Request For Proposals

Library Strategic Planning Services

New Britain Public Library

New Britain, CT

June 19, 2013

PURPOSE OF RFP

The Board of Trustees of the New Britain Public Library is requesting proposals from qualified individuals or firms with experience in library strategic planning to provide consulting services to the Library to develop a 5-Year Strategic Plan that reflects current and future services trends of public libraries as well as the specific needs of New Britain residents for the next 5 years. The Library’s current Long Range Plan was completed in November 2007 and was designed to cover the period 2008-2018. The Library is now at the halfway point in the original plan and many goals of the first 5-year action plan have been achieved. However, based on a review of the 10-year plan, the Board has determined that continuing demographic, cultural and technological changes necessitate the development of a completely new library “road map” for the next 5 years. The current plan is included as Appendix A.
LIBRARY BACKGROUND

In 1853, the New Britain Institute was started by a group of public-spirited men, to promote a series of lectures and establish a library and reading room on Main Street. After a series of moves, a new library building was erected and opened in January 1901 on the corner of High and West Main Streets. At that time, a fee was charged to borrow books. By May 1901, the first city appropriation of $4,000 made it possible to offer free service in all library departments to the residents of New Britain. In 1931, the Hawley Memorial Children’s Library was built on the same block and opened to the public.

At one time, the Library had three branches. Currently, it has one branch, housed in the Jefferson Elementary School. This branch functions as both a public and school library. In 1976, an addition joined the main library to the Hawley building, connecting as one building.

The New Britain Public Library is an association library governed by a 21-member Library Committee, which reports to the New Britain Institute’s Board of Managers. It is a member of Library Connection Inc., a consortium of 27 public and academic libraries that share a Sirsi-Dynix integrated library system (CONNECT).

The Mission of the New Britain Public Library is “to provide and to keep current the materials and services which help to address the information, education, cultural, and recreational needs of the community, in an environment that is safe, friendly and accessible.”

Serving a community of 73,206 residents with a staff of 54, of which 30 are full time, the Library is open 64 hours in a typical week. According to census figures, nearly 50% of the population speaks a language other than English at home. High unemployment and low educational levels deeply affect the community. Of 169 towns in Connecticut, New Britain ranks 167 on the AENGLC scale (Adjusted Equalized Net Grand List per Capita). Approximately 95% of the Library’s funding comes from a city appropriation. The remainder of the operating expenses is derived from fund raising, grants and endowments. The current year budget is $3,009,223 of which $2,850,000 is the city appropriation.

For the fiscal year ending 2012:

- Total annual Library visits were 307,119.
- 1313 programs were offered and attracted a total of 28,468 people.
- 410, 639 items were checked out by 27, 259 card holders.
- There were 50,628 sessions on 38 public computers.

The Library offers free Wi-Fi, Text-a-librarian, a variety of outreach services, public computers and classes, databases, and a downloadable e-book collection. Meeting rooms are available for public use. The Local History Room provides historical and genealogical information on the greater New Britain area.
SCOPE OF WORK: PROJECT AND DELIVERABLES

1. Project:

   a. Gather data through research that focuses on Library users, non-users, and stakeholders (including Library board, director and staff). Identify community needs/wants and find ways to increase the Library’s effectiveness in meeting community needs as well as its efficiency in delivering services over the next five (5) years. The community input process may need to be conducted in multiple languages, including but not limited to Spanish and Polish.

   b. Facilitate all stages of the strategic planning process, including meetings with Library users and non-users; stakeholders; local government officials; and community leaders.

   c. Review the current mission/vision statements and, based on the results of the community input portion of the project, assist in developing modifications as needed.

   d. Work collaboratively with the Library board, director, and staff to develop a written, comprehensive strategic plan that will establish broad and specific goals for services, facilities, personnel, and technology, along with related yearly objectives, action items, and responsibility assignments that will facilitate the realization of these goals.

2. Deliverables:

   a. Based on an up-to-date community survey, an identification and analysis (based on the educational profile of the community) of community needs/wants, including un- and underserved community groups.

   b. Recommendations for improvements to services, programming, collection, technology, staffing, and facility configuration.

   c. The strategic plan that will be communicated to the Library’s board, staff, and stakeholders. The preferred product will include a built-in process of regular review, evaluation, and adjustment to the plan resulting from changes in the economic, demographic, or political climate and awareness of community needs, concerns, and satisfaction with service.

Project Timeline: It is anticipated that the project can begin in September 2013, and be fully completed by March 2014.
TERMS AND CONDITIONS

This RFP does not commit the Library to award a contract, to pay any costs incurred in the preparation of a proposal to this request, or to contract for strategic planning services. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal submission deadline. The Library reserves the right to reject any and all proposals.

Proposals should include the names and resumes of principals who will work on the project, and a proposed lump sum fee. This sum should take into consideration any anticipated charges for travel time and mileage, telephone calls, printing, postage, photocopying and other miscellaneous expenses.

EVALUATION AND SELECTION CRITERIA

A selection committee, consisting of the Library Director and members of the Library Board’s Strategic Planning Committee, will review and evaluate proposals based on the following criteria:

- reputation and references of the consultant;
- responsiveness to the specifications contained in the RFP;
- recent experience with libraries similar in size and demographics to the New Britain Public Library;
- cost of the proposal.

References will be contacted, and interviews will be conducted with those individuals and/or firms selected as finalists. Any contract with the individual or firm selected must be submitted to the full Board of Trustees for approval.

SUBMISSION OF PROPOSALS

Proposals must be received, in their entirety, by no later than 4:00 pm on Wednesday, July 10, 2013. No late Proposals will be accepted.

Interviews will be conducted with the highest-ranking responders during the week of July 22-26, 2013.

Consultant will be notified of selection by August 2, 2013, and work is expected to commence in early September 2013.
REQUIRED PROPOSAL FORMAT

General Requirements: The Proposals shall contain information responsive to the RFP and the items listed below.

Specific Proposal Format and Content

In order to facilitate comparison and review of the Proposals, each Consultant should use section numbers and titles consistent with the format outlined below:

1. Introduction
   a. Consultant introduction and cover letter.
   b. Executive summary of the highlights of the Proposal, (not to exceed one page in length) conveying the Consultant’s understanding of the purpose and expected outcomes of this project.
   c. Consultant name, address, phone, fax and e-mail address.
   d. Contact person for the Consultant’s response to the RFP.
   e. Signature of the contact person. This signature serves as verification the Consultant is a legal entity, the contact person is authorized to act on the Consultant’s behalf, and the Proposal will remain valid for at least sixty (60) days.

