

STRATEGIC PLAN 2023 - 2028

GOALS & OBJECTIVES

GOAL 1: PROVIDE PROGRAMS AND SERVICES TO ALL COMMUNITY MEMBERS

- a. Increase NBPL usage and the number of card holders.
- b. Provide program offerings geared to community needs (social issues, housing, employment, education, health, technology training).
- c. Meet the community where they are (outreach and promotion of services).

GOAL 2: COMMUNITY

- a. Develop and implement DEI (diversity, equity and inclusion) initiatives for the particular needs of our Staff, Board of Trustees and New Britain population.
- b. Work with Central Connecticut State University (CCSU), the Chamber of Commerce, New Britain Public Schools, and Religious, Civic and Community Partners to develop programs connecting all of us.
- c. Improve and expand programming and interaction with New Britain youth in grades 6-12, and young adults ages 18-24.
- d. Recruit and appoint members to the Board of Trustees who reflect the diversity of the community including young people.
- e. Expand the reach of NBPL services including ways to go to the community rather than have them come to us, via bookmobiles, traveling programs, etc.

GOAL 3: BUILDING: PROVIDE HEALTHY, SAFE SPACE AT NEW BRITAIN PUBLIC LIBRARY

- a. Work with the New Britain Institute Board of Managers to monitor the NBPL endowment and the use of funds to maintain and improve its buildings.
- b. Continue monitoring and funding building improvements.
- c. Complete fundraising for Phase II of outdoor renovations.
- d. Create a fundraising plan for parking lot entrance renovation.
- e. Explore additional small meeting rooms and a small business center.
- f. Expand space or change location of Local History Room and explore the possibility of re-establishing a New Britain Historical Society.

GOAL 4: OPERATIONS AND FUNDRAISING

- a. Review personnel policies and procedures.
- b. Conduct a Staff climate survey annually in order to promote a positive, creative and inclusive culture.
- c. Review backup and recovery supports for all technological systems; adjust as needed.
- d. Expand training opportunities for Trustees in the areas of DEI, fundraising, library services and programming.
- e. Invite staff to make quarterly presentations on programs and/or services to the Board so members can be better stewards of the NBPL.

ADULT SERVICES AND COMMUNITY ENGAGEMENT

GOAL 1: PROVIDE PROGRAMS AND SERVICES TO ALL COMMUNITY MEMBERS

& GOAL 2: COMMUNITY



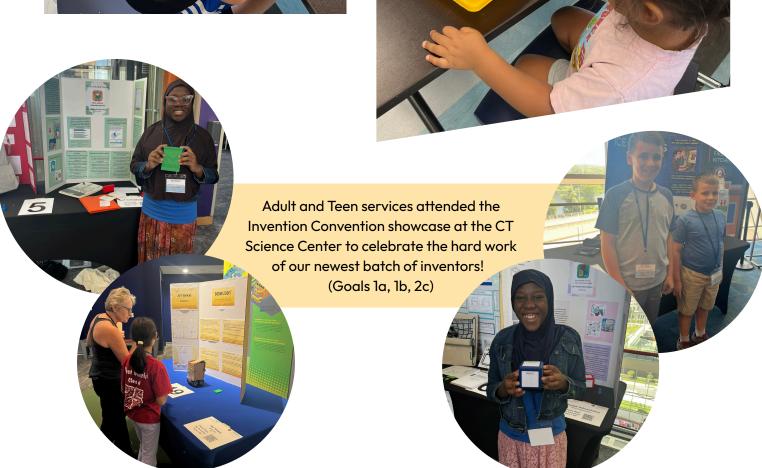
ADULT SERVICES AND COMMUNITY ENGAGEMENT

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The Adult and Children's Department collaborated with the New Britain Parks and Recreation Department to provide sensory friendly activities at their new facility in Osgood Park. The last session was attended by 6 children and their parents, who we informed about homeschooling programming and other opportunities and resources available at the Library. (Goal 1a, 1b, 1c, 2b, 2e)



