



Strategic Plan for 2025-2030

Shelton Library System

"Honoring our past,
looking forward to the future"

Strategic Planning Committee:

Robin Ball
Krista Bush
Joseph Cappella
Susan Constantino
James Geissler
Maura Gualtiere
Aleta Miner
Krishiv Patel
Jessica Prutting
Joan Stokes
Nancy Wilmink
Robert Wood

Library Board Members:

James Geissler, Chairman
Aleta Miner, Treasurer
Stephen Bellis
Jean Cayer
David Gioiello, Jr.
Rebecca Perillo
Julie Blakeman (12/16-9/23)
Louis Dagostine (10/17-11/23)

Mission Statement:

The Plumb Memorial and Huntington Branch Libraries (the Shelton Library System) are dedicated to providing a safe and welcoming environment that celebrates a love of reading and lifelong learning, a resource to provide valuable information and a cultural center that enriches the lives of our patrons and community. We strive to keep pace with current technology while honoring our past.

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Part 1: History of Shelton

Shelton is located in Fairfield county 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.

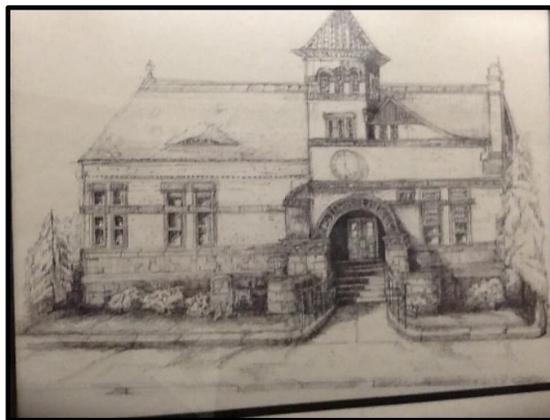
In the winter of 1891, David Wells Plumb, a successful Shelton businessman, chaired a meeting of city residents who voted to establish a public library. Plumb felt the city of Shelton should have its own building and began making plans to secure some centrally located land toward that goal.

Before his plans could be completed, David Plumb passed away. His brother then donated the property on Wooster Street. 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 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 and 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.

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 R. Stokes, 2017-present day.

Today, Shelton is an everchanging community in the heart of the Naugatuck Valley. Shelton has made extensive land use changes while setting aside open space to preserve the city's natural beauty and extensive history. Since 1895, Shelton has had a library that has offered a variety of circulation and reference services and programming and cultural events.



2. Current statistics for Shelton

- **Population:** 42,144 in 2023, a 0.476% increase from 2022.
 - **Persons under 5 years:** 6.00%
 - **Persons under 18 years:** 18.90 %
 - **Persons 65 and over:** 20.10%
- **Median Age:** 43.9.
- **Median Household Income:** \$114,739.
- **Ethnic Groups:**
 - **White (Non-Hispanic):** 69.4%.
 - **Asian (Non-Hispanic):** 8.55%.
 - **Black or African American (Non-Hispanic):** 5.83%.
 - **Two+ (Hispanic):** 5.52%.
 - **White (Hispanic):** 2.87%.
- **Homeownership Rate:** 79% of households are owner-occupied.
- **Property Values:** Median property value in 2022 was \$410,400, which is higher than the national average.
- **Commute:** Average commute time is 29 minutes, with most residents driving alone to work.
- **Computer and Internet Usage:** Households with a computer (2023): 94.80%
- **Education:** High School or higher: 94.00%, Bachelor's degree or higher 43.50 %
- **Income & Poverty:** Median household income (2023): \$114,739
 - **Per capita income (2023):** \$55,824
 - **Person in poverty:** 5.60%

Information from:

<https://www.census.gov>

3. Current evaluation of Plumb and Huntington Branch Libraries

Statistics for July 2023 - June 2024:

- Library Visits: Plumb: 82,607, Huntington: 43,303 Total: 124,910
- Hard Copy Items circulated: Plumb: 76,629, Huntington: 36,991 Total: 113,620
- Database and Streaming circulations: 26,812
- Website visits: 29,236 pages viewed: 86,256
- Reference Questions: 8,954
- Library Programs: Total: 869 Number of Participants: 12,903
- Annual operating income: \$1,267,560
- Number of staff:
Library Director: Joan Stokes
 - Plumb:
 - Circulation Librarian: K. Liggins
 - Reference Librarian: R. Antaramian
 - Children's Librarian: M. Gualtiere
 - Teen/Tech Librarian: J. Cappella
 - Part time Reference Librarians: 3
 - LTA
 - Fulltime Library Assistants: 2
 - Part time Library Assistants: 6
 - Library Page: 1
 - Huntington:
 - Branch Librarian: J. Prutting
 - Children's Librarian: L. Pagluiso
 - LTA
 - Fulltime Library Assistant: 1
 - Web designer
 - Part time Assistants: 8

Previous Strategic Plan (2018-2023) by year:

2018-20: Plumb Elevator, Central Air & Furnace in Newer Portion of the Building, **Security System, ADA Doors, ADA Ramp, Restroom Areas, Huntington Branch- Signage**

2020-21: Plumb Children's Area, Circulation Desk, Floor, Walls, Shelves, Lighting Basement area, Stairs, 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

Areas in **red** still have not been accomplished. The majority of the goals set forth in 2018 have been completed, and several are currently in the works.

Pre-renovation: Plumb Memorial (2018-2023)



Pre-renovation: Huntington Branch (2023)



Post renovation: Plumb Memorial Library



Post renovation: Huntington Branch



Improvements made since last Strategic Plan:

Building:

- Renovation completed at Plumb Memorial and Huntington Branch. Library Board endowments fund the project in its entirety, with the exception of the elevator.
- Floor plan reconfigured at both Plumb and Huntington Branch to effectively use each space to its greatest advantage
- For the first time in 6 years, no major renovations taking place
- Elevator installed and bathrooms updated by City
- Upstairs and downstairs galleries are welcoming local artists to show their work

Procedural:

- Plumb Library budget passes without any funds being cut
- Outreach has begun again (post CoVid) to nursing homes
- Curbside pickup has continued at Plumb post CoVid
- Chromebook laptops are available for in house use at Plumb
- Auto renewal of items enacted
- Receipts given at checkout informing patrons what their items would have cost if purchased
- New patron packets developed to welcome our patrons
- Seed Garden started as a joint effort with Olde Ripton Garden Club
- Programming for all children, teens and adults underway for first time since 2019 (renovations)
- Friends of the Library increase membership and begin Book Nook at Plumb.
- Consistency of rules and procedures enacted with both libraries

Staffing:

- 3 new “promoted from within” positions at Plumb created to increase work flow and designate point person in departments
- Library Assistants enjoy two increases in wages and Reference Assistants receive an increase
- Staff has begun to attend through Zoom or in person conferences to increase their knowledge.
- All computers at both libraries have been replaced in on-going basis and are currently running Windows 11.
- Library Director has served on Board of Bibliomation from 2021-present and was president of Bibliomation in 2022-2023.
- Both Children’s Librarians (J. Prutting and M. Gualtiere) have served on the Children’s Nutmeg Committee.
- Library Director has worked with Shelton Youth Services to mentor area youth.
- Library Director has worked with NELA to mentor students working on their MLS.
- Library Director and Circulation Librarian have worked with Shelton student to complete Capstone project.
- Teen/Tech Librarian has begun a Junior Friends of the Library that meets monthly to teach the students the rewards of volunteering while fulfilling their school requirements.
- Branch Librarian has mentored 3 interns from SCSU who are entering the Library Science field.
- Several staff members have served on Bibliomation committees.
- Children’s Librarian at Plumb was named Children’s Library Programmer of the Year in 2022.

Projects that still need to be accomplished:

- There are no cameras around the outside of the Plumb Library. The City is currently working on this.
- Some of the salaries for positions at the library as still inadequate when compared to the area towns and towns of similar demographics. We will continue to work to correct this.
- Training will continue with all our staff to increase their job skills and keep them current on ongoing library trends.
- There are still some “punch list” items from the renovations that have yet to be completed.

Part Two: Planning Process and Distributing the Survey

1. Developing the survey:

Once the renovations were completed in 2024, the time had come to look forward to:

- continuing to provide excellent public service to the public through reference and circulation interactions and programming for all age groups on a consistent basis
- instituting new policies and programs we are not currently offering
- asking of patronage for their opinion of what we are doing right, what we could improve, and what is within our means to offer.

To achieve this goal, a committee was formed that included:

- Chairman of the Library Board
- Treasurer of the Library Board
- Library Director for the Shelton Library system
- Branch Librarian for the Huntington Branch
- Children's Librarian at Plumb
- Teen/Tech Librarian at Plumb
- Circulation Assistant at Huntington
- President of the Friends of the Shelton Libraries
- Library Media Specialist at Elizabeth Shelton School
- 2 longtime active library volunteers
- High school student who has volunteered/presented programs

2. Completing work on and distributing the survey:

Once the committee was in place, they met and began to comprise a survey that covered all areas of library service. This survey was distributed at the Reference and Circulation desks at both libraries, at library programs, on the website, through the senior center, and sent to the school system. A press release to the eight local newspapers was sent to inform the public we were offering the survey. The survey time frame was January 1, 2025 – March 31, 2025.

3. Examining the data:

The survey data was compiled, sorted and examined. The committee met again to form the Strategic Plan for 2025-2030 based on the results of the survey.

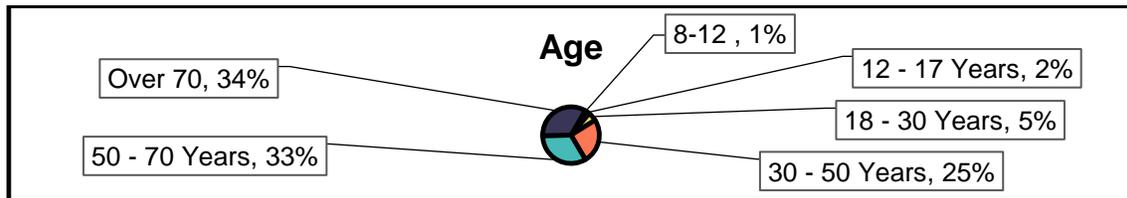
Once the rough draft of the survey was in place, the committee met a final time to make any final adjustments and approve the survey.