2. Narrative
   The Consultant shall provide a detailed description of the proposed approach to the strategic planning process. This description should include: an outline of goals, benchmarks, and a timeline for implementing the Scope of Work; and proposed methods of engaging community members, stakeholders, government officials and community leaders.

3. Consultant profile
   The Consultant shall provide information relating to the business organization of the Consultant and any third party or subcontractor partnering with the Consultant.

4. Consultant experience providing Planning Services in Public Libraries
   The Consultant shall provide the resumes of all persons intended to serve the Library in supervisory and planning roles for the planning services to be provided under this RFP.

5. Consultant references
   The Consultant shall provide a list of all planning projects completed by the Consultant, and identify those presently held or completed within twenty-four (24) months prior to the response date. The Consultant shall identify three (3) contracts from this list as
references by providing the name and contact information for the Contract Manager at each location.

6. Additional information. Consultants may provide any other information that they believe may add to their Proposal. While not a requirement, the Library welcomes examples of the Consultant’s work product such as a copy of a recent strategic plan.

CONTACT INFORMATION

Submit Proposals via email to:

To: Ms. Patricia Rutkowski
    Director
    New Britain Public Library
    20 High Street
    New Britain, CT 06051
    prutkowski@nbpl.info

RFP AVAILABILITY

Notice of this RFP will be:

• posted on the NBPL website: www.nbpl.info
• sent to the Library Consultants Directory: http://www.libraryconsultants.org/;
• sent to the Conntech listserv, an e-mail discussion list for issues related to libraries in Connecticut
• distributed to individual consultants.

Questions should be submitted in writing to the Library contact listed above. Please submit any questions via email prior to 4pm on July 2, 2013.

APPENDIX A

ENVISIONING THE FUTURE OF LIBRARY SERVICES FOR NEW BRITAIN, CONNECTICUT

Long Range Plan 2008-2018

Generously supported by the American Savings Foundation and the Community Foundation of Greater New Britain

Approved by New Britain Public Library Board of Trustees November 28, 2007
New Britain Public Library
Long Range Plan

Table of Contents

Executive Summary ........................................................................................................................................................................... Page 2
Library Service Responses - Goals, Objectives and Activities ........................................................................................................... Page 3
Recommendations ........................................................................................................................................................................... Page 9
Appendices

Supporting Data--Focus Groups
• Focus Groups—Summary
  Library Branch Users, New Immigrants, Downtown Business District, Senior Citizens, Young Families, Teens, NBPL Friends, Polish Community, Arts Organizations, Hispanic Community

Supporting Data--Interviews ........................................................................................................................................................................... Page 22
• Library Board of Trustees
• New Britain Public Library Staff
• Friends of the New Britain Public Library
• Community Leaders

Supporting Data--Statistical Comparisons ........................................................................................................................................... Page 28
• Population
• Library Support
• Library Use
• Library Size
• Library Staff
• New Britain Public Library Use and Demographic Trends

Acknowledgements .................................................................................................................................................................................. Page 30
New Britain Public Library
Long Range Plan

Executive Summary

Library Trustees, members of the Long Range Planning Committee, Library staff, Community Leaders and many residents of New Britain provided their expertise and considerable talents to this planning process and the development of this Long Range Plan for the New Britain Public Library. They were assisted in the endeavor by the Library Planning Consultants, Christine Bradley and Kevin McCarthy.

In the Spring of 2007, the Library planners agreed that a successful plan had to encompass the needs and interests of the community served by the Library. Through the use of focus groups and a community based Planning Committee, the Library reached out to many people in the diverse city of New Britain and asked them for their ideas and suggestions to make the Library a more essential part of their daily lives. Library planners listened carefully and noted the most frequently expressed suggestions. This community input is the principal factor in the development of the Long Range Plan. By the beginning of Fall 2007, more than one hundred residents of New Britain and library staff were engaged in the process that led to the creation of this Long Range Plan.

The Long Range Plan provides a road map for the New Britain Public Library to follow for the next ten years. Most of the recommendations will be familiar to the Board of Trustees staff and Friends of the Library. These are ideas and concerns that have been part of the every day life of the library since its founding in 1853 and are incorporated in the Mission Statement: "The Mission of the New Britain Public Library is to provide and to keep current the materials and services which help to address the information, education, cultural, and recreational needs of the community, in an environment that is safe, friendly and accessible."

There are remarkable changes that are occurring in New Britain that impact library programs and services. A strength of the city is its multicultural diversity with a mix of established immigrant neighborhoods and an influx of new immigrant populations from different countries. The Census Bureau reports that more than half of the households in New Britain today speak a language other than English in their homes. A weakness of the library is the lack of bi-lingual staff in a rapidly changing urban environment. An opportunity for the library is outreach to new residents with materials and services for non-english speaking people. A threat lies in diminished expectations that the library can achieve its mission of "currency" in the lives of residents. With the adoption of this Long Range Plan, The New Britain Public Library can and will avoid this pitfall.
Community Vision/Community Needs:
Improve New Britain’s image, develop downtown, and improve K-12 education.

Library Mission:
Provide and keep current the materials and services which help to address the
information, education, cultural, and recreational needs of the community, in an
environment that is safe, friendly and accessible.

Goals in support of this mission are to:

- Serve as a vital resource center for information by providing a broad range of
  materials in both traditional and newly evolving formats.
- Provide trained personnel capable of serving this culturally diverse community.
- Provide access to the resources of the Internet and to those of other institutions.
- Offer programs and services, both in, and outside of NBPL, that enhance the
  mission of NBPL and reflect the educational, social and cultural needs of the
  community.
- Promote awareness of NBPL, its resources and services.
- Do this in a physical environment that is accessible and inviting.

Library Service Responses, as prioritized by the Long Range Planning Committee,
with input from Community Leaders.

1. Create Young Readers: Emergent Literacy

Goal:
Every New Britain child will be ready-to-read on entering kindergarten.

