SLS
SHELTON LIBRARY SYSTEM

Shelton Public Library
established 1891

Enriching Our Community,
Preserving History,
and Supporting Our Future.

Shelton Public Library

Long Range Plan
2018-2023

Prepared by
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Focus Groups and Interviews

Approved by

Shelton Library Board of Directors
2018

Shelton Library System Long Range Plan
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Shelton Library Long Range Plan
Executive Summary

Shelton, in Fairfield County, is located in western Connecticut at the confluence of the Housatonic and Naugatuck Rivers. Settled in 1639 as part of the town of Stratford, the area was known as Coram, and also Ripton, before being incorporated in 1789 as Huntington. In 1882, it was renamed Shelton, before being incorporated as a city in 1915.

In the winter of 1891, David Wells Plumb, a successful Shelton businessman, chaired a meeting of city residents who voted to establish a public library. Plumb felt the library should have its own building and began making plans to secure some centrally located land toward that goal. Before his plans could be realized, Plumb died. Plumb's brother generously donated the property on Wooster Street despite the fact there were no provisions formally written in Mr Plumb's will.

Charles Beardsley, Jr. of Bridgeport was chosen as the architect and the Beardsley Company of Huntington was named contractor for the project. The brownstone library building, which is considered to be an outstanding example of Romanesque architecture, was completed in 1895.

Just ten years after it was completed, the Library Board felt that the new building was not big enough. They began to make plans for an addition. Two referendums were defeated between then and March of 1973, when voters approved a $500,000 addition to the structure.

At the end of 1991, the Huntington Branch Library opened at the Shelton Community Center. Today, the Library System holds over 190,000 items. Over the years there have been six City Librarians: R.P. Kimberly, 1892-1903, Helen Beard, 1903-1909, Jessamine Ward, 1909-1949, Christine Mills, 1949-1966, Doris Buchheit, 1966-2000, C. Elspeth Lydon, 2000-2017, and Joan Stokes, 2017-current

In 2018, Shelton is an ever changing community in the heart of the all american valley. In response to trending demographics, Shelton has made extensive land use changes while setting aside open space to preserve the city's natural beauty and extensive history.

For well over a hundred years, Shelton has had library services and library sponsored cultural events. Recent focus group discussions, interviews, and town surveys indicate strong support for strengthening that tradition. Participants have also expressed interest in updating the facilities to support library and community activities.

In determining upgrading recommendations the Long Range Planning Committee has taken into account the following factors:

- Population growth; residential and commercial
- The need for community meeting facilities
- Annual additions to the library's collections
- The need for electronic workstations
- The need for young adults to have an attractive place to meet
- The need for continual upkeep of facilities

Facility Evaluation

The Plumb Memorial Library has many existing limitations:
- ADA maintenance/ update/ upkeep
- Shelving limitations/ updating
- Adult and Children facilities needs updating; carpet, paint, furniture
- Circulation Desks for Librarians need to be replaced; more efficient place to work
- Outdated computers — uncomfortable work spaces
- No workable area for young adults, teens
- Materials are crammed together in work space area.
- Lighting inefficient, and in historical portion not historically accurate
- Second lavatory needed for main floor of library
- Ceiling Tiles need to be replaced
- Exterior Terracotta needs to be professionally cleaned
- Carpet throughout library
- Air Conditioner replacement with energy efficient unit
- Furnace for a portion of the library is in need of updating
- Annual General Maintenance Cleaning Plan

The Huntington Branch is in need of improvements:
- Outside signage insufficient
- Work Area for librarians needs to be updated and organized. Elevate clutter in work area
- New Carpet
- Replace ceiling and floor tiles
- Improve lighting in between the stacks
- implement a graphic design for the main entrance and "boat" display
- Annual General Maintenance Cleaning Plan
- Space evaluation, possible reconfiguration
- Glass window blocks removed or repaired properly
- Mice need to be exterminated, ongoing plan needed

Objectives For Shelton Library System

To fulfill its mission the Shelton Library System needs to improve its physical buildings so it can then provide accessible independent learning. As early as 1891, Shelton citizens have wanted a city library to be the cultural and information center. A well maintained library should provide patrons with an excellent book and media collection, robust and interesting programs, cutting edge technology, and access to learning for all ages. Affording patrons with these experiences will be a motivation for those same patrons to use the library in ways in which they would not have otherwise.

Shelton Library System Should Maintain:
- ADA compliance in both libraries
- A separate children's, teens, and adults area
- Seating to accommodate an array of needs
- Quiet study areas and comfortable places to read
- Efficient and Organized staff work areas
- Space for patrons to use personal electronic devices
- Secure space for local history and Connecticut collections
- Meeting Room Space with updated technology for programing

In 2016 Shelton was rated "Connecticut's most successful city" by Zippia a National Rating System. Shelton is a desirable place to live boasting no tax increase for over nine years, 1,500 new businesses, over three miles of groomed walking trails, several working farms and an outstanding school system. The city's beautiful setting, trending commercial/retail space, and open spaces have attracted affluent newcomers. To accommodate the needs of all its residents, Shelton will need to improve upon the library facilities and services to meet the needs of Shelton citizens for today and many years to come.

Chapter One —
The Planning Process and the City of Shelton

The Planning Process

The library improvement planning process is a highly interactive and complex task.
It will involve the City of Shelton, Library Board of Directors, Library Staff, The Friends of the Shelton Libraries, in a wide variety of interdependent activities. Its goal is to provide a sound basis for improving library services firmly based on community needs and the existing library capabilities. The planning process serves these varying purposes:

- Identifies overall size and general cost of the project

- Assists City, Library Board, Staff, and Committee Members in determining library objectives.

- Provides a document that will pinpoint areas in need of renovation

- Delegates areas of cost to different parties for payment

- Creates a timetable for work to be completed in a collaborative manner

- Provides Library Board, staff, and committee members with a document for the review of plans.