Listed in the following pages are the input of the 486 respondents. Not every person answered every question.

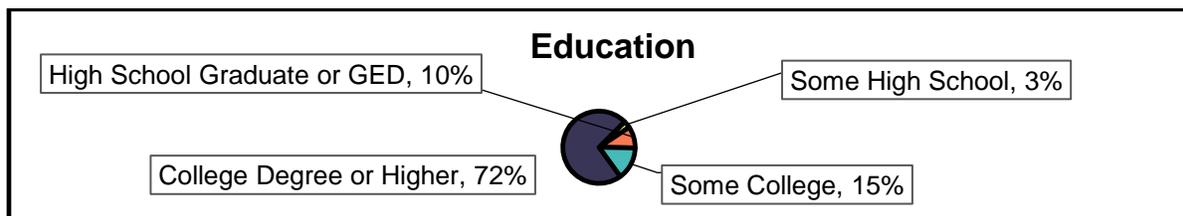
SURVEY RESULTS:

Part 1: A little information about you:

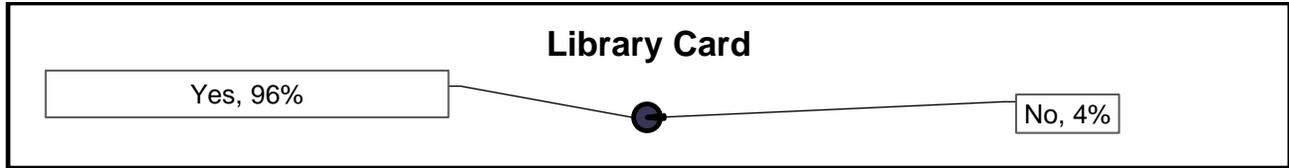
Age	Count - Age*
8 - 12 Years	4
12 - 17 Years	9
18 - 30 Years	24
30 - 50 Years	120
50 - 70 Years	157
Over 70	159
Total Result	473



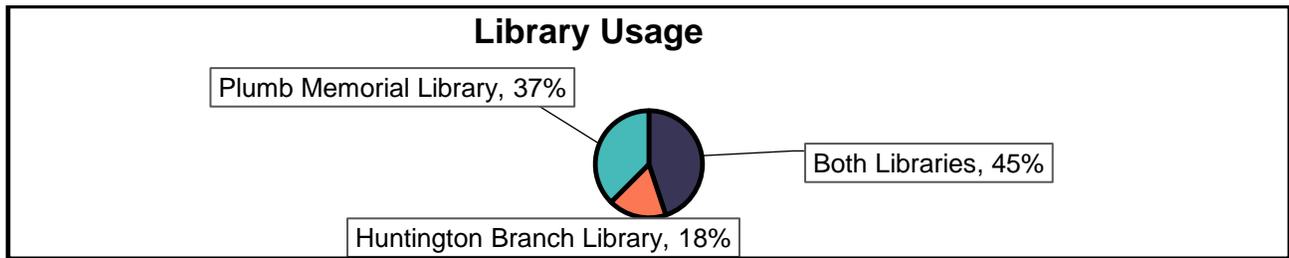
Education (optional)	Count - Education (optional)*
Some High School	15
High School Graduate or GED	45
Some College	69
College Degree or Higher	340
Total Result	469



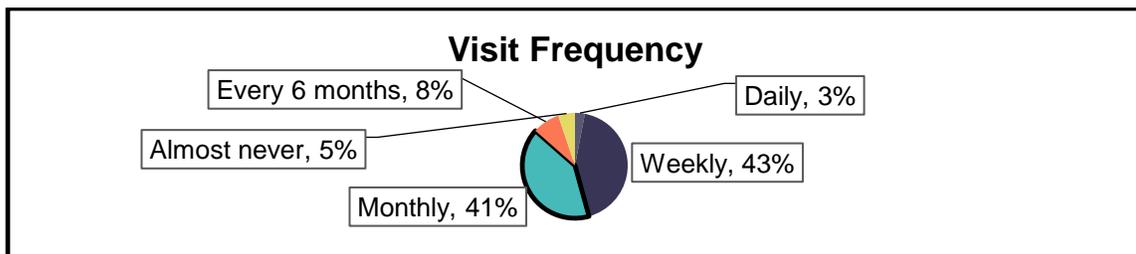
I have a current library card	Count - I have a current library card*
No	18
Yes	448
Total Result	466



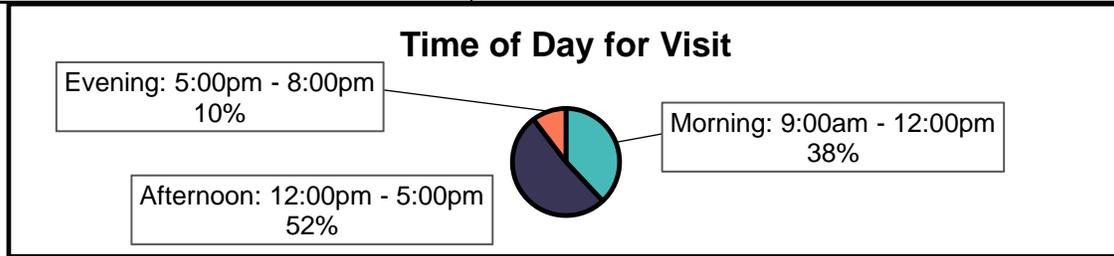
I use	Count - I use*
Both Libraries	207
Huntington Branch Library	81
Plumb Memorial Library	173
Total Result	461



I visit either library	Count - I visit either library*
Daily	14
Weekly	199
Monthly	190
Every 6 months	39
Almost never	24
Total Result	466

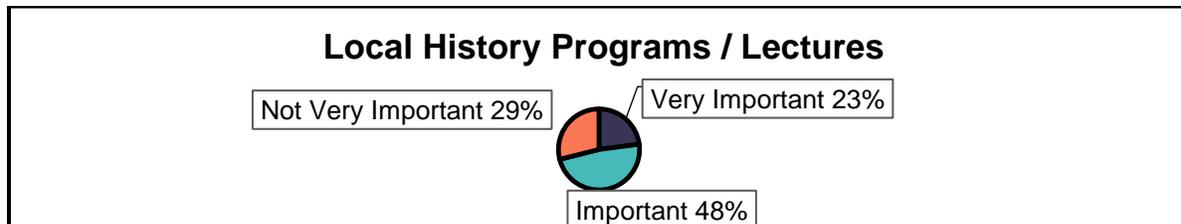


When do you mostly visit the library?	Count - When do you mostly visit the library?*
Morning: 9:00am - 12:00pm	176
Afternoon: 12:00pm - 5:00pm	239
Evening: 5:00pm - 8:00pm	48
Total Result	463

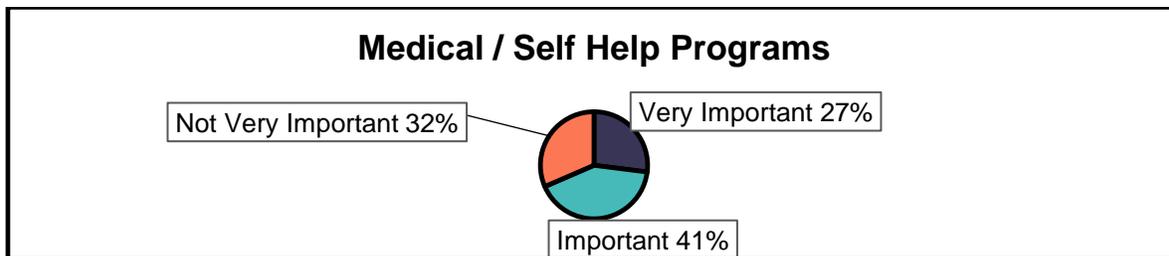


Part 2: Programming: Adult programming:

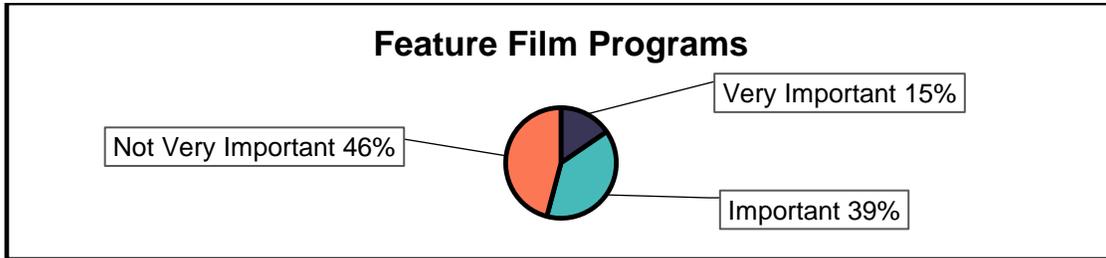
Local History Programs / Lectures	Count - Local History Programs / Lectures*
Very Important	92
Important	193
Not Very Important	116
Total Result	401



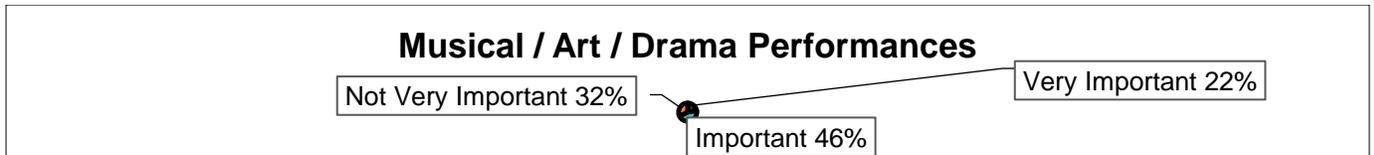
Medical / Self Help Programs	Count - Medical / Self Help Programs*
Very Important	108
Important	166
Not Very Important	126
Total Result	400



