

**Town of Granby
Department of Library Services
Long Range Planning Committee**

**The Libraries of Granby
Growing to Meet Community Needs**

A Long Range Plan For Library Services

2007—2011

**Approved by
The Granby Library Board
December 11, 2006**

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Introduction

Long-range planning has proved to be an effective tool for many aspects of Granby's governmental operations. This planning process helps determine the level of resources needed to meet the community's expectations and identifies objectives necessary to accomplish goals.

The Granby Department of Library Services, which includes Granby Public Library and the Frederick H. Cossitt Library branch, have prepared long range plans every five years since the first plan was created in 1992. Each plan has enabled the department to focus its energies and resources in a deliberate manner using the input from town residents, Granby's demographic information, a careful review of what has been accomplished and a vision for the future of library services.

The recent 2007 plan began with direction from the Library Board to focus on three topics: the updating of library services to include technology, additional staffing and additional hours; a community outreach component; a plan for library expansion.

A town-wide survey was distributed and analyzed. Long Range Planning members formed four separate committees that, in turn, included interested community volunteers. Each group researched its topic and crafted a report that translated into goals and objectives. This report, "Growing to Meet Community Needs," was accepted by the Library Board and was presented to the Board of Selectmen.

Long Range Planning Committee: Bob Donna, Elaine Jones (co-chair) and Dick Lydon (co-chair). Later expanded to include Bill Kennedy and Duncan Rowles. Ex officio member Joan Fox.

Survey sub-committee: Donna Wix (chair), Joan Fox and Sarah Langdon

Financial sub-committee: Elaine Jones (chair), Linda Veirs and Gail Alstchwager

Outreach sub-committee: Duncan Rowles (chair), Bob Donna, Pat Kennedy, Susan Ackerman and Evelyn Caranchini

Facilities Planning sub-committee: Bill Kennedy (chair), Bill Haslun, Sue Hemingway, Dick Lydon and Sally Macaluso

The vision, mission statement and the role of the Granby Library system were rewritten to reflect the concept of the libraries as a vibrant part of the community with adequate staff, hours of operation, community outreach programs and space for additional programs, computer access and all forms of material for different age groups.

The Vision: In a growing community that is striving to preserve its small-town individuality, we are committed to becoming the community crossroads where all generations can meet to freely exchange ideas and information, where technology and resources support the search for knowledge, where services and collections enrich the lives of residents and where the library system is a leader in cooperation with other town services, schools, businesses and organizations. The library is often the cultural heart of things, and a well-supported library is usually a sign of an intellectually healthy and curious population. We recognize that a growing community needs a growing library and expansion plans must become part of the town's capital needs assessment.

Mission Statement: We support intellectual freedom and the right of individuals to read, learn, and gather together in a safe, friendly, welcoming environment. We provide free access to a diversity of ideas, resources, and experiences. We strive to enhance the quality of life in our community by providing and encouraging life-long learning with a variety of resources.

Roles: The Granby Department of Library Services will accomplish this mission through these roles:

1. To serve the informational needs of the community through its various collections, information about local, state and national programs and issues, and to provide access to other resources through diverse informational networks.
2. To house and provide access to a quality general collection of books and other materials that reflects and responds to the leisure interests and reading needs of the residents of Granby particularly school aged children, young adults, and the business community.
3. To be a community information resource center where residents of all ages can meet to exchange ideas, discuss issues and enjoy programs.
4. To provide a safe, friendly atmosphere for children's study, a quiet comfortable space for in-library reading and computer use, and a place for residents to exhibit collections of interest to the general population.

The Town of Granby: A Profile

The Town of Granby, comprising Granby, North Granby and West Granby, is a residential community situated in the Farmington River Valley in northern Connecticut. It was incorporated as a town on October 12, 1786. An elected Board of Selectmen governs the town and appoints the Town Manager. The town spreads over 41 square miles with more than 87 miles of local roads linking its residents and services.