The process, in brief, includes these steps:

Mission, Goals and Objectives
Review and discuss mission, goals and objectives with the staff, Library Planning Committee, and focus groups in order to understand the city, library and overall priorities.

Community Analysis
- Analyze library history and community demographics in order to place the present conditions in an evolutionary perspective and relate project goals to community development.

- Conduct focus groups in the community to understand individual perceptions of library services and their related facility requirements

- Interview library and political/economic community leaders to understand the political and economic potential for obtaining resources for library improvement.

Library Analysis

1. Compile lists from staff and board members of different areas of concern, need, improvement of the building

2. Collaborate with City of Shelton officials to determine work that can be done through the City, work to be done by the board, and work to be done by the Friends of the Library

Library Building Program Preparation

1. With staff participation, prepare a preliminary library building program for library improvements based on the evaluation above.

2. Discuss this preliminary program with the Library Board of Directors and town fiscal representatives

3. Revise outline program

4. Present final document to City of Shelton

Tentative Timetable

Mission, Goals and Objectives

Review and discuss existing mission, goals   (Completed August 2017)
and objectives

Community Analysis

Review existing community and library
information

Conduct focus groups   (held October 2017 and November 2017)

Interview leaders

Library Analysis

Evaluate use and facilities   (Ongoing)

Collaborate with City, create timetable, delegate tasks

Develop objectives for future building

Library Building Program Preparation

Prepare a preliminary library renovation program

> **2018-20** Plumb Elevator, Central Air & Furnace Newer Portion of the Building Security System, ADA Doors, ADA Ramp, Restroom Areas Huntington Branch- Signage (FOTSL affording?)

> **2020-21** Plumb Children's Area, Circulation Desk (FOTSL affording desk), Floor, Walls, Shelves, Lighting Basement area Huntington Branch - Block Glass Window Replacement, Carpet, Paint, Rewiring

> **2021-22** Plumb Adult Area, Carpet, Walls, Ceiling Tiles, Lighting, Furniture, Circulation Desk, Rewiring

> **2022-23** Historic Renovations

> **2023-24** Evaluate Work Done - Start New Long Range Plan

Revise outline program

Analyze alternatives

Modify the preliminary program

The City of Shelton, Connecticut

Population -

http://www.city-data.com/zips/06484.html

https://data.ct.gov/Government/Connecticut-Town-Population-Projections-2015-2025/mze8-865g/data

	2010	2016		
Trending Population	39,559	41,566		
Projected Population			2020 40,094	2025 39,985

2. Shelton Demographics

Location: Shelton is located in the Naugatuck Valley Corridor of Southwestern Connecticut. On May 15, 1656, the Court of the Colony of Connecticut in Hartford affirmed that the town of Stratford included all of the territory 12 miles (19 km) inland from Long Island Sound, between the Housatonic River and the Fairfield town line.

Shelton was split off from Stratford in 1789, as Huntington (named for Samuel Huntington). The current name originated in a manufacturing village started in the 1860s named for the Shelton Company founded by Edward N. Shelton — also founder of Housatonic Water Power Company.

In 1975 an explosion that destroyed the Sponge Rubber Plant on Canal Street marked the start of the decline of Shelton's industries. During the remainder of the 1970s and 1980s several firms that operated factories along the banks of the Housatonic River either went out of business or relocated to areas where labor and operating costs were cheaper. In 1995, Sikorsky Aircraft closed a plant off Bridgeport Avenue that manufactured electrical components for helicopters.

With the completion of Route 8, new office spaces and businesses were attracted to the town, due to its Fairfield County location coupled with low costs of doing business as opposed to places such as Stamford or Greenwich. Major firms such as Tetley Tea, TIE Communication, I.T.T., Black and Decker, Sikorsky Aircraft, Gama Aviation, Chesebrough-Pond's, Tetra-Pak, General Electric, and Bunker Ramo.[12] Over 2,000,000 square feet (190,000 m²) of corporate office space spread across 12 buildings was constructed by the R.D. Scinto corporation alone.

Currently efforts are underway to restore nineteenth-century industrial buildings in the downtown area; those that were beyond repair are being demolished and in the early 2000's a Veterans Memorial Park was constructed. The 5-acre Riverwalk Veterans Park was created on the site of the former Sponge Rubber Plant. Along Bridgeport Avenue vacant factory building are being redeveloped into more modern retail and office space.

Area: According to the United States Census Bureau, the city has a total area of 31.9 square miles, of which 30.6 square miles is land and 1.4 square miles, or 4.26%, is water.

Income: Estimated median household income in 2016: $90,754 (it was $67,292 in 2000)

        Shelton $90,754   >   Connecticut $73,433

Education: High School or Higher: 93.5%

       Bachelor's Degree or Higher: 40.2%

       Graduate of Professional Degree: 16.7%

Economics: Shelton government finances -expenditures 2004 (per resident)
Construction - General: $4,390,000 ($106.31)
Regular Highways: $500,000 ($12.11)
Health - Other: $48,000 ($1.16)
Current Operations - Elementary & Secondary Education: $55,049,000 ($1333.07)
General - Other: $4,312,000 ($104.42)
Police Protection: $3,980,000 ($96.38)
General Public Buildings: $3,102,000 ($75.12)
Solid Waste Management: $2,751,000 ($66.62)
Regular Highways: $2,594,000 ($62.82)
Sewerage: $1,699,000 ($41.14)
Health Services - Other: $1,611,000 ($39.01)
Central Staff Services: $1,403,000 ($33.98)
Financial Administration: $1,363,000 ($33.01)
Parks & Recreation: $1,100,000 ($26.64)
Libraries: $962,000 ($23.30)
Fire Protection: $712,000 ($17.24)
Judicial and Legal Services: $123,000 ($2.98)
Housing & Community Development: $68,000 ($1.65)
Parking Facilities: $7,000 ($0.17)
General - Interest on Debt: $1,375,000 ($33.30)
Intergovernmental to Local NEC - Elementary and Secondary Education: $413,000 ($10.00)
General: $252,000 ($6.10)
Other Capital Outlay - Elementary and Secondary Education: $442,000 ($10.70)
General - Other: $432,000 ($10.46)
Parks & Recreation: $4,000 ($0.10)
Health - Other: $3,000 ($0.07)
Total Salaries & Wages: $37,972,000 ($919.53)
Read more: http://www.city-data.com/city/Shelton-Connecticut.html#ixzz53KPjnZ6L