MAKERSPACE

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This month, the Makerspace put a focus on utilizing our workshops to teach patrons how to use materials and learn skills we offer publicly, with the goal of increasing general usage. We offered workshops involving crochet, sewing, resin, and the Cricut. (Goal 1A, 2C)





We also put a focus on back-to-school workshops. (Goal 1A, 1B, 2C)







Crochet Club

Our crochet club continued to thrive with nearly 30 members. Additionally, we started our first group project - a community granny square blanket for display in The Hive! (Goal 1A, 2C)





We also continued our monthly collaborative workshops with Mads, bringing the opportunity to show new skills to patrons. This month we did relief printmaking. (Goal 1A, 2A)

YOUNG ADULT SERVICES

GOAL 1: PROVIDE PROGRAMS AND SERVICES TO ALL COMMUNITY MEMBERS

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The Teen, and departments attended two Back to School events, where we distributed books, stickers, handmade prizes. (Goals 1a, 1b, 1c, 2b, 2c, 2e)

The department also hosted a number programs including a DIY Slime workshop, beyblade club, and cooking program where teens learned how to make rice krispy treats in a mug. (Goals 2b, 2c)



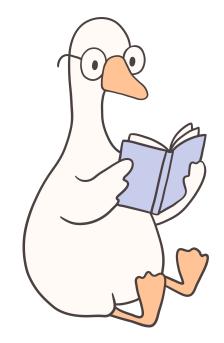


CHILDREN'S SERVICES

GOAL 1: PROVIDE PROGRAMS AND SERVICES TO ALL COMMUNITY MEMBERS

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Summer Reading Challenge: This year, 187 children ages 3-11 years, registered for the program, and 67 returned/completed the challenge. Again, we used the Read & Damp; Bead format with additional challenges for them to complete to receive special beads, additional brag tags, and a prize. With the addition of Beanstack this year, there may have been children who were registered from home and did not come in to pick up their beads. There were 43 children registered on Beanstack, some if not all, also registered in person. Children did submit book reviews online, 8959 minutes of reading were recorded, 166 activities were completed, and 226 badges were earned, Goal 1.a

Outreach: YWCA Summer Camp, Osgood Park

(sensory crafts) Goal 1.c

Specials: CT Invention Convention Goal 1.a

Weeding: The collection is being heavily weeded in preparation for rearranging the books in the room and for clearing the overflow of items.

CHILDREN'S SERVICES

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In-house programs: Time for Tots, Crafty Creatives Club (Bubble Painting, Pastel Jelly Fish, Paper Roll Fairy Houses, Journal Decorating), Pokemon Club, LEGO Free Play, Baby Rave, Deeper Life Bible Church (field trip: storytime and exploration) (Goal 1a)



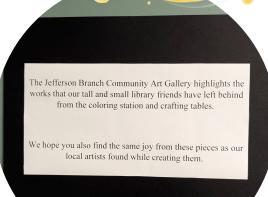


JEFFERSON BRANCH

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Outreach: Adriana attended the Jefferson Elementary School Kindergarten Orientation and Back to School Ice Cream Social. Adriana got a chance to meet the Jefferson families and welcome them to the library. (Goal 1c & 2c)





Library entrance welcoming new Kindergarteners and their families

Programming: Staff at Jefferson hosted Stories for Every Journey. CCARC came to the library for a story and craft and enjoyed getting creative at the library! (Goal 1b,)

Community: Staff created the Jefferson Branch Community Art Gallery. crafts and projects left behind by users are highlighted. (Goal 2c)



CIRCULATION

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We have published a Google Site, an internal knowledge base that currently includes procedures for Circulation, Reference, and Jefferson. Additional pages for all library departments will be added over time. Thank you to Erica Folta and Elizabeth Tucker for creating the Circulation portion.



August 2025

296 New Cards 134 Cards Renewed 11820 Total Cardholders 19444 Items Circulated 13203 Patron Visits



Elizabeth Tucker put together this display of staff members' cats for International Cat Day. Each picture had the pet's name with a fun fact. Patrons truly loved it and often asked who's cat belonged to whom.





for volunteering at the Main Street Market and to

Chloe Santana

Sue Atwood

for helping out at the Back to School event at Walnut Hill park!