The Town Seal bears the image of the 500 year-old Granby Oak, very much alive on Day Street and a proud symbol of the town's history, strength and beauty. Reminders of the past are everywhere—the Civil War monument on the green, historic homes along Salmon Brook Street, well-kept cemeteries that dot the town, old churches, and the Salmon Brook Historical Society with buildings and furnishings indigenous to Granby and its families.

While remembering its past, the town prepares for its future. Municipal and school building projects have been planned and built with the help of a yearly updated computer model that allows for evaluating and scheduling needed facilities while keeping tax increases at a stable level. A Plan of Development and Conservation controls residential and commercial growth while preserving open space, forest and refuge and remaining farm lands.

Diversity of housing options include single family homes (by far the majority), condominium complexes, senior housing units, residential group homes and an adult community. The town has established different zoning requirements on the basis of sewer access, soil conditions for septic tanks, difficult terrain and open space designations. Commercial and business zones are limited to specific areas. The amount of land needed for a housing unit becomes greater as the distance from established communities in the flat valley center land radiates out to more difficult areas. Where appropriate, flexible residential development allows for smaller lots in return for greater open space areas.

The business community's growth has been primarily in the town center area with connecting roads, similar signage, lighting and landscaping to encourage pedestrian traffic and a town center atmosphere. A second area in the southern part of town served by public water and sewer, has become a satellite business center with a future plan for incorporating a business zone. An active Chamber of Commerce encourages small business endeavors.

There are five public schools in town: a primary school for grades K-2, two intermediate schools for grades 3-6, a middle school serving grades 7-8, and a high school. There are also a number of students who attend private schools or are homeschooled. There are 12 day care centers and nursery schools in Granby.

Although much of its farmland has been developed into residential areas, Granby considers itself a rural town. McLean Game Refuge and the Enders and Tunxis State Forests contribute to the natural beauty of the area. Open space is a priority of the town and the Granby Land Trust. Several local roads have received a "scenic road designation" which will also preserve the rural character of the town.

Recreation opportunities abound for all age groups. Town-owned Salmon Brook Park offers swimming, tennis, soccer and baseball fields and an area to ride horses. It also includes a playscape and a dog playground. Our newest town park, Ahrens field, has soccer activities and offers garden plots on a first come first served basis. The Youth/Senior center is always busy. Youth activities include classes (dance,

art, babysitting) sports and trips. Senior activities are scheduled five days a week and include specialized clubs (camera, civic, adventures), many bus trips, sports and a host of classes. The 335-acre Holcomb Farm, leased from the Town by the nonprofit Friends of Holcomb Farm, offers an environmental learning center, an arts program center and, in collaboration with the Hartford Food System, a community-based farming project. There are also privately run swim, tennis, and exercise facilities. A 65,000 square foot Farmington Valley YMCA facility is open for all ages.

Granby is known as a volunteer community. Volunteers fill all town boards, elected and appointed. Residents contribute many hours of service to The Lost Acres Fire Department, The Granby Ambulance Association, and the local newspaper, *The Drummer*, which has been in continuous publication with an all-volunteer staff for 27 years. There are 4-H groups, scouts, athletic teams, social groups, and library support groups, all run by volunteers. There are also advocate groups like Citizens for a Better Granby and Granby First.

The Town of Granby: A Snapshot

(Sources: Connecticut Department of Community and Economic Development. Connecticut Town Profiles; Granby Director of Community Development

Land Area	41 sq. miles
Population (2005)	11,285
Age 4 and Younger (Preschollers)	726
Age 5-17 (School Age)	2,157
Age 18-24	553
Age 25-49	4,244
Age 50-64	2,342
Age 65 and Older	1,263
Educational Level (Age 25 and Older) With Bachelor's degree or more	52%
Per capita income	\$37,535
Per capita tax (2004)	\$2,113
Residents employed in Town (2000)	957
Commuters to Other Towns (2000)	3,167
Commuters Into Town (2000)	677
Existing Housing Units (2004)	4,118
Senior Housing	2
Nursing Homes	1
Day Care Centers	12
Public Schools	5
Public School Enrollment (2002)	2,223
Churches	9
Businesses	459
Registered Library Patrons	7,817 (69%)
Number of Items Borrowed (2005-2006)	161,539