Shelton "top" List:

- 37 **on the list of "Top 101 cities with the biggest property tax revenues per resident (population 10,000+)"**
- #42 **on the list of "Top 101 cities with the largest percentage of people in orthopedic wards and institutions for the physically handicapped (population 1,000+)"**
- #55 **on the list of "Top 101 cities with the most residents born in Portugal (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in United Kingdom (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in Yugoslavia (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in Asia, n.e.c. (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in Melanesia (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in Micronesia (population 500+)"**
- #56 **on the list of "Top 101 cities with the most residents born in Polynesia (population 500+)"**

- #78 **on the list of "Top 101 cities with the most residents born in Other South Eastern Asia (population 500+)"**
- #84 **on the list of "Top 101 cities with the most residents born in Born at sea (population 500+)"**
- #84 **on the list of "Top 101 cities where residents moved in more than 10 years ago (10,000+ households)"**
- #14 **on the list of "Top 101 counties with the most Orthodox congregations"**
- #18 **on the list of "Top 101 counties with the best general health status score of residents (1-5), 3 years of data"**
- #21 **on the list of "Top 101 counties with the most Catholic congregations"**
- #21 **on the list of "Top 101 counties with the most Catholic adherents"**
- #22 **on the list of "Top 101 counties with the highest percentage of residents that visited a dentist within the past year"**
- Read more: http://www.city-data.com/city/Shelton-Connecticut.html#ixzz53KQxQcqZ

Most Common Industries in Shelton, 2016:

- **Manufacturing (19%)**
- **Construction** (11%)
- **Retail trade** (10%)
- **Professional, scientific, and technical services** (8%)
- **Educational services** (7%)
- **Health care and social assistance** (6%)
- **Accommodation and food services** (5%)

Most Common occupations in Shelton, 2016:

- **Management occupations** (17%)
- **Sales and related occupations** (12%)
- **Construction and extraction occupations** (8%)
- **Office and administrative support occupations** (8%)
- **Production occupations** (6%)
- **Business and financial operations occupations** (6%)
- **Installation, maintenance, and repair occupations** (5%)

Read more: http://www.city-data.com/city/Shelton-Connecticut.html#ixzz53KThScSz

Chapter Two —
The Shelton Public Library
Introduction, Mission, Facility Evaluation, Objectives

Introduction

People use libraries for a variety of reasons:

- ♦ Borrowing materials

- ♦ Using materials in the library

- ♦ Seeking assistance from knowledgeable library staff on what to read or study

- ♦ Reading and studying

- ♦ Attending library programs

- ♦ Attending community and organization meetings

- ♦ Viewing art exhibits

- ♦ Using computers

- ♦ Making copies, scan, fax

- ♦ Learning how to use a computer

- ♦ Getting passes for museums and other statewide attractions

- ♦ Reading local news, magazines, and periodicals

- ♦ Place to use personal electronic device with free wifi

- ♦ Resource for obtaining state and federal forms

- ♦ Collaborative learning

- ♦ Meeting friends and neighbors

- ♦ STEM or STEAM programs

- ♦ Robotics/Coding

Traditional library services such as borrowing materials, reading, and studying in the library are still the mainstays of library services. With technology access quickly becoming a staple library service, today's library has become a vibrant information and community center offering computer resources and assistance, wireless access to the internet, preschool story-time, summer reading activities, programs and cultural events for people of all ages, community meeting space, and much more.

Shelton Public Library

Mission

Mission Statement

Enriching Our Community, Preserving History, and Supporting Our Future.

Primary Services

The following primary services are those that entail day-to-day activity in the use of staff time, library budget, and facility use.

1. **Current Topics and Titles**
   The Shelton Public Library will help to fulfill community residents' need for information on current high-interest topics and popular cultural and social trends as well as their desire for satisfying recreational experiences.

2. **Services to Children**
   The Shelton Public Library will help encourage pre-reading skills and parental involvement in reading activities and provide high-interest materials and programs that encourage and nurture the love of reading and life-long learning in children and young adults.
   The Shelton Public Library will work with the Shelton Public School system to encourage students to utilize the resources available at both libraries in relation to work that is being done at school.
   The Shelton Public Library will encourage the trend of technology in our youth by providing coding, stem, and steam programing.

The following Secondary service responses are those that entail continual activity in the use of staff time, library budget, and facility use.

1. **General Information**
   The Shelton Public Library will help meet the need for information and answers to questions on a broad array of topics related to work, school, and personal life.
2. **Local History and Genealogy**
   The Shelton Public Library will continue to provide programs that reflect on a personal and/or community heritage.
3. **Commons**
   The Shelton Public Library will help address the needs of people to meet and interact with others in their community and to participate in public discourse about community issues.

Service Objectives - Goals

Current Topics and Titles

Goal: All library patrons will have access to a variety of materials and programs to satisfy their interests in current topics, cultural and social trends and their desire for new recreational reading, viewing, and listening experiences**.**

Objective: By 2024, the library will weed out 15% and organize material offered on shelves

- Providing sufficient space to shelve and display new books, DVDs, audio books, magazines and newspapers in an attractive, eye-catching manner.

- Providing comfortable seating for people to relax and read.

Services to Children- LifeLong Learning

Goal: All Shelton children and young adults will have access to the materials and services they need to develop the lifelong learning interests and skills that will strengthen and enrich their lives.