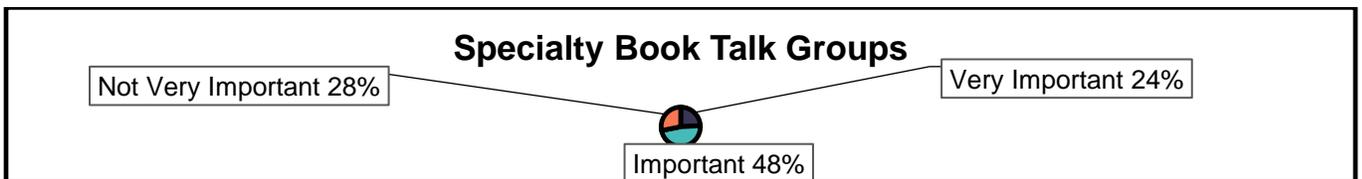
Feature Film Programs	Count - Feature Film Programs*
Very Important	60
Important	150
Not Very Important	178
Total Result	388



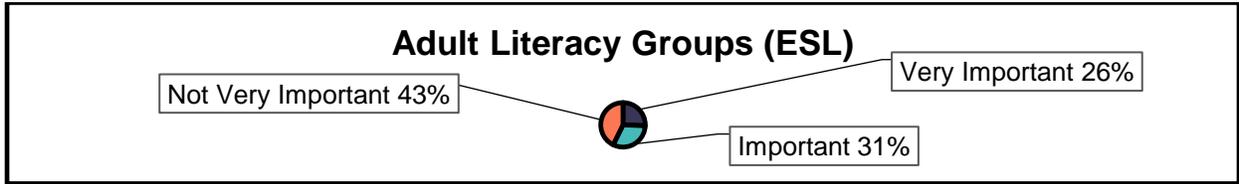
Musical / Art / Drama Performances	Count - Musical / Art / Drama Performances*
Very Important	85
Important	175
Not Very Important	122
Total Result	382



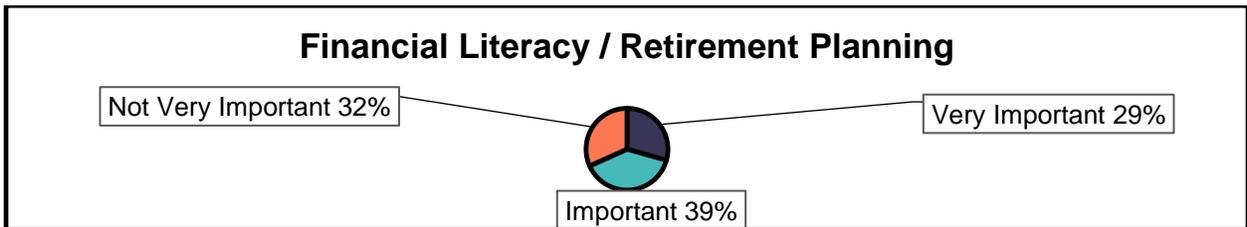
Specialty Book Talk Groups (i.e. Non-Fiction, Cookbook, Mystery)	Count - Specialty Book Talk Groups (i.e. Non-Fiction, Cookbook, Mystery)*
Very Important	93
Important	183
Not Very Important	108
Total Result	384



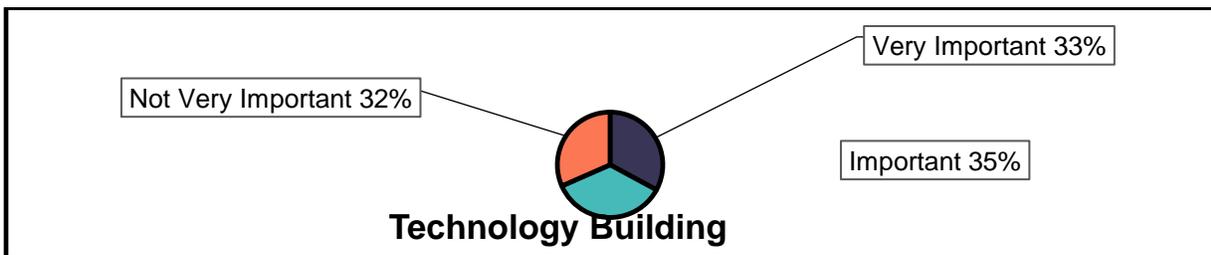
Adult Literacy Groups (ESL)	Count - Adult Literacy Groups (ESL)*
Very Important	95
Important	117
Not Very Important	158
Total Result	370



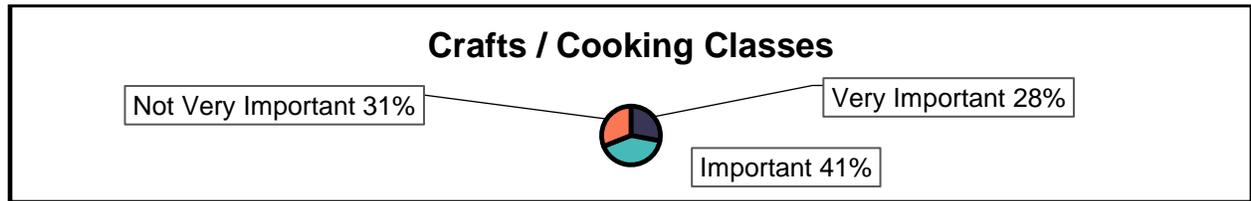
Financial Literacy / Retirement Planning	Count - Financial Literacy / Retirement Planning*
Very Important	113
Important	150
Not Very Important	122
Total Result	385



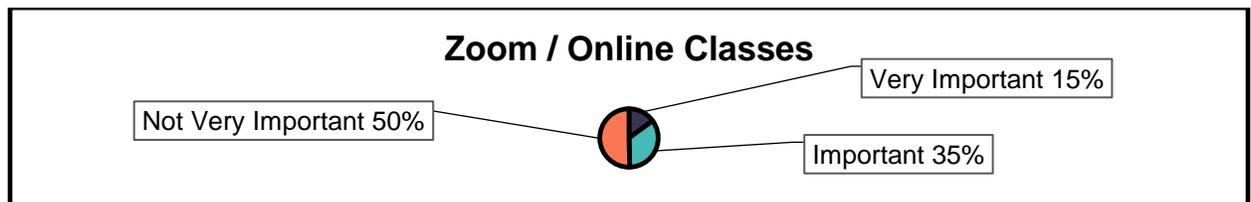
Technology Building (i.e. Computer How-To Classes)	Count - Technology Building (i.e. Computer How-To Classes)*
Very Important	125
Important	135
Not Very Important	120
Total Result	380



Crafts / Cooking Classes	Count - Crafts / Cooking Classes*
Very Important	111
Important	163
Not Very Important	123
Total Result	397

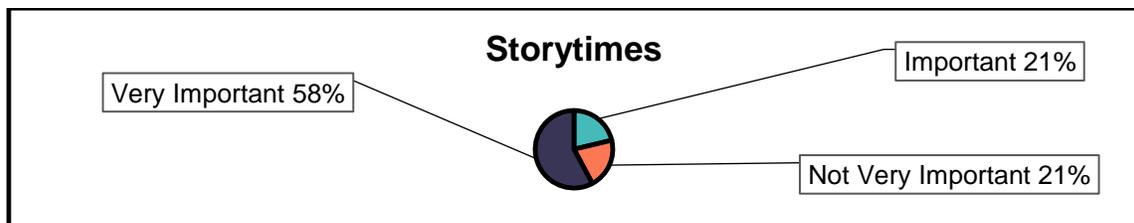


Zoom / Online Classes	Count - Zoom / Online Classes*
Very Important	56
Important	129
Not Very Important	188
Total Result	373

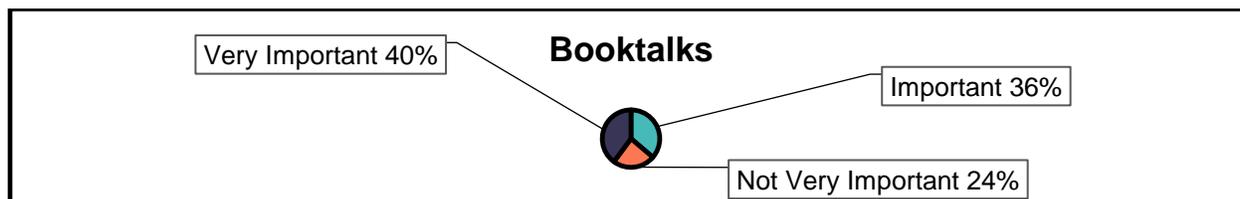


Children's Programming:

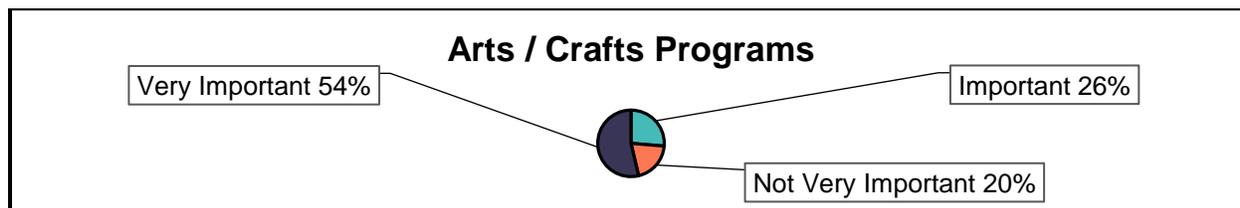
Storytimes	Count - Storytimes*
Important	61
Not Very Important	60
Very Important	166
Total Result	287