The Libraries of Granby: A Brief History

Libraries have been an integral part of the town since 1812 when the Social Library Society was formed for “The improvement in useful knowledge.” The Salmon Brook Library Company was established in 1822, the Young Gentlemen and Ladies Library in 1830, and a Granby Library Association in 1869. After a fire destroyed this center of community activity in 1916, a new building, a gift of the Bunce family, was opened in 1918 and served as the Granby Public Library until 1982.

A new and central library was debated in the 1970s, approved at referendum in 1980 and completed in 1982. It is located near Granby center in the municipal complex which includes Granby Town Hall, the Police Station and the Senior/Youth Center. An expansion of this 8,021 square foot library was approved in 1998 and completed in 2002. The Granby Public Library has a new Children’s Room complete with a large mural, picture book and play areas, and computer stations. There is a reference and quiet reading room where adults can read newspapers and magazines, use reference materials, or use computers.

Meanwhile, a second library grew and flourished in North Granby. In 1888, Frederick H. Cossitt left \$10,000 in his will to the “Corporation of North Granby” for the purpose of building a free public library near his childhood home. This unique building has had a few exterior changes and its cypress wood interior is still intact. Recently, the adult room has been updated with new lighting, flooring, and seating. In 2005-2006 the children’s room at Cossitt Library was temporarily closed for 6 months for repairs after heavy October rains flooded it.

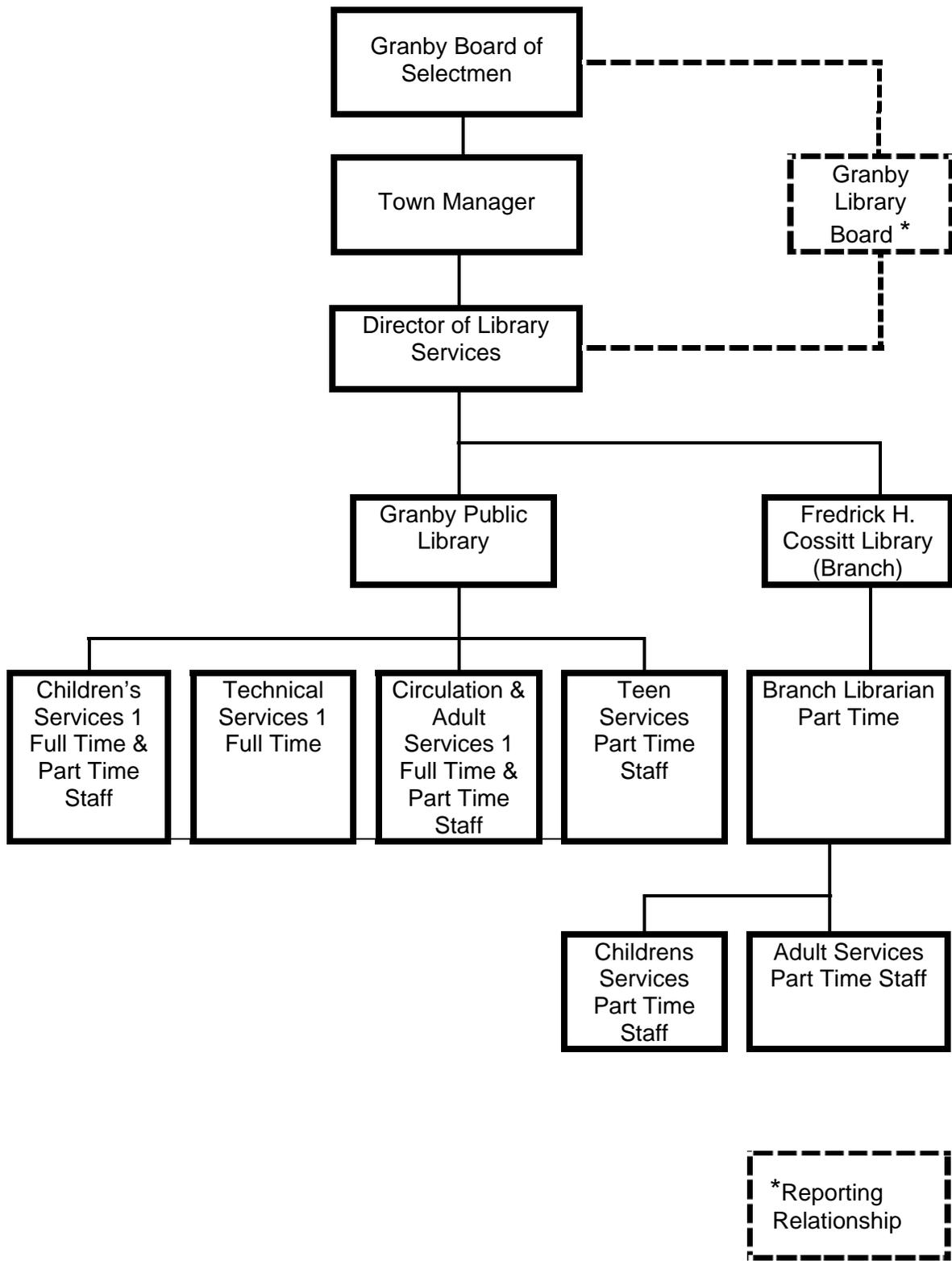
Both libraries are part of the Granby Department of Library Services, managed by the Library Director and funded through the Board of Selectmen’s budget. The Board of Selectmen appoints the volunteer Library Board, which works with the director on budgets and policies. Very active and necessary “friends” groups support each library.