Objective:

A. By 2024 the library will increase attendance in children's and young adult programs by 25% through:

- Making our programs "building accessible" to all patrons.
- Offering more programs at night and on weekends with adequate security going into and out of the building.
- Offering programs that target non-library patrons of all ages in a wide variety of areas.
- Increasing advertisements / marketing for target audiences through written formats and on social media
- Providing children librarians library staff with ongoing education in the form of workshops and seminars.t
- Extending children's preschool storytime activities to weekends.

- Increasing advertisements / marketing for target audiences

- Providing children librarians with workshops and support

B. **By 2024 the library will increase use of children's and young adult services and collections by 25% through:**

- Renovating children's dep't. to make it ADA compliant and attractive.
- Providing sufficient space for attractive displays of children's materials.

- Providing separate spaces with appropriate and sufficient seating for study, group projects, and computers in the children's area and young adult area.

- Hiring a Teen/Reference Librarian to oversee teen services.

- Provide more programs for middle school - high school aged children on nights and weekends.

- Providing sufficient space for attractive displays of children's materials.

- Providing separate spaces with appropriate and sufficient seating for study, group projects, and computers in the children's area and young adult area.

- Provide more programs for middle school - high school aged children

General Information

Goal: All library patrons will have access to information on a broad array of general topics through a selection of print, non-print materials and electronic resources to satisfy their informational needs for work, school, or personal development and enjoyment.

Objective: By 2024 the library will increase use of the library's services and resources by 20% through:

- Providing sufficient space to expand the reference and nonfiction book collections that will offer patrons the opportunity for independent learning.
- Providing open space for personal computer use with access to the Internet and other electronic resources to be used independently and for collaborative learning opportunities (for patrons working together or staff assisting patrons).
- Providing more appropriate, comfortable, and ergonomic seating for users to have room to read, study, and use computers. All of which comply with ADA.
- Providing trained library staff to assist patrons with library information resources.

Commons

Goal: All library patrons will have access to library facilities and wide array of programs where they can meet and interact with others in town to increase their sense of community and awareness of Shelton's culture.

Objective: By 2022 the library will increase library programs by 20% and expand use of library facilities to include community organizations through:

- Providing an updated meeting room with appropriate facilities, furniture and equipment for library programs and community use.
- Increasing advertising/marketing for target audiences.

Library Survey

1.) What is the main reason you use the Shelton Public Library?

ANSWER CHOICES–	RESPONSES–
Borrow Books, DVD, or Audio CD	90.28% 65
Use Technology	5.56% 4
Attend programs	29.17% 21
Quiet place to study, read, etc	9.72% 7
Responses Other (please specify) Book Sales My kids to play with other children and read Children's Library Children's Story Time Play/Color with my Toddler Kids to meet others outside of school and crafts programs I don't use the library	9.72% 7

2.) Choosing from the following how would you rate the Plumb Memorial Library?

DO NOT GO THERE IT NEEDS A LOT OF WORK–	I WILL GO IF I ABSOLUTELY HAVE TO–	I GO THERE SOMETIMES, MY FEELINGS ARE INDIFFERENT–	IT MEETS MY NEEDS, ITS OK–	IT'S GREAT WOULD NOT CHANGE A THING–	TOTAL–	WEIGHTED AVERAGE
5.56% 4	12.50% 9	15.28% 11	51.39% 37	15.28% 11	72	3.58

3.) Choosing from the following how would rate the Huntington Branch Library?

I DO NOT GO THERE IT NEEDS A LOT OF WORK–	I WILL GO IF I ABSOLUTELY HAVE TO–	I GO THERE SOMETIMES, MY FEELINGS ARE INDIFFERENT–	IT MEETS MY NEEDS ITS OK–	IT'S GREAT I WOULD NOT CHANGE A THING–	TOTAL–	WEIGHTED AVERAGE
4.23% 3	8.45% 6	30.99% 22	40.85% 29	15.49% 11	71	3.55

4.) What are the weaknesses of the Shelton Public Library System?
- Limited Hours
- Not Enough Quiet Comfy Places
- Lack of Online Service
- Suits My Needs
- One Employee, can make kids feel uncomfortable. Children's area does not have an inviting appearance
- Both branches could use some updating. Sunday hours would be a plus.
- Do not go enough to comment on this
- Not many. The HBL staff is wonderful. The Plumb memorial is not very stroller accessible so it's harder for me to go there with my daughter.
- Needs a larger teen section. Much larger selection of online books

- Plumb is not open on Sat. in the summertime
- At the plumb library can use updating. Huntington -the staff makes it an ordeal to check out books. It isn't inviting
- The space needs updating
- I also not sure how to improve. I mainly use it for the children's programs, childrens books, and interacting with others for my 2 year old
- Space could be used better
- Outdated building, needs to updated. More resources available
- Update modern technology
- The library needs an upgrade
- The school system and library could develop a stronger partnership to encourage literacy throughout the year, and to engage more children and families in the summer reading program.
- The space is extremely outdated and I have found books are not always shelved in the proper location. In the last year, I have frequented plumb library on multiple occasions to complete research assignments for college courses. On these occasions, the staff and patrons were conducting conversations at a very high volume and were completely disruptive. This experience, discourages me from returning.
- Do not work collectively -example summer reading. Space doesn't seem to be used to its full potential at plumb. Could be slightly better on customer service- a little more happy with patrons.
- Handicap access at Plumb Not being open when schools are closed
- The interface capabilities between the online site and actually library are awkward and confusing.
- Not a wide selection of ebooks and audio books.
- Handicap accessibility @ Plumb, Interior of Plumb Kids and Adult Depts. need updating
- Lack of funding. Other area libraries offer so much more.
- It has been awhile since I have been to the library. The biggest weakness I have found is the unfriendliness of the staff
- Hours of Huntington branch.
- The facilities could use an update (both Plumb & Huntington). Funding for improved technology would be beneficial too.
- It could be updated.
- Lately because of the budget cuts it takes forever to order a book from another library through the interlibrary loan \ hold. I was told that they only ship books on three days instead of every day and can only ship a small number of them each time. That creates a huge backlog. I rely on this service quite a bit, and it used to be great, but the last two times it's taken weeks instead of days.
- Not enough various speakers, like the Monroe and Derby libraries have.
- Minimal weekend hours. Need newer selection of books.
- They are old
- The number of books is very limited and it seems like there are no new books--at least not enough of them. The facility also looks shabby. Plumb Library is a beautiful building, but it's been sadly neglected and that reflects poorly on our city.
- Uninviting space and run down, take a trip to Monroe library to see a really great library in the neighborhood
- Needs better kids programming.
- I primarily read on kindle. Tried to save money last summer by borrowing ebooks. NOTHING I was interested in was available and it was many weeks before I was notified that one was
- Outdated. Trumbull and Monroe much nicer
- Not enough books. Poor maintenance of the building.
- Needs updating. Recommend benchmarking other recently updated libraries for suggestions.