Objectives:
- Continue and expand outreach to home daycare providers and day care centers.
- Continue and expand programs for preschool children and their parents.
- Develop an Early Literacy Program, which would include partnerships with other
  organizations serving babies and new parents.
- Evaluate current programs and services to children to determine what services
  best serve the current needs of the community
2. **Succeed in School: Homework Help**

**Goals:**
Be a resource to parents and students in order to improve the graduation rate for New Britain HS and to improve test scores in New Britain’s K-12 schools.

**Objectives:**
- Expand Homework Help center in main library and add a homework center for K-12 in all branches.
- Develop a stronger partnership with schools and parents, working to improve the relationship with school media services.
- Promote and market to students in NB Public Schools NBPL resources that are available to them.
- Market the NBPL Homework Help website.
- Investigate partnering with CCSU education students in tutoring, for which a special space should be set aside in NBPL.
- Review the branches’ connection to the main library, their contributions to the quality of life in their neighborhoods and in the City as a whole.

3. **Visit a Comfortable Place: Public and Virtual Spaces**

**Goal:**
Increase available parking for the public visiting the library.

- Explore options for increasing the available parking spaces on High Street.

**Goal:**
NBPL’s services and its virtual and public spaces will be accessible and attractive to all residents.

**Objectives:**
- Review all locations for hours open, location, and staffing
- Investigate convenience options for patrons, such as a drive-up window.
- Engage neighbors (YMCA, Youth Museum, churches, etc.) and the City in seeking additional parking for the main library’s users.
- Investigate the feasibility of adding an attractive, bookstore-like cafe with tea, coffee and refreshments.
- Improve the look and comfort of browsing areas on the ground floor.
- Continue to develop NBPL’s website to become more interactive, including online book clubs and an opportunity for users to post reviews.
- Proceed with the planned renovation of the children’s room at the main library, including more space for computers.

4. **Know How to Find, Evaluate and Use Information: Information Fluency**

**Goal:**
Residents of New Britain will be able to successfully use all of the information resources available to them, including online resources.

**Objectives:**
- Offer courses in using online resources.
• Promote and market all online resources, including iCONN and InfoAnytime, which are available to NBPL cardholders.
• Investigate how we can make our materials more accessible and easier to find by our patrons, such as using commonly understood categories for labeling.

5 Connect to the Online World: Public Internet Access
Goal:
Residents will find comfortable, high speed Internet access always available at NBPL.
Objectives:
• Increase the number of Internet workstations in all locations.
• Expand the number of catalog computers.
• Keep up with new technologies; employ staff knowledgeable in the latest technologies.
• Provide wireless Internet, with good lighting, worktables, and study carrels with plugs for laptops at all locations.
• Keep Internet unfiltered for adults and teens.
• Investigate a program of circulating laptops inside the library.
• Investigate the possibility of offering computer classes in foreign languages.

6 Welcome to the United States: Services for New Immigrants
Goal:
New immigrants will be welcomed and supported by library staff.
Objectives:
• Hire multilingual speakers in public service positions.
• Provide welcome packets for new immigrants.
• Investigate services that could be provided in the library.

Goal:
NBPL will partner with other community agencies in reaching out to welcome and support new immigrants.
Objectives:
• Work with Literacy Volunteers to assess their space needs and try to expand options for spaces for both tutoring and conversation.
• Investigate partnering with other agencies to sponsor a community carnival, with fun, community info, and career and health info in Spanish and Polish.
• Develop partnerships with the YWCA, Literacy Volunteers, and the schools to serve newcomer families.

7 Satisfy Curiosity: Lifelong Learning
Goal:
Residents of New Britain, including seniors, will find that NBPL affords them opportunities for lifelong learning.
Objectives:
- Investigate mobile service options, including bookmobile, as well as expansion of delivery to the homebound.
- Expand the offering of daytime programs for adults, including speakers, discussion series, and movies.
- Market the large print book collection.
- Produce a library newsletter or and/other marketing tools to get the word out about opportunities for lifelong learning.

8 Explore our Community: Community Resources and Services
Goal:
NBPL will expand partnerships in the community.
Objectives:
- To help bring people downtown, thus making it a safe, thriving community, align with the Arts Alliance and the Chamber to forge a partnership for a better New Britain.
- Investigate the use of storage space in the library by community groups.
- Continue to host community-building programs downtown such as the library program following the downtown tree lighting.
- Investigate opportunities to market programs and services through community organizations such as Hospital for Special Care, Hospital of Central Connecticut, New Britain Senior Center, YMCA, YWCA, etc.

9 Stimulate Imagination: Reading, Viewing, and Listening for Pleasure
Goal:
NBPL will provide collections and programs to promote Reading, Viewing, and Listening for Pleasure
Objectives:
- Offer and promote author visits and book discussions at the branches, main library, and online.
- Investigate corporate sponsorship for adult programs such as a foreign film festival.
- Continue to bring in programs like the symphony and puppeteers, which bring the outside world of culture into the library for children and their families.
- Evaluate museum pass borrowing policy to determine whether it is feasible to allow families to use museum passes more than once a month.
- Expand the number of items available in the Express Collection, and make an express collection at the branches.

10 Learn to Read and Write: Adult, Teen and Family Literacy
Goal:
The 50% of homes in New Britain where residents speak a language other than English will find resources for learning English at NBPL
Objective:
Complete a collection assessment to ensure that the collection (the most popular item of which is DVDs.) reflects educational and language diversity of the community.

**Goal:**
**Continue to partner with community agencies to promote literacy.**
**Objective:**
- Educate the public about the services of a free public library.

**Goal:**
**Increase the percentage of card holders in New Britain from the current 38% of residents.**
**Objectives:**
- Continue ALA’s Smart Card promotion in the fall of 2008 to increase library card signups.
- Launch an outreach program to schools, housing projects, etc. to increase library card holders.

11 **Get Fast Facts: Ready Reference**
**Goal:**
**NBPL will be the source for ready reference, both onsite and online.**
**Objectives:**
- Promote the use of onsite reference help at the information desk of the main library.
- Promote the use of InfoAnytime, a 24/7 virtual online reference service.

12 **Be Informed Citizens: Local National and World Affairs**
**Goal:**
**NBPL is a knowledgeable, objective source for programs and materials about national and world affairs.**
**Objective:**
- Inform community that NBPL is available for displays of materials and community meetings concerning important local and national issues.
- Collaborate with community organizations to expand library programming to include discussion and discourse on current issues.