Patrons have access to more than 70,000 books, 200 subscriptions to magazines and newspapers in addition to tapes, videos, DVDs, CDs and CD-ROMs. Services and programs are offered for residents for all ages and are publicized monthly in the town’s newspaper, *The Drummer*.

The libraries computers are used for Internet access or personal computing more than 7,500 times during the 2005-2006 period. Both libraries offer wireless access. The Granby Library catalog, the adult collection at Cossitt, and InfoAnytime (a 24 hour reference service) are accessible at both www.iconn.org as well as through the library page at www.granby-ct.gov.

As services grow and we reach beyond the library boundaries with new technology and resources, we remember with pride that we are still able to sustain small-town friendliness and personal service. In the tradition of good library service, the library staff is friendly, knowledgeable, and helpful. The libraries provide an instructional, safe and friendly environment for children of all ages. Adults can drop in for quiet reading, computer use, book discussions and other programs of interest. In addition, the library’s outreach program delivers books to the two senior housing complexes, the Senior Center, and Meadowbrook nursing home. The Granby Library building will be 25 years old in March 2007. Special activities and programs are planned for this occasion.

Each library has a unique history and characteristics, but their combined efforts give Granby residents the best in library service now and will continue to do so in the future.



The Long Range Planning Process

Long Range Planning is ongoing in that each year the five-year plan is reviewed and ‘tweaked.’ For each new five-year plan, in this case for 2007-2011, new data is gathered and committees are formed to investigate ideas and/or activities that may warrant inclusion in the Long Range Plan (LRP).

Gathering Information

1. A printed survey was sent to all households in town and was available at the libraries. Of the 6,000 surveys printed, 355 were returned.
2. In ten area libraries the director of the library was interviewed on subjects such as programs offered, staff size, facilities, expansion plans, and various statistics on collection, circulation, etc.
3. Financial and statistical information was gathered on Cossitt and GPL libraries.
4. Input from schools, seniors and businesses was collected to help committees determine future direction.