- Staff isn't always as friendly or helpful. Huntington children's programs are good but plumb needs work
- Need to be updated. Both technology and looks. They need to look like a library of the 21st century not the 1980s or older
- Needs major updating. Computers are old (what computers they actually have) Children section is dingy. Needs new carpeting, walls need painting and refreshed.
- Some of the children's librarians are unfriendly and even rude
- Outdated atmosphere. Newer toys for the kids.
- two separate and different procedures for reserving a room for meeting space
- Not providing enough quality programs that are interesting enough to attend
- Hours
- Outdated - smelly - feels like I am stepping back into the 70's when I go so I usually end up at Monroe's library instead.
- Seems like it's old and outdated in some areas it is great that the building has the library feel to it but it could use updating

5.) List the best program you have attended and at which library.
- Miss Maura's programs centered around books about various countries

- Children's programs at Huntington branch with Miss Marissa are AMAZING
- Essential oils in Huntington - best program but the room was dismal.
- Mr. Mauras Thurs program kids
- Globetrotters, story times with miss maura
- Danielle's story time is our favorite!
- Not sure if you consider the book sale at the Huntington Branch a program but love the sale.
- Trash to treasure by Miss Maura
- Miss Maura's programs at Plumb. She is full of enthusiasm & shows she loves what she does. Her programs are always well attended
- Miss Maura's programs at Plumb
- I liked the animal show that was out on.
- All kids activity
- Miss Maura's story time programs.
- Seminar on children with LD at Westport Library by Smart Children with Learning Disabilities
- Many of the children's programs at both plumb and Huntington.
- Oscar Night at Plumb
- Ms. Maura's Saturday programs at Plumb are always my favorite and the best for my kids to unwind and have fun after a busy week.
- Miss Maura's Programs
- Any children's program is great. We've attended a few and all have been great! Plumb Library
- Friday storytime with Ms Marissa Storytime with m's moira Fairytale physics Parent/kid Book club at Huntington Owl program @ Huntington Around the world at plumb
- Taste of India at Plumb
- Children's programs at Huntington branch. Can't go wrong with Miss Marissa!
- Kids cooking program
- Preschool fair at Plumb. Book sale at Plumb.
- Miss Maura
- Used to enjoy dinner and a movie at the Huntington location.
- Kid programs in the summer were all wonderful when my kids were small. As a working parent there was nothing during the school year to take them to. (They are now 25 and 29, so that was a while ago)
- Historical society programs

- Children's story time weds and Friday have attended st both libraries. My kids love Huntington plumb isn't so great
- We attended programs in the past when the children were young - especially around the holidays with the center stage performers. And summer reading parties.
- ALL of Marissa's programs at the branch are fantastic! She is amazing.
- Bouncing babies on Tuesdays with miss marissa
- Most of the kid programs (4yo) at both libraries
- The current one about the Bicentennial Quilt is very good!
- Mostly Children's programs at Plumb
- Story time with Danielle

6.) What program would you be interested in attending in the future?

- Info about financial planning
- Lifestyles for the healthy 60ish woman
- young adult reading program
- Globe trotters
- BLS training
- Any of Miss Maura's programs
- Would love to see an Internet safety for kids course.
- Adult book clubs
- Children's activities during the day / morning
- Robotics class for 7 year old kids
- Personal growth, raising children, Education, etc
- Programs for elementary children
- Adult crafting-wreath making, pysanky, etc..
- Meet the author in Children's Room.
- Programs for children offered on Saturday as I work during the week now
- Book clubs
- Mother daughter tea
- Wine tasting
- I am not aware of the programs because I don't see any posts for them.
- More children's programs.:)
- Something about the history and architecture of our town. Old photos, stories, mysteries.
- Think there is a speaker available on Downsizing. Also more on retirement, with more details than AAA speakers that seemed to just want you to make apptmt. with them so they could sell you something.
- Children's music programs
- Book club meetings on various topics. More things for kids.
- Programs about science or literature for kids 8-14.
- Painting
- We'll see what's available when I retire in three years!
- Freshwater fishing!
- More programs on weekends or afternoon for kids
- College Fair
- Anything for 2 year olds.
- Advanced computer courses Various "how-to" classes
- Derby Library has CT DEEP volunteers that speak about wildlife in CT. Went to one and it was excellent. Would love t9 see that offered in Shelton.
- Anything that seems interesting. Most library programs seem very low budget, not quality
- Computers
- Book clubs, learning to knit, interesting lectures at times that working women can actually attend

7.) How do you find out about programs at the library?

Library calendar hand out   36.76%   25

library website   41.18%   28

link on school website   2.94%   2

Facebook, social media   44.12%   30

<u>Responses</u>
Other (please specify)   17.65%   12
- Shelton Herald
- Posters In Library
- I don't find out anyways but I'm big Facebook person and I'm going to follow your page so I can find out about the programs
- I don't see any posts
- Newspapers
- None
- In the Library and online
- Emailed Newsletter
- News media online
- Don't receive info
- It's not easy lots of searching

Total Respondents: 68

8.) What prevents you from coming to the library?