13 **Make Informed Decisions: Health, Wealth and other Life Choices**
**Goal:**
**New Britain residents should all be able to find information to make informed decisions at NBPL.**
**Objectives:**
- Partner with other community agencies to sponsor health fairs and financial seminars with info in Spanish and Polish.
- Market information about library resources for making informed decisions to the general population, as well as to new parents, caretakers of the elderly, the elderly, investors, entrepreneurs, and landlords.
14 Discover Your Heritage: Genealogy and Local History

Goal:
Since New Britain does not have an historical society, NBPL's collection of local history materials will be maintained.
Objectives:
- Open the local history room more hours.
- Encourage residents to work on family histories.

15 Make Career Choices: Job and Career Development

Goal:
NBPL should partner with other agencies to offer career info in English, Spanish and Polish.
Objectives:
- Promote job hunting on the Internet; add resume and interviewing software from JobWorks.
- Expand use of the resume software.

16 Build Successful Enterprises: Business and Non-Profit Support

Goal:
NBPL will continue to support the downtown business district.
Objective:
- Expand relationships with the small business administration, non-profits, and the chamber, including job fairs, open houses.

17 Express Creativity: Create and Share Content

Goal:
NBPL should offer both classes and equipment for residents to use to create audio and video content.
Objectives:
- Hire staff conversant and train current staff in the latest technology.
- Make available to residents high end equipment to use in the library to create content.
- Investigate the feasibility of having a show on the local cable channel.
New Britain Public Library
Long Range Plan

Recommendations

These recommendations reflect the most frequently expressed ideas advocated by the participants during the planning process.

- Only 38% of New Britain residents have a library card. A goal should be that everyone would have a library card. (Go from 38% to 60% in five years?) The Library could use its outreach programs to sign up every student in every school with their own library card within two years.

- There are NBPL branches in 2 out of 10 elementary schools; we should review the branches’ connection to the main library, their contributions to the quality of life in their neighborhoods and in the city as a whole.

- 50% of New Britain’s population speaks a language other than English at home. Does our collection reflect that? (Our most popular item are DVDs which are produced in multilingual formats) The YWCA’s pre-school programs are filled with new immigrant families. We should develop partnerships with the YWCA, Literacy Volunteers, and the schools.

- The residents and Community Leaders have stated their desire to increase the operating hours of the library; seven days per week year round would be the ideal. Saturday hours in the summer would be a good start. The operating hours for the Children’s Library should be increased to match the Main Library hours immediately.

- The New Britain Library is disadvantaged when it seeks to fill vacancies on its staff with highly qualified, talented people. Salaries should be increased to the minimum levels recommended by the Connecticut Library Association as soon as possible.

- Every group involved in the Long Range Planning process cited the parking problem as the most pressing need for the Library. There is an opportunity for the Library to play a leadership role in forming a task force with the New Britain Institute, the Downtown Business District, the Common Council, the Community Foundation of New Britain and appropriate City Departments to review options/alternatives and create a specific action plan to address this need.

- The Library has planned for new technology capabilities. A modern 21st century library must continuously build and maintain adequate resources to meet user demands for Internet access and pc software applications.
Focus Group Summary

During the summer and fall of 2007, consultants met with these eleven focus groups:
Users of Jefferson Branch
Users of Chamberlain Branch
Greater New Britain Arts Alliance
People of Hispanic Heritage
New Immigrants
New Britain Downtown District
Senior Citizens
People of the Polish Community
Teens
Young Families Friends of NBPL
Staff of NBPL

Although each of these groups had unique concerns, as reported in the separate reports attached, the following issues emerge as a concern of several groups:

*Café for the main library*—both the teens, the seniors, and the friends mentioned this. Although the independent bookstore downtown has food, there is nothing right in the vicinity of the library. Several people mentioned an attractive area with coffee, tea and refreshments as well as coffee, a la Borders.

*Parking*—a problem for everyone! A police officer suggested slanted parking as on Main Street in Middletown.

*Improved Handicapped Access*, both at the branches and the main library.

*More meeting space*, especially in the main library, for the homework center, storage for community groups that meet in the library, rooms for tutoring and conversation classes, especially for ESL.
Branch Focus Groups
August 21 at Jefferson; August 27 at Chamberlain

What do you like about NBPL?
The location, the staff, and the small size of the branches.
The fact that the librarians request things from “the big library”
Easier to drive to the branches than downtown.

What library services do you use?
DVDs, computers.

What is one thing you’d change about NBPL?
Need a generic blue and white library sign at Chamberlain.
Need a “visit the branches” notice on NBPL’s website.
Would like to see better cooperation between the schools and the public library. (With a
new head of media services, there is a perceived lack of communication.)
Would like to see the superintendent at NBPL board meetings.
Would like a drive-up book drop, especially with the shorter hours at the branches.
Would like an express collection like those at Farmington, Newington.
Interactive website with reviews to share among friends and family.
Would like more morning hours.
Would like extended hours in the evening, even until 6:00, so parents can come over after
work.

What other libraries do you use?
Farmington, Newington

What would be amazing to you in a library?
Big programs from outside entertainers!
New Immigrants Focus Group
September 11, 2007

**What do you like about NBPL?**

**What library services do you use?**
ESL tutoring and conversation

**What is one thing you’d change about NBPL?**
More rooms for the conversation class. Space is very limited upstairs and it is difficult to concentrate.
Would like the library staff to be more welcoming to ESL students, for instance, neither students nor tutors are allowed to use the bathroom on the third floor. There is an "us" vs. "them" perception.
Better collection of foreign language books and books for new readers.
NB Downtown District Focus Group
September 11, 2007

**What do you like about NBPL?**
The Tree program at holiday time.
Local history resources

**What library services do you use?**
The local history collection

**What is one thing you’d change about NBPL?**
Parking is always a problem, would provide more parking by replacing what is there now with angled parking like in Middletown. This would encroach on the library’s lawn, but should provide twice as many spaces.