Committee activity- The Long Range Planning Committee determined there were four areas that needed special attention. To address these areas four sub-committees were formed:

1. Survey subcommittee: Developed, mailed and compiled survey results.
2. Facilities planning subcommittee: Investigated the need for facilities improvement and/or expansion.
3. Financial and statistical information subcommittee.
4. Outreach subcommittee.

Goals and Objectives of the 2007-2011 Long-Range Plan

The following goals are the responsibility of the Director of Library Services unless otherwise noted

A. Objective: Collection

A quality collection of books and other materials will be maintained through continuous evaluation and revision of the Collection Development Policy. The collection must anticipate, respond to and grow according to community needs.

Goal:

- A 1.0 Meet the demand for popular titles by purchasing one copy for each four reserve requests.
- A 2.0 In addition to the routine 'weeding' of the general fiction collection, withdraw or replace outdated and worn out materials in the children's collection at both libraries according to the following schedule:
 - A.2.1 Early literacy materials
 - A.2.2 Parent Shelf
 - A.2.3 U.S. History/ Geography/ Culture
 - A.2.4 World History/ Geography/ Culture
 - A.2.5 Science
- A.3.0 In addition to the routine 'weeding' of the general fiction collection, withdraw or replace outdated and worn out materials in both libraries in the adult collection according to the following schedule of subject fields:
 - A.3.1 Sci Fi/ Mystery
 - A.3.2 History, travel and geography of Europe
 - A.3.3 Electrical/Technical (619 to 629) and Do it yourself (664 to 699)
 - A.3.4 Biography
 - A.3.5 Poetry/ Drama

B. Objective: Technology as a resource for information

The libraries will continue to provide the opportunity to use computers and technology to facilitate access to information. Staff will keep aware of issues and recommend or take actions for emerging developments.

Goal:

- B.1.0 Offer computer catalog and reference resource instructions to the public. See (E.3.0)
- B.2.0 Automate collection at Cossitt Library.
- B.3.0 Replace/upgrade computers at the rate of 5 per year.
- B.4.0 Add additional computers as follows: one for Cossitt staff; one for GPL reference and one for GPL patron catalog.

C. Objective: Community Enrichment

Library programs, lectures, discussion groups and displays will provide opportunities for community enrichment.

Goals:

- C.1.0 Survey parents as directed by the Director of GPL for suggestions on program topics and book discussion for preschool and elementary ages.
- C.2.0 Continue regular meetings of middle school library group. Offer two programs annually for this age group.
- C.3.0 Continue to offer at least two programs annually for high school students, based on input from the teens who use the library.
- C.4.0 Continue to plan programs featuring Granby residents with special talents or hobbies.
- C.5.0 Survey patrons as directed by the Director of GPL for suggestions on program topics, discussion groups, and frequency or schedules for adult programs.
- C.6.0 Offer six programs for adults annually at Cossitt.
- C.7.0 Consider the following concept; "TOWN WIDE READING PROGRAM- One Book, One Granby."

D. Objective: Facilities and hours of service

Our libraries will be well maintained, safe and inviting. They will provide quiet space as well as space for people to gather. Adequate space and plans for expansion will be addressed. Hours of operation will address community needs.