- Limited hours in summer
- Time
- The hours their open vs my work hours
- Crankiness of my kids
- Time
- Not much...we are there very often!
- Full time job and helping family mom and dad as they age
- Time
- Busy schedule
- Time
- Huntington the staff
- Nothing
- My daughter has gotten a stomach bug twice after going to the library. That has made me nervous. How often are the toys etc cleaned?
- Lack of time
- Huntington, I feel like my kids are too loud for the adult patrons
- Busy schedule at home
- Most of the time it is simply scheduling conflicts
- My busy schedule
- Too busy
- Work
- My Busy work week schedule
- The hours on the weekend.
- Other commitments

- Nothing. I come often. Closed on Saturdays during the summer, not very convenient, but not a problem, I understand.
- Technology
- Timing...when i have some free time it isn't always open
- It's a bit depressing when you want to read new things or do research for school. I'd rather go to a well-stocked library that has more choices. Instead I go to Bridgeport or research online. I wind up buying books on Amazon, but that takes money I would use buying coffee and such downtown.
- It's a dump, I go to Monroe
- Time, I buy kindle books for above reason
- Hours open
- I like the Trumbull library better. They have a much larger collection of books and the facility is well maintained. It's a more inviting space.
- It needs to be a more upbeat environment. Interior needs some updating and programs that are of interest to ages 8 to 18. Would like to see more programs about nature such as trees, bushes, flowers, gardening, landscaping, wildlife and about our local environment
- Info online
- just a busy schedule
- The fact that the library is outdated. I'd rather go to another town where they maintain their library. Ours is embarrassing.
- We can't attend the program on wednesdays at the Huntington branch because our daughter is 2 years 1 month and not quite 2.5.
- Outdated
- Nothing prevents me I mainly go for my kids to sign out books
- Hours

9.) If you could make a change to the library what would it be?

- Longer summer hours
- Update plumb - New lights, more space, new flooring etc
- better places to sit and relax and read
- Too hot in program room
- Makeover children's section
- That you get more state funding!
- Bigger and larger selection all around. Modernize. Look at Monroe and Trumbull library
- Children's department needs some updating.
- Update the air conditioning. Remind staff they are there working with children - to be friendlier & more inviting
- Update the spaces to have better display of books and reading spaces, couches
- A better use of the space
- Physical updates, new carpeting, paint, equipment
- A more welcoming, warm, and exciting head children's librarian.
- Bring technology up to date
- Updated resources, quiet space, improved chronicling of material.
- Would definitely upgrade/remodel the library especially the children's section. Needs to be modernized and possible expansion of the building.
- More advertisement re: what they offer
- The library should be more user friendly. There are wonderful programs but no easy way to find out when.
- More ebooks
- Elevator at Plumb
- More programs
- Friendliness
- Drive up drop off at Huntington

- More book options!
- I would add more programs for tweens & teens
- Maybe publish a list of newly available movies on the library website? Every month or two maybe. Both adult and kids movies. For that matter, a list of new books that were just brought in would be fantastic as well.
- would like to receive emails about programs coming up.
- Better selection. More incentives for summer reading program
- More books are needed.
- Refresh the place and have better books seating areas
- Updated facilities and improved technology
- Elevator
- Perhaps advertise themselves and services more. Connect with high school and make connections for students to what is available to them.
- Location and updating
- More books, better maintenance.
- More variety in children's and toddler programs
- Have the branch open earlier on Mondays.
- More hands on demonstrations
- Update, renovate, modernize
- More programming for 2 year olds
- More technology
- a better layout of the Plumb
- More programs for teens- they have a lot for young children, but not much for when they enter the teenage years
- Freshen it up and make the hours for programs/activities fit better for working women.
- Just an overall modern update

10.) Other question, comments, etc..

- Unclutter the look of the space.
- I want to commend Miss Maura for always being so kind and courteous to the patrons of the library. She is very good with names and always treats us with respect.
- I spend the majority of my library time at Plumb in the Childrens dept. I would like to acknowledge Ms Maura, Mr Joe & Adam. They should be the role models and examples of Children's Library employees. My children love the library BECAUSE of them. They are an absolute asset.
- I enjoy both libraries for the people that work there. It would be nice to have more modernized area for reading or gathering
- The staff is definitely its greatest asset
- The Plumb Memorial Library does a fantastic job with welcoming and connecting with the community. Most staff is pleasant and always willing to lend a hand and offer a recommendation. Thank you for all that you do.
- I am so glad we have them! I love that I can use other towns libraries! I have used these other libraries to get my work done when my daughter had drivers ed classes. Libraries are beautiful buildings.
- I absolutely adore the children's room staff, they are always friendly and welcoming but I feel like the desk staff during later hours in the main room tend to be standoffish.
- I want our libraries to prosper and receive all the funding they need to keep up the good work. When my kids grow up and I hopefully have more time, I'd like to volunteer at the library as much as possible.
- Would be nice if there were more programs for 20-30 age group just trying to start careers. They might use WIFI if you had it, rather than having to go to Starbucks.
- The library staff are great, but lots of times they can't offer help because they don't have the resources. I don't know what is being done for maintenance, but the building needs help.