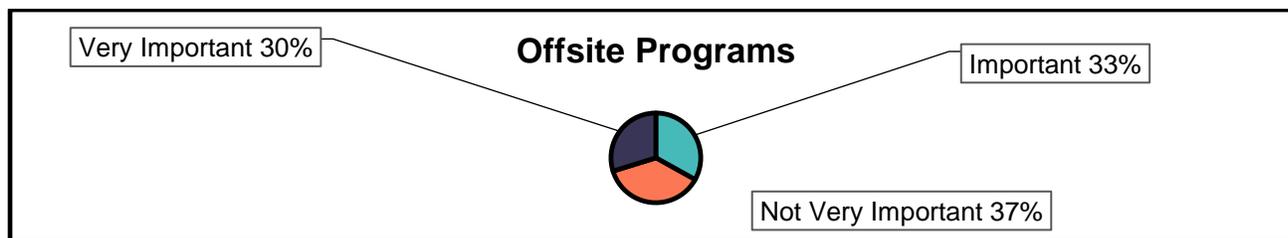
Booktalks	Count - Booktalks*
Important	100
Not Very Important	66
Very Important	110
Total Result	276



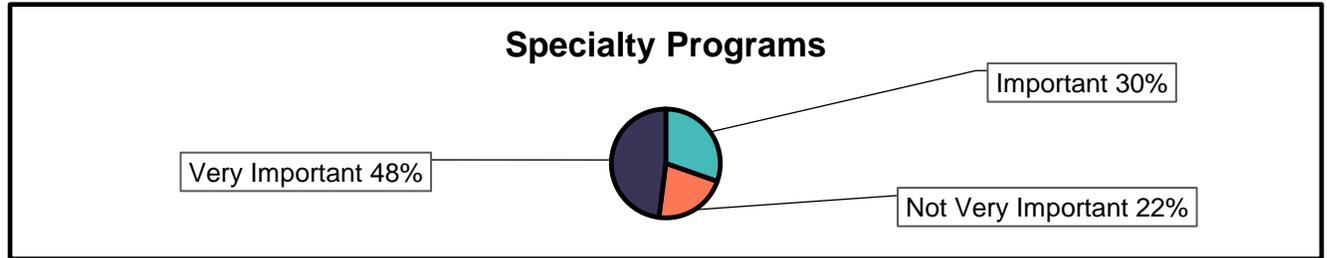
Arts / Crafts Programs	Count - Arts / Crafts Programs*
Important	75
Not Very Important	57
Very Important	153
Total Result	285



Offsite Programs	Count - Offsite Programs*
Important	90
Not Very Important	101
Very Important	81
Total Result	272

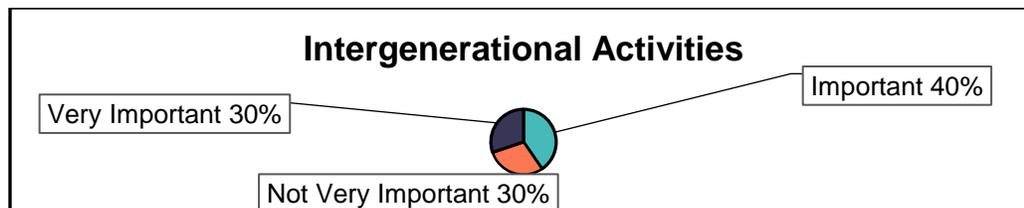


Specialty Programs (i.e. Yoga, Sign Language, Bilingual)	Count - Specialty Programs (i.e. Yoga, Sign Language, Bilingual)*
Important	81
Not Very Important	58
Very Important	128
Total Result	267



Teen Programming:

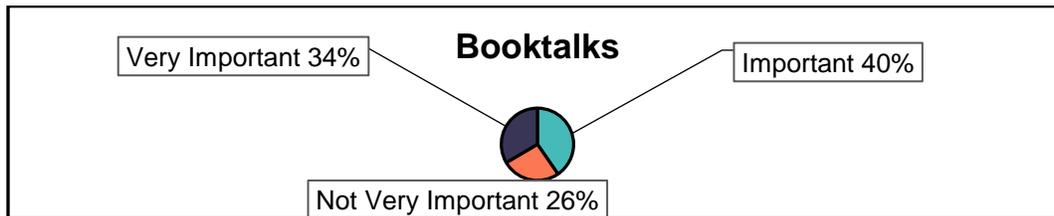
Intergenerational Activities	Count - Intergenerational Activities*
Important	103
Not Very Important	75
Very Important	77
Total Result	255



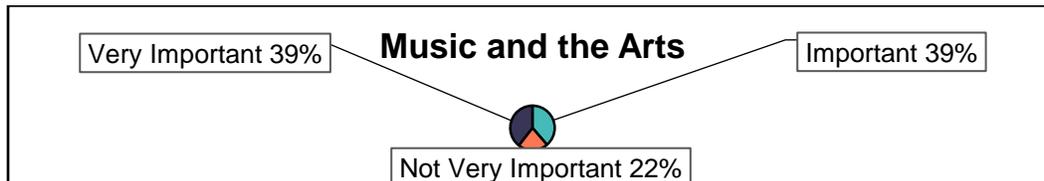
Cooking Activities	Count - Cooking Activities*
Important	101
Not Very Important	65
Very Important	93
Total Result	259



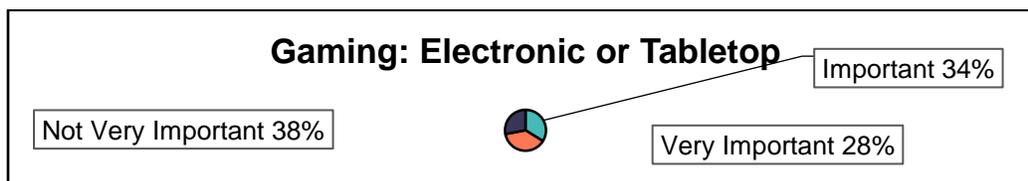
Booktalks	Count - Booktalks*
Important	105
Not Very Important	68
Very Important (empty)	87
Total Result	260



Music and the Arts	Count - Music and the Arts*
Important	99
Not Very Important	56
Very Important	101
Total Result	256

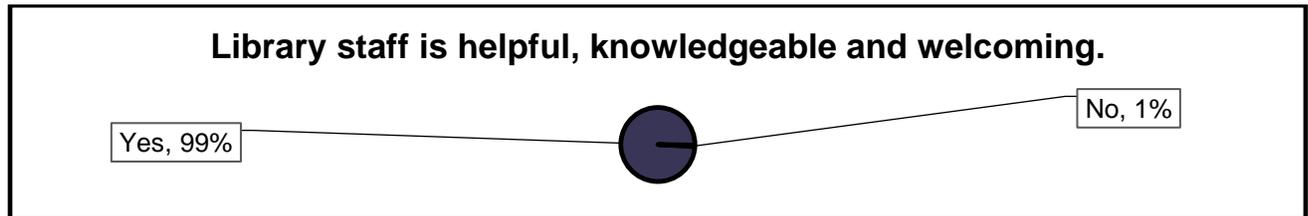


Gaming: Electronic or Tabletop	Gaming: Electronic or Tabletop*
Important	86
Not Very Important	97
Very Important	71
Total Result	254

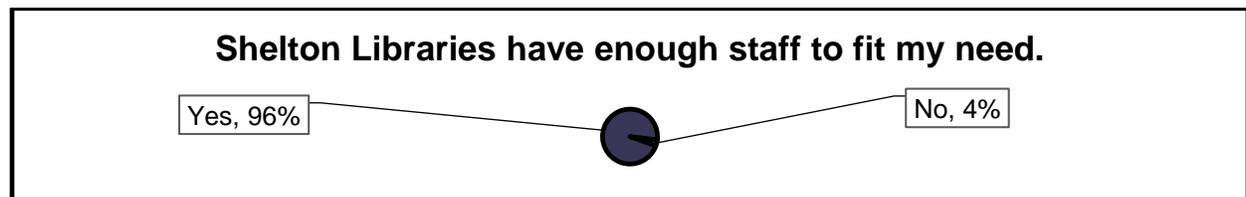


Services:

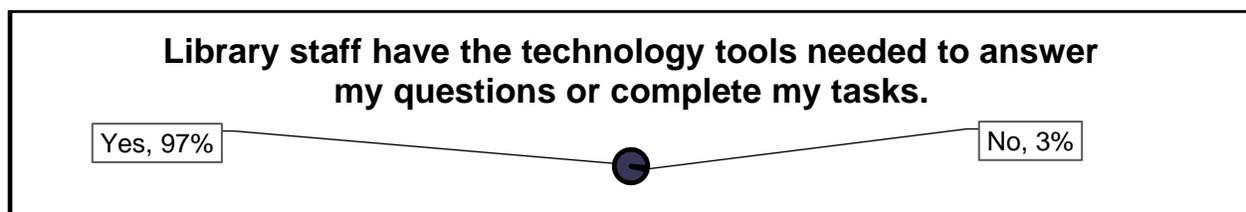
The Shelton Library staff is helpful, knowledgeable and welcoming.	Count - The Shelton Library staff is helpful, knowledgeable and welcoming. *
No	3
Yes	457
Total Result	460



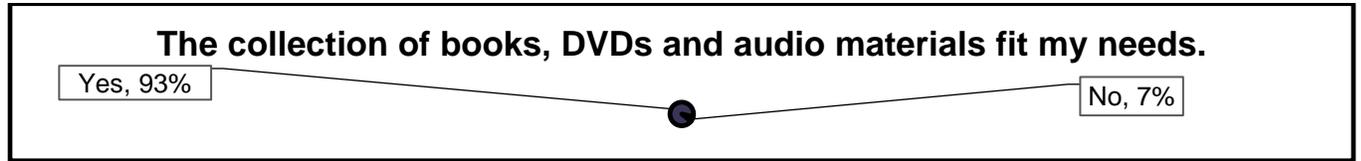
The Shelton Libraries have enough staff to fit my needs.	Count - The Shelton Libraries have enough staff to fit my needs.*
No	16
Yes	435
Total Result	451