Twenty-four books were delivered to nine patrons in August. A pause in deliveries for two patrons due to health issues caused deliveries to be lower than usual.

(Goal 1c: Meet the community where they are)



TECHNICAL SERVICES



GOAL 1: PROVIDE PROGRAMS AND SERVICES TO ALL COMMUNITY MEMBERS



Megan has been busy working on the ILS (Integrated Library System) migration project. As the point person, she is responsible for communicating with the consortium and delegating tasks to other NBPL staff. As the Collections Manager, she is responsible for much of the data management and clean-up. Everyone involved has been working hard to get our patron and catalog records as organized as possible in preparation for the next stage of the migration. So far, everything is looking good and we remain on track for the June 2026 target date.

Technical Services staff have continued working on the massive project of inventorying the entire library collection. We are one of the first LCI libraries to try out their real-time inventory tool, which allows us to fix problems as we go and is helping us to tackle this work efficiently! We have continuously improved our workflow as we go through the collections and are becoming quite the experts!

735 Items Added

3,848 Items Withdrawn

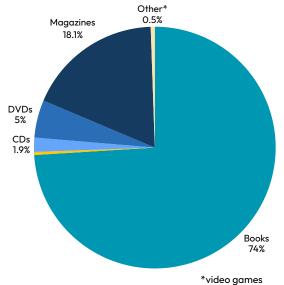
53 Items Mended

80 Orders Coordinated

265 Bibliographic Records Managed



BREAKDOWN OF ITEMS ADDED BY TYPE



STAFF ENGAGEMENT

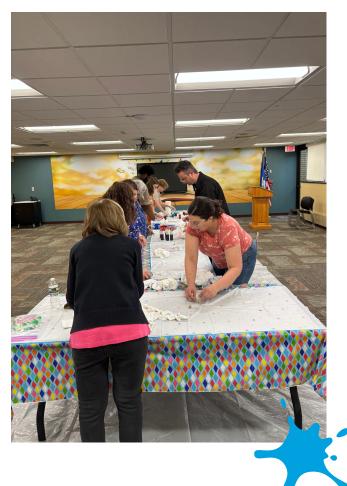






Staff Tie-Dye Event:

In August the Library had a Staff Tie-Dye Event where staff could customize a shirt of their choosing. These shirts will be worn by staff during Staff Spirit Week in September which is also Library Card Sign Up Month.





BUILDING & MAINTENANCE

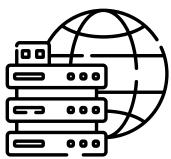
GOAL 3: BUILDING PROVIDE HEALTHY SAFE SPACE AT NEW BRITAIN PUBLIC LIBRARY

COMPLETE



Phase 1-New Server Room Project:

The transformation of the New Server Room has commenced, phase one is completed. The installation of the HVAC minis-splits keeps the room temperature controlled in preparation for the new server equipment in serving as the City of New Britain's backup network site.



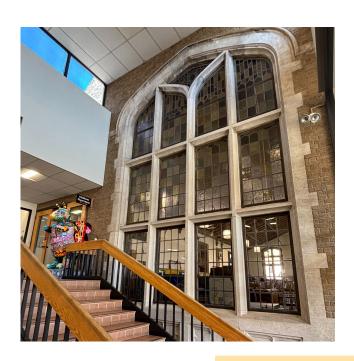




BUILDING & MAINTENANCE

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COMPLETE







Interior & Exterior Window Cleaning: All of the Library's interior and exterior windows were professionally cleaned. This annual maintenance routine eliminates grime, allergens, and germs aiding in keeping the library a clean, healthy, and safe space for both patrons and staff.





NEW BRITAIN PUBLIC LIBRARY **BUILDING & MAINTENANCE**

GOAL 3: BUILDING PROVIDE HEALTHY SAFE SPACE AT NEW BRITAIN PUBLIC LIBRARY

IN PROGRESS

- Erwin Wing Roof is almost completed. The replacement of the whirlybirds is on hold, due to parts being on back order.
- Hawley Wing Roof Rehabilitation