- Time to have a decent library in Shelton
- Your new parking lot is a help.
- Your community is behind you for suggested projects and changes!
- we mostly use the Huntington branch - the staff is always helpful and pleasant
- I love our libraries overall. Huntington's children's section is more organized and has coloring while plumb has a better DVD selection. Miss Marissa is great.
- Change to the newsletter, what is there now is good but weekly it's the same format. Have a section with what else is available, changed weekly to advertise the usefulness of the website or each location.
- People working there are very helpful

Survey Answers Compiled By: Julie Blakeman

Children Focus Group
Conducted By: Jim Geissler and Jennifer DeLeon
November 2017

Target Group: Kindergarten - Sixth Grade Children

1. Why do you use the library?

- Kindergarten
    - No answers
- First
    - To get books
    - Because I know how to read
    - It's Fun
- Second
    - To get books
    - To read books
    - Borrow books and read them in a quiet place
    - Learn more about topics by reading...get books
- Third
    - Read Books
    - Learn about stuff
    - Borrow Books
- Fourth
    - Learn information
    - Do homework
    - Check out books
- Fifth
    - Get books for stuff in school
    - To read
- Sixth
    - Because I do not have a computer at home
    - Quiet place to get homework done
    - Resources

2. What strength does the library bring to the community?

- Kindergarten
    - I don't know
- First
    - Learn Something New About Books
    - Books
    - Read
    - Computers
- Second
    - They can make people read their books & they could get those books again
    - knowledge
- Third
    - Helps kids learn new things
    - Makes it easy for people for read new books
    - Learn the truth about Animals and Math!

- Fourth
  - Gives people a safe and quiet place to read and do their homework
  - Make people come and learn new things
- Fifth
  - Reading
- Sixth
  - Literature

3. What is a Weakness of the Shelton Library System?

- Kindergarten
  - I don't know
- First
  - It is boring (this was said multiple times)
  - They need better books
- Second
  - Loudness
  - They need better reading programs
  - Making it be quiet
  - Not having anything interesting
- Third
  - Hard to find books that you are looking for
  - If you don't know a word in a book, you can't ask for help
  - It is hard to find your way around
  - There needs to be more activities for kids...it's boring
  - There is no tutoring for kids
  - Book clubs for kids
- Fourth
  - You have to drive to it
  - Better internet connection for computers
- Fifth/Sixth
  - organization
  - Overwhelming
  - Should have more kid groups

4. What is a program that you have enjoyed at Shelton Library System?

- Kindergarten
  - I don't know
- First
  - Computers
- Second
  - My schools' Growth Mindset
- Third
  - Clay Sculpting Event
  - Saw a Magician and received a book afterwards
- Fourth
- Fifth/Sixth

- ○ Reading to a dog
- ○ Special Talents Contest

5. How do you find out about programs and events at the library?

- Spending time there is how I know
- My Mom and Dad tell me
- School
- Poster at school
- Google about events in Shelton related to library

6. Where else do you go for information?

- Kindergarten
  - ○ I already have books
- First
  - ○ Computer
- Second
  - ○ Teacher
  - ○ Google
  - ○ Museum
- Third
  - ○ Google
  - ○ Look at school
  - ○ Online
- Fourth
  - ○ Online
- Fifth/Sixth
  - ○ Online

7. Why do people NOT use the library?

- Kindergarten
  - ○ Because they would rather look at pictures
- First
  - ○ Because it is boring
  - ○ Use Phones or Internet Instead
- Second
  - ○ They buy books instead
  - ○ They think they have knowledge and don't need books
- Third
  - ○ It is boring and some people don't like to read
  - ○ They might not have the books they want
  - ○ They think the library is dumb
  - ○ Teachers gives them what they need
- Fourth
  - ○ Boring
  - ○ Do not like to read or do not feel comfortable there

- ○ They already know what they need to know
- ● Fifth/Sixth
  - ○ I think a lot of people think they are geeky if they go to the library, and not popular
  - ○ I think kids think they are not cool or nerdy
  - ○ Maybe they don't have a ride

8. What physical changes would you like to see in the library?

- ● Kindergarten
  - ○ More pictures
- ● First
  - ○ Other books
  - ○ Paint the kids area
  - ○ I want to see more people there
- ● Second
  - ○ Decorate for holidays
  - ○ More cool events
  - ○ Contest to see how many books in the library
  - ○ Have different kinds of books
  - ○ Get better books
- ● Third
  - ○ More artwork, need new books
  - ○ Have more toys and books
  - ○ Schedule really fun events like a scavenger hunt!
  - ○ More colorful
  - ○ Less strict towards kids
- ● Fourth
  - ○ Make it more colorful
- ● Fifth/Sixth
  - ○ Definitely Paint
  - ○ Make it look a little more modern

Facility Evaluation

- ● *Access is limited* - Universal access to the library and it's resources will be a priority.

- ● *No separate teens's facilities*—Teens' study with adults in the historical area in the Plumb Library, often creating a disturbance or defacing historical property. Young adults

need a space in both facilities where they can study, work on group projects, or enjoy teenage materials.

- *Few computers*-A combination of computers with books are the key to independent learning. The few library computers are outdated and offer no comfortable electronic workstations. Incorporating chromebooks as a service to the patrons of the library will assist the middle school to high school aged children with after school study/homework.

- *No group study facilities*—Working together on school projects and sharing thoughts and ideas is troublesome without disturbing other patrons.

- *Lighting*—The lighting is too dark not efficient. Plumb does not have historical accurate lightning fixtures. LED energy efficient lighting will be beneficial in both branches.

- *Carpet is dirty and stained*- Carpet throughout both libraries have not been kept up with annual cleanings. All carpet needs to be replaced.

- Ceiling Tiles are visibility blackened stemming from black residue air ducts

- Declutter - both libraries have insufficient work space resulting in clutter in and around workstations and circulation desks.

Facility Objectives

To fulfill its mission of independent learning with an emphasis informational services, the library needs to focus on improving its facilities. From the first vote in 1892 to appropriate a library in Shelton to the current day, Shelton residents have wanted a city library to be its own cultural and information center. Our library system will strive to entice patrons to come together as a

community to expand their knowledge in various ways. Patrons will be motivated to use the library's collections as well as feel welcome to participate in it's programs.