Goal:

- D.1.0 Open GPL at 9:00 AM Monday thru Thursday and Saturday.
- D.2.0 Continue to replace outdated signage on shelves, stacks and special collections.
- D.3.0 GLB tour libraries and review facilities prior to annual budget preparations and submit recommendations to public works department.
- D.4.0 Install counter that will result in a more efficient determination of "visits", a statistical number used to evaluate scheduled hours of service.
- D.5.0 Granby Library Board to determine the future of the Cossitt library space prior to proposing the plan for expansion of library space. Must be complete before budget meetings.
- D.6.0 Granby Library Board will develop a plan that will provide an additional 8,000 square feet of space by the year 2014.
 - D.6.1 Present the future space needs to the Board of Selectmen, requesting a "place holder" on the "capital funding list." (2007)
 - D.6.2 Gather additional data supporting the square footage needs, while requesting funding from the Board of Selectmen for preliminary planning and design. (2008)
 - D.6.3 Submit grant request to the State of Connecticut requesting its usual \$500,000 funding, while requesting that the plan be brought to the town for approval.
 - D.6.4 Identify and engage an architect. (2010)
 - D.6.5 Finalize plans and seek contractors. (2011-2012)
 - D.6.6 Develop transition plans for book move/storage. Temporary hours, etc.
 - D.6.7 Begin construction. (2013)
 - D.6.8 Complete construction, and prepare for dedication and opening. (2014)

E. Objective: Staffing

A trained and competent staff is essential for quality library service. Education, proper office equipment, professional resources and adequate work space are necessary for staff members to do their jobs well.

Goal:

- E.1.0 Require each staff member to attend at least one continuing education class, workshop or conference each year.
- E.2.0 Hold at least one all day staff meeting per year.
- E.3.0 Add a full-time 'Adult/Teen Services' librarian position.
- E.4.0 Study circulation, patron visits and other statistics to evaluate need for additional staffing.

F. Objective: Customer Services

Satisfied customers are important to the success of the Library. Service will be friendly, courteous, efficient and responsive to the needs of the patrons.

Goal:

- F.1.0 Expand options available for patrons to express their opinion of the quality of service and place forms in a convenient location.

G. Objective: Public Relations and Publicity

Using various forms of communication, the library will inform residents of resources and programs to encourage use of library services.

Goal:

- G.1.0 Develop and work with the *Drummer* editor to redesign Library page.
- G.2.0 Send library newsletters twice each year to Granby schools, preschools, and home schoolers to encourage use of the library for school projects and recreational reading.
- G.3.0 Investigate having the library programs broadcast on GCTV.

H. Objective: Outreach and Partnerships

The library will provide outreach services for residents. Partnerships with groups and organizations will broaden the library's reach within the community.

Goals:

- H.1.0 Schools:
 - H.1.1 Have info sharing group meeting of Granby school and public librarians 3 times a year.
 - H.1.2 Communicate with the school staff at the beginning of each term to gain information about upcoming school projects or events.
 - H.1.3 Develop a school / public library joint summer reading program for the Town of Granby.
 - H.1.4 Train the public library staff on research methods / products used in schools.

H.2.0 Day Care/Preschool Support:

H.2.1 Open dialogue between Day Care Centers/Preschools and the local libraries, to discuss upcoming events or any requests they may have.

H.2.2 Provide a delivery service that will visit the various Daycare/Preschool programs.

H.3.0 Senior Citizens:

H.3.1 Continue to provide all current services to seniors:

- Book carts
- Large Print Editions
- Periodic mailings to the Stony Hill Village residents on upcoming programs.
- Annual program for Stony Hill residents and/or others

H.3.2 Purchase/obtain four CD players for seniors to borrow.

H.3.3 Initiate a meeting of Granby service providers to Seniors and the Home-bound to ascertain the viability of a proactive Granby Library LRP initiative to support Seniors and the Home-bound. Service providers include but are not limited to Health Care professionals (VNA, etc.); Meals-on-Wheels; Social Services; Clergy; McLean; Meadowbrook; Stony Hill Village; and others.

H.3.4 Create and circulate informational flyers specifically for the audience of Seniors and another for the audience of Home-bound citizens. These flyers should be distributed in bulk to the service providers who could then dispense them as needed. Include a 'tear-off' leaf for a potential patron to express his/her areas of interest.

H.4.0 Business Community:

H.4.1 Investigate the possibility of offering A/V equipment for loan.