**In the next ten years, what will be NB’s biggest challenge?**
The empty storefronts downtown should be filled with businesses.
New Britain Senior Center Focus Group
August 15, 2007
10 Participants

What does the word “library” mean to you?
- An “escape”
- Access to information
- Opportunity to continuous learning
- Availability of books that would be expensive to buy

What would amaze you in a library? What would make it a “perfect” library?
- A large variety of materials
- Easy access from a large parking lot
- Daily delivery service of items to my door; at home, work or the Senior Center

What do you like about the New Britain Public Library?
- The atmosphere
- Beautiful Children’s Library
- The knowledgeable and friendly staff
- Computer training classes

If you could change one thing about the library, what would it be?
- Improve the landscaping and parking
- Move the Youth Museum

What else could be improved at the New Britain Public Library?
- More large print books
- Movies with a Speakers/discussion series
- More daytime programs
- More staff at the Chamberlain Branch
- Library newsletter
- Podcasts

What do you like about New Britain and how can the Library do more to contribute to the overall quality of life in the community?
- The University, the parks and the Art Museum are top notch
- Make the library like Borders, someplace where everyone will want to “hang out”
- The Library enhances the cultural reputation of the city. If it was open more hours, including Sunday hours year round, there could be more arts and culture programs
NBPL Families with Young Children’ Focus Group
August 23, 2007

What do you like about NBPL?
Programs, like Time for Tots, Summer Reading, contests, the Harry Potter party.
Like to use the computers in the children’s room.
Like that “everyone knows their name.”
Likes the play room.
Likes the kindergarten orientation.
Computer classes a big hit.
The mural!
Likes bringing in programs like the symphony and puppeteers, which bring the outside world of culture into the library

What library services do you use?
Children’s services, computers

What is one thing you’d change about NBPL?
Do more for ‘tweens, ages 8-12.
More for boys ages 4 to 8.
More computers in the children’s area.
Would like to be able to use museum passes more than once a month.
Would like to see the library open later on Friday, which is a family night, a good time for families to come to the library.
Also would like to see the library open at least a half day on Saturdays in the summer.
Would like to be able to use storage space in the library to store things for groups like the girl scouts, who use the library’s meeting space.
NBPL Teens’ Focus Group
August 13, 2007

What do you like about NBPL?
Like the fact that the Internet is not filtered, as it is in NB public schools.
Like the fact that there is an area where they can eat after school.
Like the atmosphere, the fact that they feel comfy in the teen room.
Like that they can get books from other libraries.

What library services do you use?
Teen services.
Tutoring/homework center, which should be expanded.

What is one thing you’d change about NBPL?
There should be another library on the other side of town, since mostly walkers come to the main library.
Would like more cubicles in which to read.
Better connections with the school library
Author talks with teen authors.
More copies of popular books.
The library should have ALL the titles in a series. (Teens like to read all the titles in a series, once they’ve discovered a series which they enjoy.)

What other libraries do you use?
CCSU and school libraries.

What would be amazing to you in a library?
Wireless internet, with laptops to borrow.
NBPL Friends’ Focus Group
Wednesday. June 19, 2007

**What do you like about NBPL?**
The staff—friendly, knowledgeable, even the custodians!
It’s our hometown library; we just love it.
Excellent children’s department
The beautiful physical plant, soon to be even better with the plan to renovate the children’s room.

**What library services do you use?**
Almost all the Friends used adult services, lending, reference, programs, book sale, and meeting rooms.
None used children’s services; only one used teen services.
Only a few used readers’ advisory, outreach, and quiet study.
Other services they discussed were the tutoring/homework center, which they thought should be expanded, the need for Sunday hours, and especially the need for more daytime programs!

**What is one thing you’d change about NBPL?**
Parking is always a problem.
Would like an a attractive area with tea and refreshments as well as coffee, a la Borders.
Unfortunately, people just don’t like to go downstairs, viewing it as unsafe and unattractive.
Public Copy machines are either broken or make poor quality copies.

**What other libraries do you use?**
The usual suspects—Newington, Farmington, Berlin, WH, Plainville, and CCSU.

**What would be amazing to you in a library?**
That the staff smile and greet you (as they do at NBPL.)
Wireless internet, with good lighting, work tables, and study carrels with plugs for laptops.
Adult programs like the Italian movie series at Newington, a foreign film festival with corporate sponsorship.

**What has changed in NB in five years?**
It is better than it was, but crime is still perceived as a problem downtown.
The big expansion of the NB Museum of American Art.
Downtown used to have so many small stores before it was wrecked by the highway.

**In the next ten years, what will be NB’s biggest challenge?**
The empty storefronts downtown that should be filled with flourishing businesses, restaurants (like Middletown) and lots of feet on the street.
What role can the library play in making NB a great place to live?
Bring people downtown, making it a safe, thriving community.
Align with the Arts Alliance and Chamber to forge a partnership for a better NB.
(Candice has made a positive difference with her activism in the community.)
Affiliate with the museum, South Church, and theaters, to build critical mass and attract positive attention to NB.
"The city should include the library in all its development plans."
Tell the library story to the community, letting the library reflect community needs.
People of the Polish Community
Focus Group
Thursday, October 11, 2007
At the office of the Polish American Foundation of CT
27 Grove Hill New Britain

What do you like about NBPL?
People enjoy the good services, especially newspapers and magazines.

What library services do you use?
The library is a place to find reliable, unbiased information about how to live in America. Recent immigrants need to know information about how to set up a bank account, how to turn a tourist visa into a student visa, etc. They like to come to the library for information like this because their anonymity is respected and there is no judgment.

What is one thing you’d change about NBPL?
More current books are needed in the mezzanine collection; most of the titles are older classics. Staff at the office of the Polish American Foundation of CT said that they would help with book selection and would look to their members for donations of popular titles for the library. They will also publicize this updating of the popular Polish collection in the Polish media and by word of mouth to the Polish community. They also suggested that the library should publicize what is needed to get a library card. Many people have misconceptions and therefore don’t get a card because they think that a driver’s license is needed to get a library card.
People also asked for a color printer at the library. They would be willing to pay for color copies; they just ask that it be made available.

What other libraries do you use?
The library at CCSU.

What would be amazing to you in a library?

What has changed in NB in five years?

In the next ten years, what will be NB’s biggest challenge?

What role can the library play in making NB a great place to live?
The library should include the info about citizenship, etc. mentioned above. People asked that it be available both on the computer and in print (for the many older people who are not that comfortable with the computer.)
NB Arts Alliance Focus Group  
September 11, 2007  
Monthly meeting in the NBPL

**What do you like about NBPL?**  
The New Britain Symphony collaborative program with parents and children.  
Arts people appreciate Candice's involvement in the arts community.  
People like the availability of free tutoring in the library at night.