By 2020 Shelton Libraries Will Provide:

- ADA Compliance throughout both buildings
- Plumb- Energy efficient air conditioner replacement
- Meeting Room with audio visual capabilities
- Huntington - Signage

By 2021 Shelton Libraries Will Provide:

- Plumb- Childrens Area Renovation
- Huntington- Window Block replacement
- Huntington- Carpet, Paint, Rewiring throughout

By 2022 Shelton Libraries Will Provide:

- Plumb Adult Area - carpet, paint, ceiling tiles, lighting, circulation desk, furniture, rewiring throughout

By 2023 Shelton Libraries Will Provide:

- Historic Renovations

By 2024 Shelton Libraries Will Provide:

- Evaluate Work Done - Start New Long Range Plan

Financing

Multiple financing resources should be explored to pay for a new library:

- The City should be accountable where deemed appropriate for partial responsibility on maintenance items as well as ADA building upgrades
- Library Board should allot funds towards upgrades to both buildings

- Friends of the Shelton Library will be asked to contribute funds raised to go towards the library system

- Additional grant programs with assistance from City's grants writer

- Naming opportunity for businesses or patrons; i.e the John Smith Children's Circulation Desk

Chapter Three —
Space Evaluation, Needs & Analysis

Evaluation of a Library

An ideal library design is an effective combination of many related functions. The building gives people a wide range of choices and services. It accommodates many different needs.

Displaying New Materials

The display of materials should emulate a good bookstore. Patrons will select recent DVDs, books, or audiobooks from a prominent, attractive display of new materials, well lit for easy browsing. Display colorful and attractive covers for convenient browsing in alphabetic sequence, by title, so users can find what they want.

Design considerations: Slanted, lighted display shelving to display front covers. Special shelving for particular materials and to meet ADA requirements. No shelves lower than 12", nor higher than 54"; wide aisles, at least 48".

Offering Choices in Materials and Electronic Resources

A public library is a multifunctional community center. It is ever growing and changing. The wide variety of services and activities that are offered require an understanding of how these functions relate to one another, and how different users find and use these functions.

Design considerations: Orientation for users and staff requires an intricate combination of signs, lighting and furnishings. Spatial zoning should suggest opportunities for alternative behaviors such as quiet conversation and silent reading. There should be an open area for conversation and acoustically separated group and individual study rooms. Electronic workstations should be readily available throughout the library in stand up and sit down configurations. There should be a wireless zone for laptop computers.

Finding a Book

Public libraries are fundamentally self-service institutions. Studies have shown that over 80% of users never contact a staff member except to check out materials. People can select a book on a particular subject from a large collection of materials on a wide variety of subjects. Users can locate a particular book in a collection of thousands because the library's collections are uniformly arranged in an easy-to-find sequence.

Design considerations: The book stack, containing tens of thousands of books, needs to be carefully laid out to suggest the sequence; end panels visible with line-of-sight signage in aisles need to be lighted for easy access to a particular book; online public access computers distributed conveniently in the stacks.

Getting Help

Experienced, well-trained librarians will assist users to select books, get answers to questions, or learn how to search the Internet. The reference desk should be well lit and include computers, storage, telephone, reference tools.

A Place for Quiet Study

Students can find a quiet place in the library to read a book, study reference material, search databases or the Internet. The library will provide an acoustical comfortable study location. Other features to this area will include; glare free lighting, wifi, appropriate seating.

Place to Meet

The library offers the community a range of meeting spaces for small groups and large programs. An area for casual meetings and book discussions with newspapers and magazines is open during library hours. Some meeting areas will provide sound system, equipment for video and electronic projection. Meeting rooms will be available to rent at a standard rate that equals that of the Shelton Parks and Rec department.

A Place for Children

An interesting, exciting and calming place for children where they can listen to stories, look at puppet shows, browse with a parent, get help from a librarian, or conduct research on the Internet. A variety of sizes in tables and chairs will accommodate children of all ages while allowing parents a place to sit.

An Efficient Place to Work

Library staff can easily monitor the behavior of library users, and efficiently control the check out of materials. Staff can order, process and catalog a large volume of materials in a comfortable workplace. The newly renovated areas will offer clear sight lines for supervision, a clean and organized circulation desk, and an efficient processing area.

Material Storage Considerations

Library shelving often consists of ranges of shelving 6-7 shelves high spaced 5' to 6' on centers, allowing for a 40" or 52" aisle. This type of shelving may accommodate approximately 10 books per square foot of floor space.

Percentage of Materials in Circulation

The percentage of materials in circulation is constantly changing. A library with a collection of 80,000 books that has 20,000 out in circulation will need space to house 60,000 books while a library with 45,000 books and only 3,000 in circulation will need to house 42,000 books. Variations in seasonal circulation should be considered when sizing the stack. When summer reading materials are returned in the fall, the library may need many more book spaces.

Reshelving and Room for New Materials

Empty space for at least five books must be reserved on each shelf. This will allow materials out in circulation to be returned to their appropriate sequential location and avoid the time consuming task of shifting materials to make room for returns. Space throughout the collection

must be reserved for additional materials acquired to cover new subjects and materials in high demand.

Seating

Numbers of seats are derived from population size. The usual ratio is five seats per thousand population *minimum.*

To determine space for seating:

Table seat	30 sq. ft.
Carrel and Seat	35 sq. ft.
Electronic Workstation	40 sq. ft.
Lounge Seat	40 sq. ft.

Non-Assignable

Non-assignable space is required for arrival space, walls, elevators, stairs, halls, heating, ventilating and air conditioning, risers, restrooms and non-library storage. Architectural designs differ in the amount of space for non-assignable functions. A high percentage of non-assignable space may make the building very attractive and spacious. However, the cost may be high.

Highly efficient library designs with a low percentage of non-assignable space may appear very utilitarian and cramped. The percentage used in this program will result in an attractive but not overly expensive project.

SLS
SHELTON LIBRARY SYSTEM

Enriching Our Community,
Preserving History, & Supporting Our Future.