but not essential to quality...	33	10.7%	188	23.2%
Somewhat important, but not essential to...	5	1.6%	60	7.4%
Not important to Quality of life in the community	1	0.3%	2	0.2%
Total	308		809	

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2000

56.9%  
42.0%  
1.0%

57.0%  
42.1%  
0.9%

51.8%  
46.7%  
1.6%

66.7%  
30.7%  
2.7%

68.1%  
30.8%  
1.1%

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