**What library services do you use?**  
The Arts Alliance meets in the library.

**What is one thing you'd change about NBPL?**  
People would like to see NBPL become like Hartford Public Library with its Foundation Center and free seminars about getting grants. Stephen suggested that the library and the Arts Alliance could collaborate in bringing a foundation center to New Britain.

Would like to see more spaces in the library for one-on one tutoring.

Would like to see jazzier community space.

Better Spanish collections.

The approach from the parking lot could be better.

More display cases at entrances—four instead of two. Divide the big one in half.  
Currently there is a back list of up to three months for people who want to post a display in the library.

**What other libraries do you use?**

**What would be amazing to you in a library?**  
A welcome banner!  
Author visits  
A café

**What has changed in NB in five years?**

**In the next ten years, what will be NB's biggest challenge?**

**What role can the library play in making NB a great place to live?**
Hispanic Focus Group  
Sunday, December 30, 2007  
St. Mary’s Church, New Britain  
Facilitated and coordinated by Miriam Ithier  
829-2174 mj434@sbcglobal.net

The consultant (Chris Bradley) met after Mass on Sunday at 1:30 for a little over an hour with 15 adults and young people from Columbia, Chile, Peru, Puerto Rico and Mexico.

**Responses to the first question, “What do you like about NBPL?”**

---Staff’s willingness to ILL materials that are not in the collection.
---The availability of computers for both children and adults.
---Books in Spanish (but would like updating of the collection to include popular materials as well as the classics.)
---Staff’s welcoming attitude (but would really like to see some Spanish Speaking staff) in explaining how to get a library card. (Note that there is some confusion about how this is done, what kind of ID is needed, etc.
---Like having a place to do homework (in the teen area/homework center downstairs, but would like to see that expanded.)
---Like the “third floor” ESL program.
---Very happy that NBPL has chosen Peru for its focus in the World of Words program.

**Responses to the second question, “What would you like to see improved at NBPL?”**

---Need Spanish speaking employees at all levels, including tutors in the homework center.
---Spanish poets (Grupo de Amigos de la Poesia y Literatura) would like support from the library, a place to meet, etc. Contact Luis Mauricio Araya (luismaury022@hotmail.com) or Amparo Casteneda (acastan42002@yahoo.com)
---Would like to see the library support Spanish cultural programs, including displays and performances, for example, celebrating Mexican Independence.
---Bring back the Income Tax Volunteers!
---Develop a library advisory group of Spanish speaking citizens who could help with programming and book selection for Hispanic people.
---Improve the marketing of programs and events aimed at the Hispanic audience.
---Have library staff (and/or volunteers?) attend events in the Hispanic community to sign people up for library cards, publicize library services, etc.
---Produce a library service brochure in Spanish.
---The young people (an eighth grader and a senior at NBHS) thought that it was very important to get kids reading for pleasure and also to have programs that remind students of their Hispanic heritage.
---Sergio Perez (860-595-8219) can provide some guitarists and dancers to perform at the library.
New Britain Public Library
Long Range Plan

New Britain Public Library Board of Trustee Interviews – A Compilation

The Planning Consultants held individual meetings in person and via telephone with members of the Board of Trustees of the New Britain Public Library during the summer of 2007. Listed below are some of the questions posed and their responses.

What does the word “library” mean to you?
- A vital link to important resources for the community
- A center for education
- A place for learning, a place to gather
- Good books
- Free, open, public
- A second home, a refuge
- Recreation, information and pleasure
- Something for everyone
- Recreational reading and tranquility

What would amaze you in a library? What would make it a “perfect” library?
- Staff and resources with an emphasis on helping students learn
- Lots of activities, a building filled with people
- State of the art technology
- Funding to give us the ability to buy materials in multiple formats and languages
- Quiet spaces with comfortable seating
- A beautiful historic building
- Open the Library seven days per week
- More books and materials on theater and fine arts
- It would have everything I want all the time
- More funding support from the Common Council

What do you like about the New Britain Public Library?
- It’s a nice place to meet people
- Beautiful architecture, the building’s historic charm
- The staff is customer focused, friendly and knowledgeable
- A good collection of materials
- A long distinguished history of serving diverse populations
- The arrangement of the space within the building

If you could change one thing about the library, what would it be?
- Parking
- The main library building is undersized
- More hours of access. Open seven days a week
- Complete the renovations of the main library
• Bi-lingual staff
• Improved staff salaries
• Emphasis on early childhood literacy especially to new immigrant populations
• More adult programs in the daytime
• Convince the Community that we need more financial support
• A new rear entrance for the Main Library
• A strong marketing program of library services and programs

What else could be improved at the New Britain Public Library?
• More books
• More resources sharing with local institutions such as CCSU
• More community outreach
• Main Library building improvements: children’s library, new roof, parking lot
  library entrance
• Intellectually stimulating programs such as a Public Affairs Discussions
• Create a Board focus on fundraising efforts and advocacy
• More prominence for the Local History collection.
• Increase community awareness of what the Library has to offer
• Move the adult fiction collection, make the space less claustrophobic

What do you like about New Britain and how can the Library do more to contribute
to the overall quality of life in the community?
• The services and programs on local history
• The cultural diversity of the city is celebrated by Library programs and services
• Examine Branch Library operations for increased visibility and viability
• Reading scores for young people are low in the city. The Library could partner
  with the schools to reverse this trend.
• The Library’s relationship with the New Britain Institute is a good example of
  how we draw strength from other organizations while providing quality services
  and programs.
• The library must continue to achieve a balance of providing services to long time
  residents and while serving the needs of new multicultural communities.
• The ethnic diversity of the community and variety of cultural groups requires the
  library to keep the collection “fresh”.
• New Britain is a small interesting city. The Library fosters a free exchange of
  ideas between diverse groups and provides a welcome, safe environment,
  particularly for young people. The Library must continue its’ outreach efforts to
  the business community.
New Britain Public Library
Long Range Plan

New Britain Public Library Staff Interviews - A Compilation

The Planning Consultants held individual meetings in person and via telephone with Department Heads and other key employees of the New Britain Public Library during the summer and fall of 2007. Listed below are the questions posed to the group and the principal responses made by the employees.