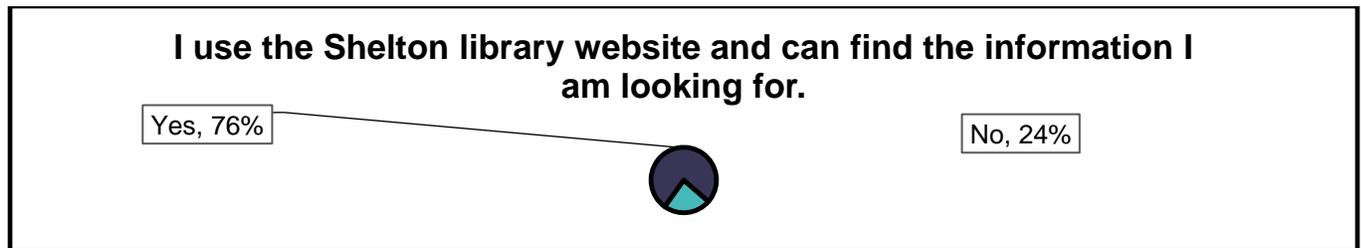
The Shelton Library staff have the technology tools needed to answer my questions or complete my tasks.	Count - The Shelton Library staff have the technology tools needed to answer my questions or complete my tasks.*
No	11
Yes	427
Total Result	438



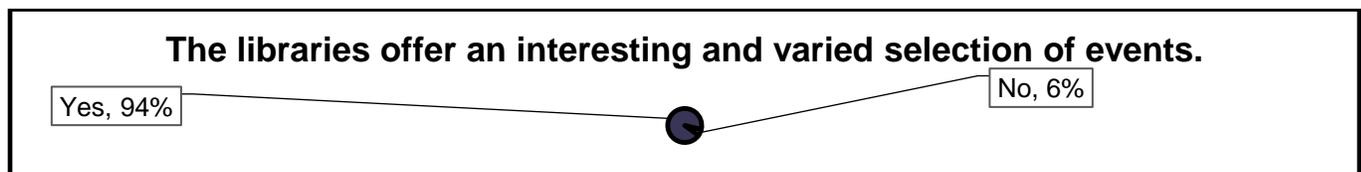
The collection of books, DVDs and audio materials fit my needs.	Count - The collection of books, DVDs and audio materials fit my needs.*
No	31
Yes	404
Total Result	435



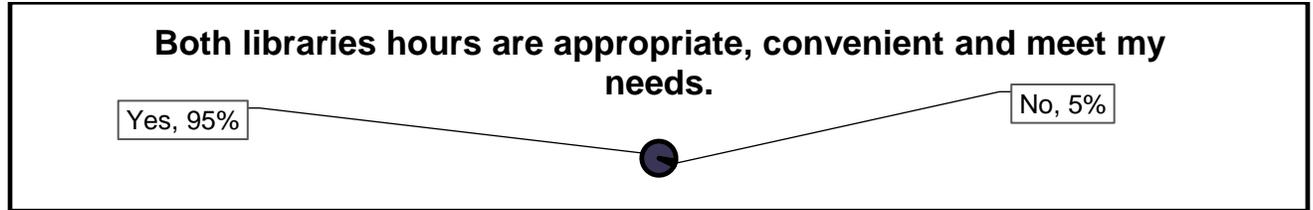
I use the Shelton library website and can find the information on the website I am looking for.	Count - I use the Shelton library website and can find the information on the website I am looking for. *
No	99
Yes	322
Total Result	421



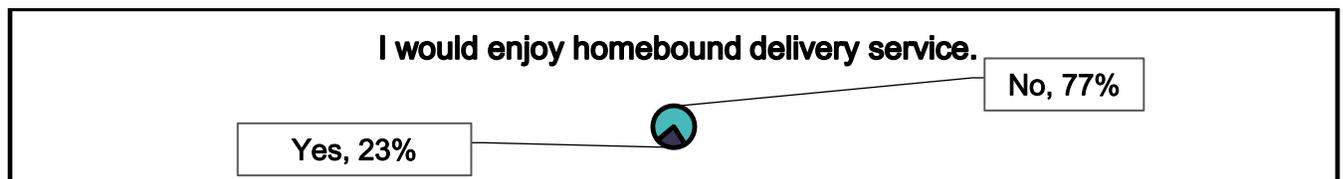
The libraries offer an interesting and varied selection of events.	The libraries offer an interesting and varied selection of events.*
No	26
Yes	380
Total Result	406



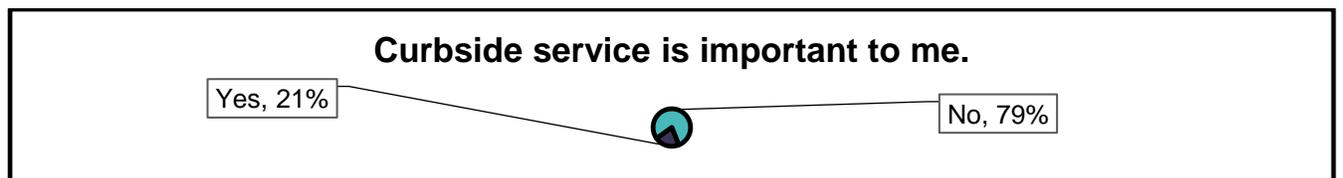
Plumb and Huntington Branch libraries hours are appropriate, convenient and meet my needs.	Count - Plumb and Huntington Branch libraries hours are appropriate, convenient and meet my needs.*
No	21
Yes	425
Total Result	446



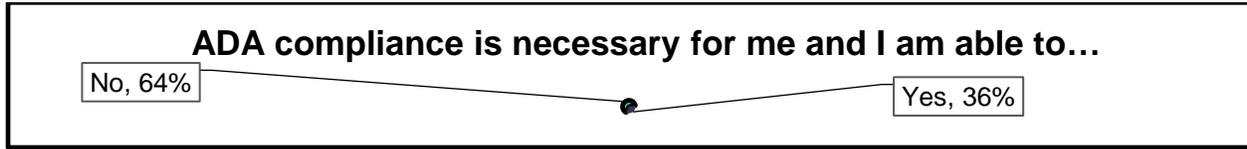
I would enjoy homebound delivery service.	Count - I would enjoy homebound delivery service.*
No	296
Yes	88
Total Result	384



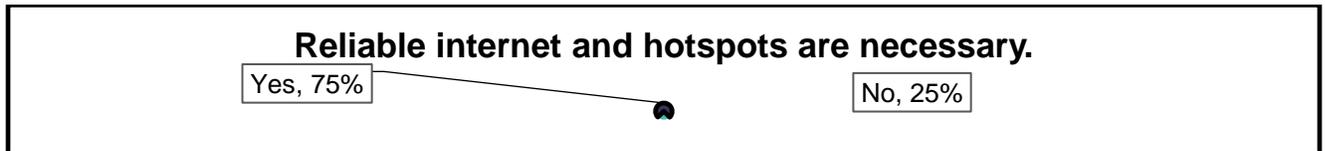
Curbside service is important to me.	Count - Curbside service is important to me. *
No	312
Yes	83
Total Result	395



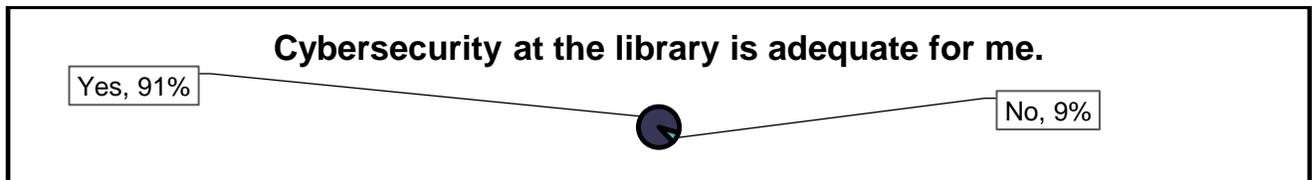
ADA compliance is necessary for me and I am able to easily visit the libraries.	Count - ADA compliance is necessary for me and I am able to easily visit the libraries.*
No	216
Yes	120
Total Result	336



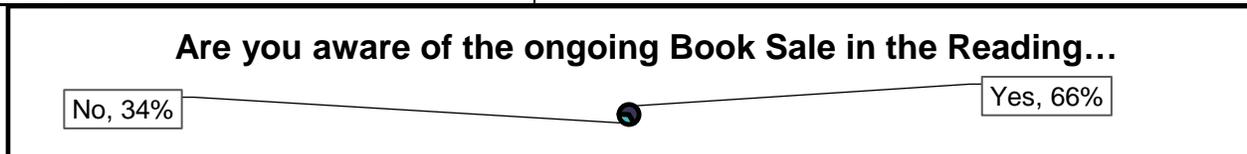
Reliable internet and hotspots are necessary.	Count - Reliable internet and hotspots are necessary.*
No	100
Yes	293
Total Result	393



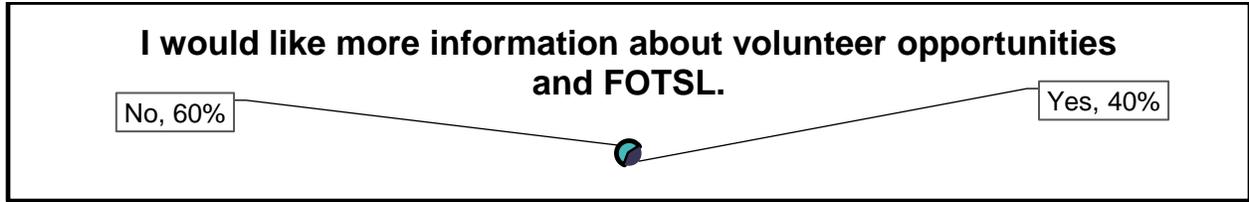
Cybersecurity at the library is adequate for me.	Count - Cybersecurity at the library is adequate for me.*
No	32
Yes	340
Total Result	372