H.4.2 Publicize business programs offered by other libraries and organizations such as the Russell Library in Middletown and the Simsbury Library.

H.4.3 Create a facilitated forum opportunity for start-up and new business owners to meet at the library to share their concerns, issues and successes.

I. **Objective:** Other

Goal:

I.1.0 Seek grants and special opportunities to fund additional services.

I.2.0 Encourage community support for long range plan objectives.

Goals and Objectives timeline	2007	2008	2009	2010	2011
Collections					
A.1.0 High Demand Titles					
A.2.1 Early Literacy Materials					
A.2.2 Parent Shelf					
A.2.3 U.S. History/Geog/Culture					
A.2.4 World History/Geog/Culture					
A.2.5 Science					
A.3.1 Sci Fi / Mystery					
A.3.2 Hist/Travel/Geog of Europe					
A.3.3 Weed 619 to 629 and 664 to 699					
A.3.4 Biography					
A.3.5 Poetry / Drama					
Technology					
B.1.0 Catalog & Reference Instructions					
B.2.0 Automate Cossitt					
B.3.0 Replace computers					
B.4.0 Add Computers					
Community Enrichment					
C.1.0 Survey Parents					
C.2.0 Middle school program					
C.3.0 High school program					
C.4.0 Programs for sp talent/hobbies					
C.5.0 Survey patrons					
C.6.0 Six adult programs at Cossitt					
C.7.0 "One Book, One Granby					
Facilities and Hours of Service					
D.1.0 Open at 9:00 AM					
D.2.0 Replace signage					
D.3.0 Review facilities before budget					
D.4.0 Install counter					
D.5.0 Cossitt Library space					
D.6.1 Present space needs to BOS					
D.6.2 Request funding for Prelim design					
D.6.3 Submit grant request for \$500K					
D.6.4 Engage Architect					
D.6.5 Finalize plans & seek contractors					2012
D.6.6 Develop transition plans					2012
D.6.7 Begin construction					2013
D.6.8 Complete construction					2014
Staffing					
E.1.0 Continuing Education classes					
E.2.0 Hold all day staff meeting					
E.3.0. Add Adult/Team Services librarian					
E.4.0 Evaluate for additional staffing					

Goals and Objectives timeline	2007	2008	2009	2010	2011
Customer Services					
F.1.0 Expand options for patron ideas					
Public Relations and Publicity					
G.1.0 Library Page redesign					
G.2.0 Send library news letter					
G.3.0 Investigate prog broadcast on GCTV					
Outreach and partnership					
H.1.0 Schools					
H.1.1 Group meetings (3/yr) library and schools					
H.1.2 communicate with schools beginning of each term					
H.1.3 Joint summer reading programs					
H.1.4 Train public library staff about school resources and methods of research					
H.2.0 Day Care Support					
H.2.1 Provide bookmobile					
H.2.2 Dialogue between daycare & lib					
H.3.0 Senior Citizens					
H.3.1 Continue to provide services					
H.3.2 Obtain CD players					
H.3.3 Initiate meeting of Service Providers and Seniors/Home-bound					
H.3.4 Information flyer about senior/home-bound services					
H.4.0 Business Community					
H.4.1 Offering A/V equipment					
H.4.2 Publicize business programs					
H.4.3 Forum businesses meet at library					
H.4.4 Business bibliography					
Other					
I.1.0 Seek Grants					
I.2.0 Encourage community support					

The Review Process

This document is intended to be a working document that will be used by staff to develop, plan and deliver library services. The library staff will review this document annually and submit a progress report including any recommendations to the Granby Library Board. The Library Board will discuss and approve recommendations if needed. This plan will be used as a basis for the budget planning process.

A Note of Thanks

The Library Long Range Planning Committee and the department of Library Services wish to thank the many residents, Library Board members and Library staff for offering their time, opinions, suggestions and assistance in the creation of this plan.