What does the word “library” mean to you?
- education, information, recreation
- a place where it’s going on, a gathering place
- community center
- a warm, friendly, free place

What would amaze you in a library? What would make it a “perfect” library?
- programming for all ages
- self check out/check in
- Branch libraries on their own, not located inside schools
- more money for materials and staff
- Downloadable movies
- Strikingly beautiful architecture
- Many children and their parents actively engaged in learning together

What do you like about the New Britain Public Library?
- the diversity of our users
- the patrons, the staff, the city
- the fact that we continue to strive for excellence
- its a beautiful building
- we have a wonderful interactive dynamic with our community

If you could change one thing about the library, what would it be?
- more computers for public use
- more funding
- better salaries
- new lawn sign
- dump the obsolete material security system
- share more resources with the branch libraries including staff
- more part-time support services

What else could be improved at the New Britain Public Library?
- attitude adjustments by some staff members
- study the branch resource allocation
- staffing at certain hours is stretched thin
• publicity for programs and services
• increase outreach services and special materials for older adults
• new signage is needed everywhere
• overcome an us/them perception between main library and branch staff
• More Board awareness of branch operations

What do you like about New Britain and how can the Library do more to contribute to the overall quality of life in the community?
• the depth of the collection and knowledgeable staff offer much to the community, especially economically disadvantaged residents
• We have many cultural organizations. In partnership with them, we could re-vitalize the city like Middletown has done.
• A renewed emphasis on resources for people looking for employment and business development resources would be welcomed by all.
• We provide a variety of materials and services to a wide variety of people, we could do more with more funding
• The library can lead city improvement efforts by being "cutting edge"
• The community would support homework help extended to lower grade students
• CCSU is a dominant institution in New Britain. The Library could partner with them for tutoring services to help reduce the large percentage of drop-outs
• The library staff should reflect the diversity of its patrons. We should establish a formal mentoring/training program to draw new immigrants into the library profession.
• The schools see us as an inconvenience in their buildings, but their neighbors love us. It's time to begin looking at alternative locations.
New Britain Public Library
Long Range Plan

Friends of the New Britain Public Library Interviews - A Summary

The Planning Consultants, Christine Bradley and Kevin McCarthy, attended the June 19, 2007 meeting of the Friends of the New Britain Public Library. Listed below are the questions posed to the group and the principal responses made by the eleven Friends members present at the meeting.

What does the word “library” mean to you?
- A quiet, contemplative place
- We love libraries. Many of us are frequent users of other libraries in addition to New Britain; Newington, Farmington, Plainville and CCSU

What would amaze you in a library? What would make it a “perfect” library?
- Private study carrels with electrical outlets for electronic devices
- New photocopy machines
- Daytime programs for adults

What do you like about the New Britain Public Library?
- The helpful staff, especially the custodians
- After school homework help

If you could change one thing about the library, what would it be?
- There is insufficient parking

What else could be improved at the New Britain Public Library?
- More book groups with moderated discussions
- Adult craft programs
- A café
- Publicity for library services and programs

What do you like about New Britain and how can the Library do more to contribute to the overall quality of life in the community?
- The perception of crime downtown is beginning to improve but a negative image of the city is hard to shake.
- The library is a magnet for helping improve foot traffic and giving purpose to local housing development in the downtown district.
- With library staff serving as community liaisons, more intellectually stimulating programs could be provided linked with the large number of arts organizations in the city
New Britain Public Library
Long Range Plan

New Britain Public Library Community Leader Interviews - A Summary

The Planning Consultants held individual meetings in person and via telephone with New Britain Community Leaders during the summer of 2007. The outcome of the discussions is noted below.

What does the word “library” mean to you?
  • A beautiful old building on High Street
  • A depository of books
  • The “center” of the Community

What would amaze you in a library? What would make it a “perfect” library?
  • A mix of small and larger spaces with comfortable seats for different gatherings
  • A “Starbucks”
  • A portable laptop computer with wifi that I can use while I’m in the Library

What do you like about the New Britain Public Library?
  • The well trained, friendly, knowledgeable staff
  • The location in the heart of the city
  • The large number of Community meetings that are held there

If you could change one thing about the library, what would it be?
  • Parking
  • Make downloadable materials more available
  • Expand the collection

What else could be improved at the New Britain Public Library?
  • Publicize the research capabilities of the library
  • More comfortable seating
  • Expand the technology center with more computers throughout the building