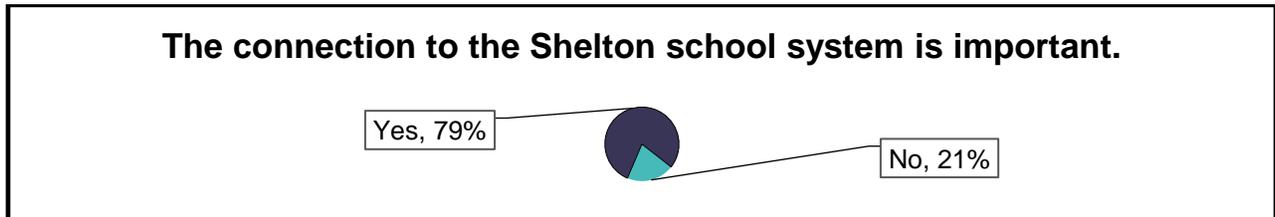
Are you aware of the ongoing Book Sale in the Reading Room at Plumb and the virtual book sale available through our website?	Count - Are you aware of the ongoing Book Sale in the Reading Room at Plumb and the virtual book sale available through our website?*
No	147
Yes	287
Total Result	434



I would like more information about volunteer opportunities and the Friends of the Library.	Count - I would like more information about volunteer opportunities and the Friends of the Library.*
No	239
Yes	158
Total Result	397

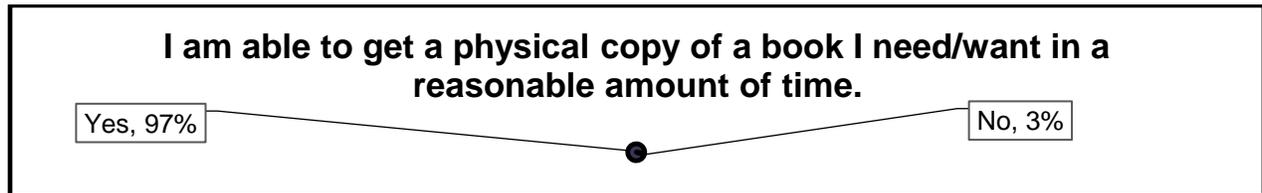


The connection to the Shelton school system is important.	Count - The connection to the Shelton school system is important.*
No	82
Yes	311
Total Result	393



Resources:

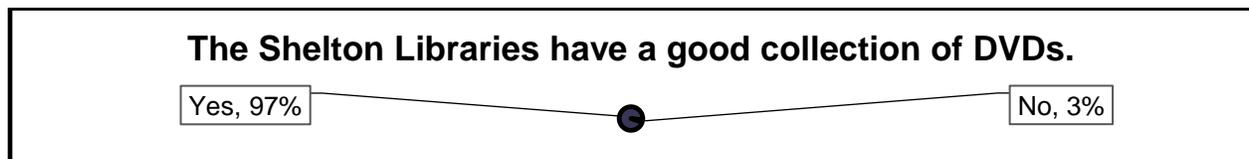
I am able to get a physical copy of a book I need/want in a reasonable amount of time.	Count - I am able to get a physical copy of a book I need/want in a reasonable amount of time. *
No	15
Yes	434
Total Result	449



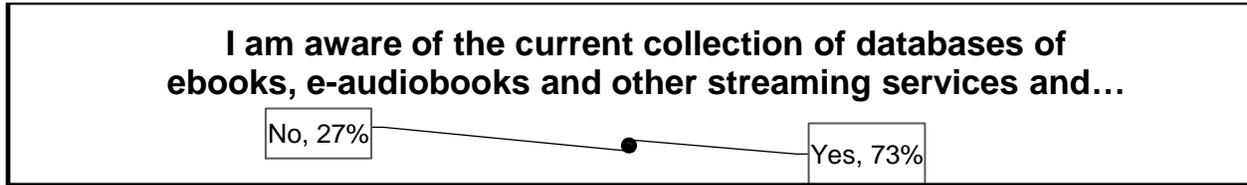
The Shelton Libraries have a good collection of physical magazines and newspapers.	Count - The Shelton Libraries have a good collection of physical magazines and newspapers.*
No	12
Yes	376
Total Result	388



The Shelton Libraries have a good collection of DVDs.	Count - The Shelton Libraries have a good collection of DVDs.*
No	13
Yes	369
Total Result	382

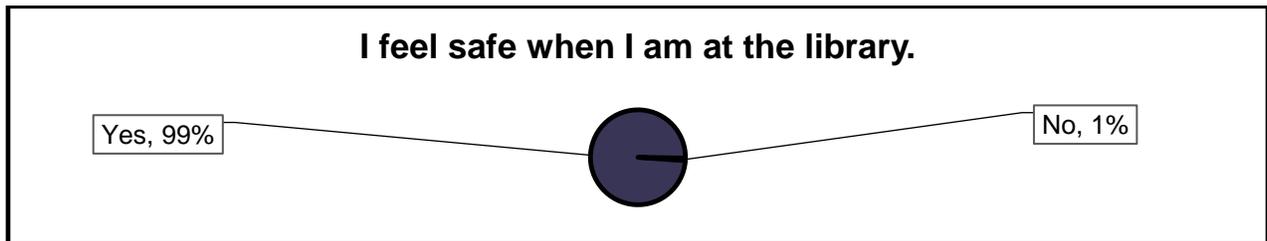


I am aware of the current collection of databases of ebooks, e-audiobooks and other streaming services and they adequately fit my needs. (Hoopla, Libby, Palace)	Count - I am aware of the current collection of databases of ebooks, e-audiobooks and other streaming services and they adequately fit my needs. (Hoopla, Libby, Palace) *
No	106
Yes	282
Total Result	388

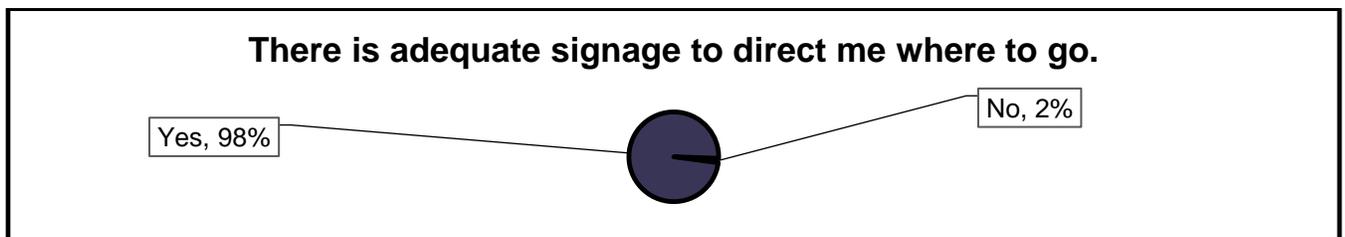


Facilities:

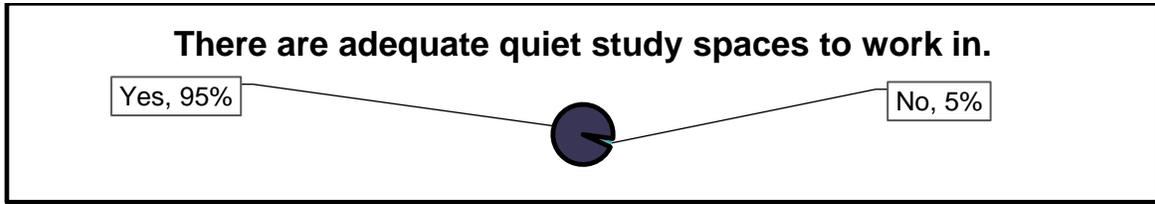
I feel safe when I am at the library.	Count - I feel safe when I am at the library.*
No	4
Yes	457
Total Result	461



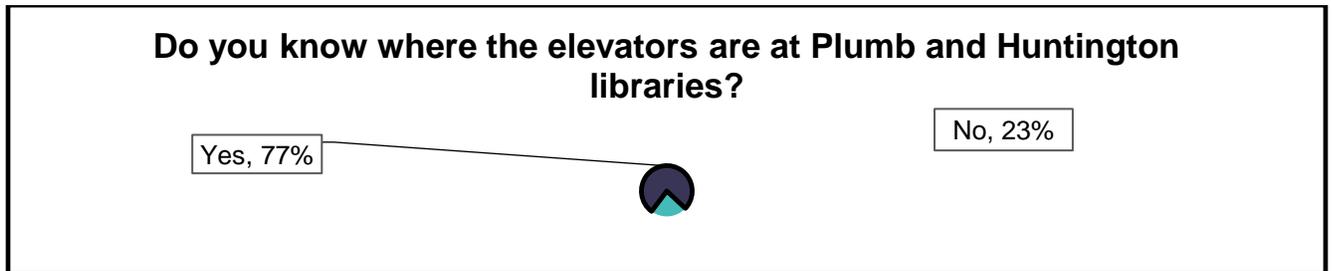
There is adequate signage to direct me where to go.	Count - There is adequate signage to direct me where to go.*
No	7
Yes	444
Total Result	451