What do you like about New Britain and how can the Library do more to contribute to the overall quality of life in the community?
  • There’s a passion about this community with an appreciation of its history. The Library has a vital role to play facilitating meetings that will lead to the development of the community.
  • Think big!
  • Share parking with the neighbors
<table>
<thead>
<tr>
<th>Statistical Comparisons</th>
<th>Bristol</th>
<th>Danbury</th>
<th>New Britain</th>
<th>Norwalk</th>
<th>Waterbury</th>
<th>West Hartford</th>
<th>State Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(all data 2005/2006)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population</td>
<td>61,353</td>
<td>78,736</td>
<td>71,254</td>
<td>84,437</td>
<td>107,902</td>
<td>61,173</td>
<td>21,202</td>
</tr>
<tr>
<td>Town Tax Appropriation</td>
<td>$1,718,440</td>
<td>$2,062,265</td>
<td>$2,519,673</td>
<td>$3,085,125</td>
<td>$1,725,416</td>
<td>$3,478,277</td>
<td>$750,861</td>
</tr>
<tr>
<td>Library Support Per Capita</td>
<td>$26.01</td>
<td>$26.19</td>
<td>$35.36</td>
<td>$36.54</td>
<td>$15.99</td>
<td>$58.86</td>
<td>$30.76</td>
</tr>
<tr>
<td>Total Circulation</td>
<td>298,629</td>
<td>634,485</td>
<td>313,727</td>
<td>495,118</td>
<td>262,686</td>
<td>765,996</td>
<td>187,043</td>
</tr>
<tr>
<td>Circulation Per Capita</td>
<td>4.9</td>
<td>8.1</td>
<td>4.4</td>
<td>5.9</td>
<td>2.4</td>
<td>12.5</td>
<td>8.7</td>
</tr>
<tr>
<td>Reference Transactions</td>
<td>20,923</td>
<td>53,308</td>
<td>102,157</td>
<td>36,389</td>
<td>95,000</td>
<td>113,580</td>
<td>24,761</td>
</tr>
<tr>
<td>Reference Transactions per Service Hour</td>
<td>3.4</td>
<td>18.8</td>
<td>16.2</td>
<td>7.1</td>
<td>28.4</td>
<td>13.6</td>
<td>6.1</td>
</tr>
<tr>
<td>Library Visits</td>
<td>290,000</td>
<td>480,473</td>
<td>294,355</td>
<td>326,837</td>
<td>234,678</td>
<td>558,862</td>
<td>120,549</td>
</tr>
<tr>
<td>Visits Per Capita</td>
<td>4.7</td>
<td>6.1</td>
<td>4.1</td>
<td>3.9</td>
<td>2.2</td>
<td>9.1</td>
<td>5.9</td>
</tr>
<tr>
<td>Collection Size</td>
<td>170,880</td>
<td>120,768</td>
<td>173,928</td>
<td>242,643</td>
<td>276,032</td>
<td>245,344</td>
<td>87,024</td>
</tr>
<tr>
<td>Registered Borrowers</td>
<td>17,382</td>
<td>32,970</td>
<td>27,698</td>
<td>46,833</td>
<td>57,749</td>
<td>27,335</td>
<td>11,194</td>
</tr>
<tr>
<td>Registrations Per Capita</td>
<td>0.3</td>
<td>0.4</td>
<td>0.4</td>
<td>0.6</td>
<td>0.5</td>
<td>0.4</td>
<td>0.6</td>
</tr>
<tr>
<td>Hours Open Per Week</td>
<td>63</td>
<td>58</td>
<td>64</td>
<td>59</td>
<td>54</td>
<td>72</td>
<td>47</td>
</tr>
<tr>
<td>Library Size (square feet all facilities)</td>
<td>65,947</td>
<td>45,000</td>
<td>64,293</td>
<td>71,834</td>
<td>56,000</td>
<td>57,300</td>
<td>19,654</td>
</tr>
<tr>
<td>Library Staff (FTEs)</td>
<td>29.25</td>
<td>44.61</td>
<td>40.51</td>
<td>75</td>
<td>31</td>
<td>54.2</td>
<td>12.5</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library card holders</td>
<td>22,367</td>
<td>27,698</td>
<td>23.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Residents</td>
<td>71,538</td>
<td>70,746</td>
<td>-1.1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registrations per Capita</td>
<td>0.3</td>
<td>0.4</td>
<td>33.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Circulation</td>
<td>303,292</td>
<td>313,727</td>
<td>3.4%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circulation per Capita</td>
<td>4.2</td>
<td>4.4</td>
<td>4.8%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collection Size</td>
<td>249,376</td>
<td>173,928</td>
<td>-30.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours Open per Week</td>
<td>57</td>
<td>64</td>
<td>12.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Employees (FTEs)</td>
<td>41.9</td>
<td>40.5</td>
<td>-3.3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Connecticut's Public Libraries: A Statistical Profile, Connecticut State Library, Hartford, CT

<table>
<thead>
<tr>
<th>Community Data</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>71,538</td>
<td>70,746</td>
<td>-1.1%</td>
</tr>
<tr>
<td>Per Capita Income</td>
<td>$18,404</td>
<td>$20,789</td>
<td>13.0%</td>
</tr>
<tr>
<td>Households</td>
<td>28,558</td>
<td>27,371</td>
<td>-4.2%</td>
</tr>
<tr>
<td>Persons Age 25 or Older</td>
<td>44,987</td>
<td>46,696</td>
<td>3.8%</td>
</tr>
<tr>
<td>High School Grad</td>
<td>69.0%</td>
<td>78.2%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Bachelors or more</td>
<td>16.6%</td>
<td>17.2%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Speak a Language other than English at Home</td>
<td>43.4%</td>
<td>50.5%</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

Source: American Fact Finder 2006 Data Profiles, U.S. Census Bureau, Washington, D.C.
New Britain Public Library
Long Range Plan

Acknowledgements

Public Libraries are traditional sources of free and valuable goods and services to individuals and communities. Books, magazines, newspapers, music, movies and access to on-line services and resources are staples of library goods. Traditional services provided by devoted, skillful and friendly library staff include early childhood literacy, continuing education, computer training, homework help, job search assistance, senior programs, live music, lectures and film screenings. New Britain residents and visitors use and enjoy these goods and services in the grandeur and comfort of well designed buildings that announce the value of the library and cater to the people that use it. The New Britain Public Library fuses the qualities of goods, services and facility design to provide useful, inspirational and joyful experiences.

As New Britain is growing and changing, the New Britain Library is changing to meet the demands and expectations of the community it serves. It is no longer a "repository of books" but a vibrant cultural, intellectual and social center. The Library has reached out to the community to identify needs that it can meet which will guide the future growth and development of library services for New Britain. The Library surveyed the Community to receive input from individuals and groups to plan for program, service and facility improvements. The New Britain Library is indebted to the following individuals for their considerable volunteer time, talents and expertise that led to the development of this long range plan.

Community Leaders

Stanley Backiel, Social Security Administration
Ellen Brasil, Health Information Library, Hospital for Central Connecticut
Michael Carrier, New Britain Housing Authority and Chamber of Commerce
Donald Courtemanche, Downtown Business District
Donald DeFronzo, State Senator
William Dowling, New Britain Rock Cats
Leslie Ezră, YWCA
Paulette Fox, OIC
Konrad Gil, Polish American Foundation
Stephen Hard, Greater New Britain Arts Alliance
Darlene Hurtado, Literacy Volunteers of Central Connecticut
Miriam Ithier, Community Volunteer, St. Mary's Church
Ronald Jakubowski, New Britain Public Schools
Michael Karwan, New Britain Senior Center
John King, Attorney
Dr. Jack Miller, Central Connecticut State University
Ann Peabody, New Britain Youth Museum
Dr. Awilda Reasco, Central Connecticut State University
Gary Robinson, Vision New Britain
Marc Romanow, New Britain Herald
Louis Salvio, Alderman
Mayor Timothy Stewart
Laurence Tanner, Hospital for Central Connecticut
Michael Wanik, New Britain Firefighters
Lindsley Wellman, Community Volunteer
James Williamson, Community Foundation of Greater New Britain

New Britain Public Library
Long Range Planning Committee

Kenneth Carifa, Chair
Linda Clough, Past Library Board President
Robert Bruzas, Library Board President
Ashwinee Sadanand, Library Board Secretary
Candice Brown, Library Director
Frank Bradley
David Obedzinski
Joan Kelly-Coyle