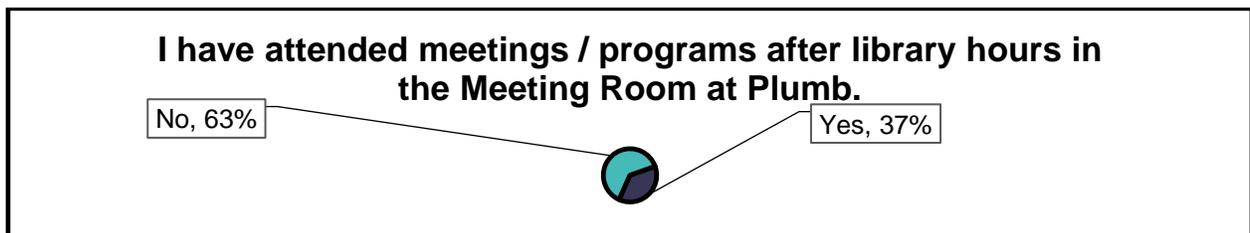
There are adequate quiet study spaces to work in.	Count - There are adequate quiet study spaces to work in. *
No	20
Yes	410
Total Result	430



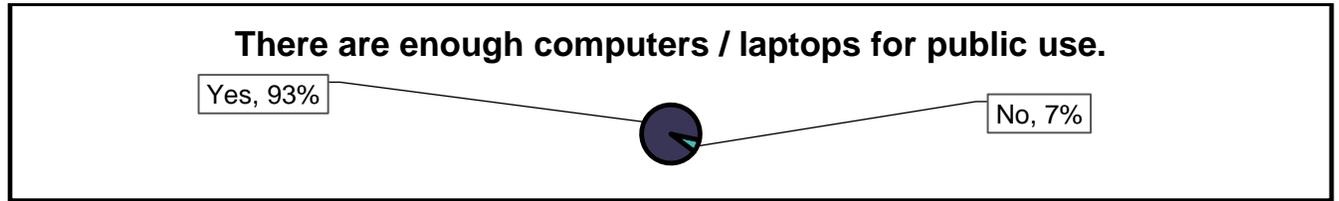
Do you know where the elevators are at Plumb and Huntington libraries?	Count - Do you know where the elevators are at Plumb and Huntington libraries?*
No	102
Yes	336
Total Result	438



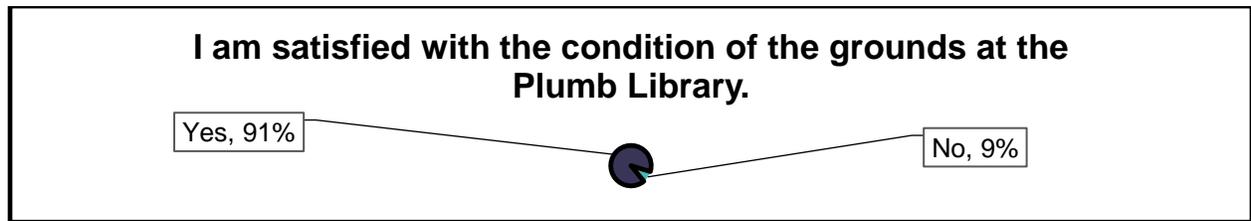
I have attended meetings / programs after library hours in the Meeting Room at Plumb.	Count - I have attended meetings / programs after library hours in the Meeting Room at Plumb.*
No	275
Yes	162
Total Result	437



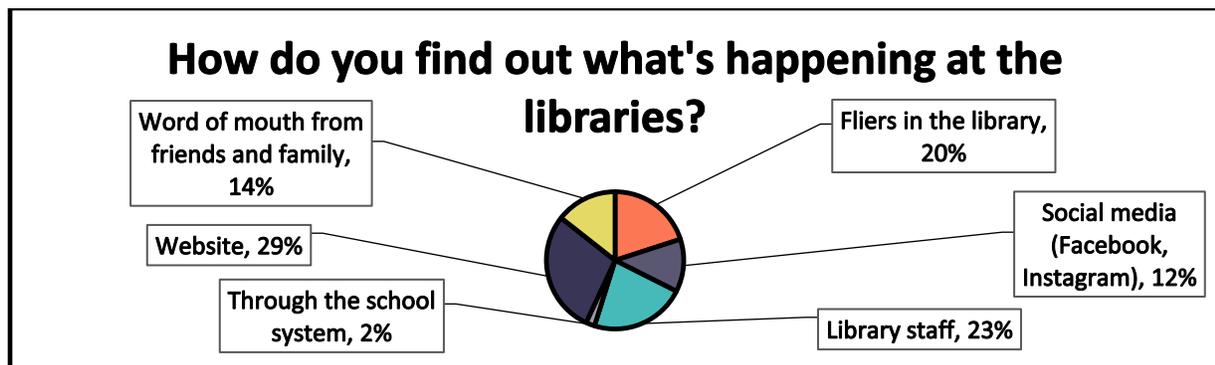
There are enough computers / laptops for public use.	Count - There are enough computers / laptops for public use.*
No	26
Yes	349
Total Result	375



I am satisfied with the condition of the grounds at the Plumb Library.	Count - I am satisfied with the condition of the grounds at the Plumb Library.*
No	41
Yes	399
Total Result	440



How do you find out what's happening at the libraries? (Check all that apply)	Count - How do you find out what's happening at the libraries? (Check all that apply)*
Fliers in the library	192
Social media (Facebook, Instagram)	119
Library staff	215
Through the school system	20
Website	275
Word of mouth from friends and family	138
Total	959



385 (Bulk Submissions)	81.22% of 474	Filled out the survey on paper (or online, in the building).
89 Unique IDs	18.78% of 474	Filled out the survey online.

The Shelton Library systems greatest strengths are:

- 1 Staff! Programs!
- 2 Mrs. Maura
There is always a great selection of current best sellers and great staff!
- 3 The staff is helpful and knowledgeable.
- 4 Having a wide variety of options as well as being safe and welcoming.
- 5 Large fiction collection
- 6 Location, and welcoming staff
- 7 The people are helpful and knowledgeable.
- 8 The Staff
- 9 Helpful staff
- 10 Plumb's children staff are the best
- 11 Awesome staff!
- 12 Variety of kids programs
- 13 You can tell the staff cares and is trying to make the libraries great for everyone.
- 14 Convenient, good selection
- 15 Welcoming
- 16 friendly and helpful staff
There are adult programs (not just kids), and there are a lot of good physical and digital books. I like the Hoopla and Libby apps.
- 17 Friendly and helpful staff.
- 18 Friendly and helpful staff.
- 20 Local community, local connection, breadth of programming
- 21 Digital media variety
- 22 The children's librarians and caring of all the patrons. We love and appreciate them all!
- 23 The kind, friendly librarians.
- 24 friendly staff always willing to help
- 25 Children's programs, amazing staff
- 26 knowledgeable and friendly staff
- 27 Location
Museum passes, availability of books, love Summer programs, kids activities
- 28 including Find Pete The Cat, etc.
- 29 Great staff; great book selections
- 30 FRIENDLY, LOTS OF KIDS PROGRAMS
- 31 Ease finding books - very helpful staff = friendly & welcoming. Very good as is for my needs
- 32 Variety of materials and programs, excellent staff
- 33 Very nice and knowledgeable staff
- 34 Book selection, knowledge of staff.

35 Wonderful and friendly staff.
36 The storytime, getting hard copy of best sellers. Helpful in person help.
37 local newspapers, free information, comfortable surroundings
38 staff
39 Good locations-easy to get to, easy parking. Cleanliness - always clean and books well kept.
40 Variety - variety of programs, books, other services (artist showings, seed library, etc.)
41 It's people.
42 Location
43 Staff.
44 friendly, helpful and resourceful
A lovely collection of books, DVDs and magazines. Staff members are knowledgeable
45 and very pleasant.
Bibliomation! I prefer held-in-hand books and love the convenience of a book from
46 another library, sent to one in Shelton where I can pick up.
47 have been to a couple of after hour presentations at Plumb and they have been great.
48 Helpful and knowledgeable staff
49 Proximity to where I live, clean welcoming space.
50 Its people and the dual locations.
51 Helpful staff.
52 Staff
53 Easily accessed. Calming and beautiful environment. Surrounded by books!
54 Accessibility
55 Huntington has a clean open space with helpful staff.
56 Main Library and Branch available
57 Generally enough books
58 Very open and easy to navigate.
59 helpful staff, consistent hours at both locations, friendly greeting by staff
60 Meeting place for ESOL classes. \r\nBringing a sense of community.
61 Good collection of books. Friendly staff
62 Library staff
63 book reviews & ability to get the books I need
64 Providing a valuable set of resources and skills to bring the community together.
65 flexible hours, helpful staff
66 friendly service; online availability
67 Well-informed and helpful friendly staff.
68 Service and convenience - close, love to Huntington Branch
69 available selection of books and audiobooks
70 The library staff
71 The staff is exceptional - pleasant, always helpful!
72 Staff are always eager to help.
73 Great people who are willing to help!
74 resources
75 Great staff, nice that there are 2 locations

76 friendly, helpful staff
77 the staff and timeliness
78 friendliness\hours
79 good selection of books
80 Staff
81 Their staff which is very helpful.
82 Friendly staff
83 Great staff!
84 Does a very good job
85 the people, books, etc.
86 knowledge and friendliness of the staff
87 The personnel
88 staff is knowledgeable and welcoming
89 Extra programs. I enjoy the oak trees.
90 The wide selection of books, ebooks and audiobooks.
91 Great staff!
92 the locations are convenient.
93 Helpful librarians
94 Selection of books, friendly and helpful staff (to the book clubs)
95 knowledgeable staff and friendly
96 Dedicated Staf
97 staff at both libraries so helpful
98 Friendliness of the staff, ease of access, cleanliness, handicap accessible
99 The wonderful staff
Shelton staff very helpful. People, new brightness, nice displays, book nook, fast service,
100 Bibliomation, I get new books surprising fast.
Library offers very interesting programs, Shout out to the Olde Ripton Garden Club for
101 the plantings, Curb appeal could be tidier.
102 Adequate assistance
103 Good and friendly customer service
104 Friendly staff go out of their way to help always
105 Quiet, clean, and excellent staff
106 staff
107 knowledgeable staff
108 Hours open are good, selections, staff
109 Staff
110 Friendly and helpful staff
111 Kindness of staff, everything is available!
112 location\staff\books
113 There are a lot of books and other resources that the Shelton library system offers.
114 DVD
115 Knowledgeable friendly staff
116 The library staff.
117 The pleasant and helpful staff.

118 Staff is always friendly and helpful. The library is clean.
119 Selection of books; knowledgeable staff
120 Very helpful in getting books
121 Helpful and friendly staff
122 They are very close to my home.
123 Helpful, knowledgeable staff.
124 It's librarians who put on great programs!
125 Kind and helpful staff.
126 The children's activities and programs.
127 Community outreach & the staff
128 Locations
129 Variety of programs and materials.
130 The Staffs are excellent at both Plumb & Branch.
131 the friendly helpful people that work there
132 a vast supply of books
133 The employees
134 Location, Veriaty of books
135 STAFF
136 Good selection of material.
137 Employees
138 Convenience
139 2 locations and upgraded & refurbished locations
140 Great friendly staff, clean and bright rooms.
141 Their extra programs.
142 Location, staff is very helpful
143 knowledgeable staff
144 Helpful Staff
145 Being able to get books from other CT libraries.
146 The staff being nice.
147 the staff!! They're so nice
148 Convenience
149 Lots of books, nice staff.
150 Location and available books.
151 staff
152 The librarians that work here!
153 the staff
154 Great collection of materials, friendly and helpful staff
155 Knowledgeable and friendly staff.
156 Friendly staff, clean facility, and variety
157 Great selection and knowledgeable staff.
158 Explaining how the library works and making sure they satisfied our needs.
159 Friendly, helpful staff, and the Huntington Branch updates look great!
160 Everyone is kind and helpful.

161 Library location, space, friendly and helpful staff.
162 Friendly
163 Ms. Sandra - Children's Section
164 Being able to put books on hold from other libraries.
165 The librarians!!! They are always nice and helpful.
166 Wonderful, helpful staff
167 Access to educational books, Tonies, and books.
The staff and how helpful they are, proximity to home and local feel, variety of kids'
168 books and tablets.
169 Great Kids' Collection and Kids' Area
170 Welcoming staff; convenient hours
171 I like Hoopla
172 Proximity and availability of books when I need them.
173 Staff
174 Accessibility
175 Staff is very helpful and welcoming.
176 Locations
177 Staff
178 Easy Access
179 Library Staff
180 Their knowledgeable and friendly staff.
181 Very helpful, friendly staff
182 Convenient
183 Convenient
184 Good services
185 Staff is very friendly and helpful.
186 Getting books from other libraries.
187 Staff
188 Good location, decent collections
189 Prompt responses to Hold Requests. The staff is always welcoming.
190 The knowledge of your staff.
191 Excellent librarians
192 The people
193 friendly and helpful staff
194 Staff
195 Great service! I am 89 and have vision problems.
196 Easy access
197 Friendly staff
198 Ease of use.
199 The extraordinary staff
200 Well informed personnel.
201 Great staff
202 Library staff is always very knowledgeable

203 Staff is very informative
204 Pleasant and helpful people
205 Friendly, welcoming, fun!
206 clean, quiet, great staff
207 Professional staff
208 Services offered
209 Very helpful and pleasant staff.
210 The people that work there - I enjoy going every week.
211 THE CHILDREN'S EVENTS SINCE I HOME SCHOOL IS GREAT!
212 It's a quiet, local library that offers a place to find good books
213 very friendly professional staff
214 Staff
215 The wonderful staff and organization.
216 the staff, books available
217 Location, hours, quiet, programming offerings
218 Books
219 Ms Maura!
220 organization, support
221 cleanliness\current resources
222 We love the children's book packs - I can see how helpful they will become
223 once we start homeschooling.
224 Friendly staff
225 Staff resource availability, activities for kids
226 Very knowledgeable and helpful
227 The people and hours.
228 Staff, # of programs free
229 Children's programs and kind staff
230 quiet, wooden library in the back, collection of books and staff
231 collection of books, programs
232 Collection of books\materials and staff member's service
233 Polite and helpful staff
234 The knowledgeable staff!
235 Yes
236 The staff - so very friendly and helpful.
237 Friendly service
238 children's programs
239 staff and variety of learning materials
240 friendly and safe
241 Good selection
242 The staff is absolutely incredible
243 Easy to get books, very good variety of physical books
244 facility, book selection, hours of operation
245 staff

245 They have so many books.
246 amount of space
The children's section is great - we try to visit every week.
247 The staff is friendly and helpful. We enjoy the children's activities.
248 The story time with Miss Maura.
249 friendly, knowledgeable staff, availability of resources and materials
250 Available books and resources
251 Staff and selection
252 It's collection
253 Friendly and helpful staff
254 good selection; wonderful staff, very helpful
255 friendliness, classes
256 Available resources for all ages
257 Wonderful staff, good selection of books and DVDs and convenient hours.
258 Fast internet and a great staff
259 Convenience
260 the staff
261 Presence, Available open-doors, stocked shelves
262 The Staff! And interlibrary loan.
263 The staff - incredibly helpful and knowledgeable.
264 Easily accessible locations and collections.
265 Stable location\hours\access
The staff is friendly and knowledgeable and it has a solid collection of books.
266 Ms. Maura is outstanding. Her programming for children is amazing.
267 Knowledgeable staff
268 The people that work there.
269 Kindness\customer relations
270 Staff is excellent!
271 The Library staff is wonderful, professional, and always helpful.
272 The people that work in the library. They are knowledgeable, helpful, and friendly.
The recent renovations have greatly improved the library's ambiance for reading and learning.
273 It's a comfortable environment to be in.
I really like the \New Items\" listed on the Library's website.
274 The Library's website is easy to navigate and its visually appealing."
275 The staff! The Plumb Childrens staff is amazing. So helpful and creative.
Love all the search and find and survey activities. The animal and dinosaur bags
276 and activity bags are a favorite.
277 The staff are helpful and friendly\r\nThe historic reading room
278 Staff is very friendly
279 variety of resources i.e. books, papers, magazines, et al
280 staff is very helpful, programs are varied and great.
281 Lots of Books and you have ordered me books when not there
282 Willingness to provide assistance.
283 Lovely staff, adequate materials

284 Staff
285 Organized, friendly
286 Dedicated staff
287 Helping people.
288 Large variety of materials, knowledgeable/friendly staff
289 Its staff and collection, love the Plumb!
290 the helpfulness at the desks and finding things
291 helpful staff
292 Great resource, great staff
293 Friendliness of staff, personal touch
294 clean and modern
295 i know where everything is
296 Joe is such a fantastic help!
297 The staff is always warm, friendly, and knowledgeable
298 Accessibility
299 Staff are remarkable.
300 It is conveniently situated and is well equipped.
301 computers, parking
302 helpful, friendly staff, clean building, tai chi offering
303 The friendly, competent staff.
304 Helpful staff
305 Staff
306 Awesome books and people
307 a lot
308 the staff are very happy and helpful
309 STAFF- Plumb's Staff Adult and Kids-EXCELLENT
310 Freindliness
311 variety of info
312 friendly service, everything in alphabetical order with books and DVDs
313 The helpful staff
314 Great staff, very kind and very helpfull
315 The fact they are open after 5pm. That they offer evening hours.
316 Its staff
317 Staff are very knowledgeable and helpful
318 It's a wonderful staff
319 the staff
320 It's people.
321 Their staff
322 Staff
323 yes
324 convenience, proximity
325 Everything awesome
326 Libby usage\r\nComfy inside

327 staff
328 Staff, computers, good hours, good and helpful programs
329 Availability
330 Very good
331 Staff courtesy and collection of books.
332 friendly\knowledgeable staff
333 ARE THE PEOPLE WHO WORK THERE. THEY ARE VERY HEPLFUL.
334 Great staff, Great movies, sufficient resouces
335 Convenience
336 convenience and hours
337 Accessibility
338 Easy to locate whatever I need. Staff is excellent.
339 Book selection
340 Plumb Memorial staff, especially in the Children's Dept. The wide variety of books at Plumb.
341 Free books.
342 Friendly staff
343 programs to help children and adults with more learning and engagement
344 The staff
345 very helpful and friendly
346 Very helpful always
Great children programs and great helpful staff. They are very friendly too.
347 Maura is fantastic
348 GREAT SELECTION, GREAT PEOPLE
349 Keeping up with modern technology.
350 Joan
351 events, staff, interlibrary loans
352 friendly and helpful staff
353 The staff - the collections - the programs.
354 PROGRAMS FOR CHILDREN
Beautiful building and excellent choice of books (found \Chekhov's Shores\" in recent
355 acclaimed translation)
356 Friendliness and helpfulness of staff. Database of ebooks is sufficient.
357 Meets all my needs.
358 The staff

Part Three: Examining the Survey and Composing the Strategic Plan

1. Library evaluation

- a. Circulation
 - i. Keeping up with trends and improving on what we are doing
 - ii. Updating and improving our policies and practices to reflect current times
- b. Marketing
 - i. Signage
 - ii. Social media
 - iii. Other ways to advertise
- c. Technology
 - i. Constant monitoring of equipment and education about developments
 - ii. Security/cyber security
- d. Community engagement
 - i. Work in tandem with community groups and schools throughout Shelton

2. Facility objectives

- e. Continue to monitor the conditions of both library buildings
- f. Punch list at Plumb/Huntington
- g. Repave parking lot
- h. Staff and patron safety at both locations

3. Financial objectives

- i. Continue to fund the libraries adequately through the Fiscal budget
- j. Continue to solicit grants and donations for the Library Board and the Friends of the Shelton Libraries.
- k. Increase in salary for several positions

I. Increase in fulltime assistant at Branch/Reference at Branch

4. Planning for the libraries of the future

m. Preparation for any unseen event

- i. Safety and security
- ii. Natural/global events

n. Technology

- i. Improve and enhance our electronic offerings
- ii. New ways of performing library service
- iii. Begin to plan for 2030-2035

