

8/24/2026

Linda Laflamme
Chair
Board of Library Trustees

Dear Ms. Laflamme:

The 2026 Nashua Reads: One City, One Book programming kicks off this fall with a slate of events that reflect the themes and topics of this year's selection, "Property of the Revolution" by Ana Hebra Flaster.

To fund this additional programming, I'm requesting \$1000 from the Bloomfield Trust to bring two unique Cuban-related discussions to the library. The first is a presentation on the remarkable revival of the Indigenous Taíno language and culture, once though extinct, and the second is a lecture from Professor Avi Chomsky on the current state of U.S. and Cuban relations and what the future may bring.

Thank you,

Pamela Baker

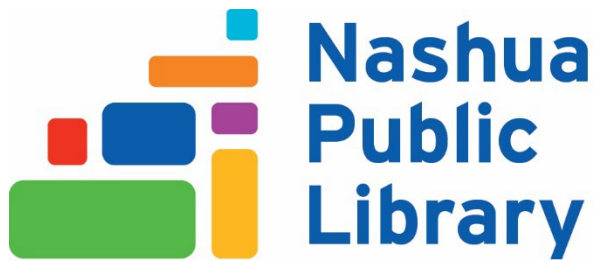
Pamela Baker
Programming and Marketing Librarian



August 18, 2026

To: Library Board of Trustees
From: Jennifer McCormack, Director
RE: Miscellaneous donations funding request

I am requesting up to \$700 from the Miscellaneous Donations trust for the purpose of purchasing lunch for staff at an all-staff meeting to be hosted in late September. Offering a meal is good for staff morale and improves overall participation in these types of events. The Board generously supported a similar request in January of this year.



Sept. 1, 2026
Director's Report

Department updates

See attached

Administration updates

- Passport Fair: The library partnered with Congresswoman Goodlander's office to host a passport fair at the library on August 20th, more than 50 were able to submit their documentation for passports and interact directly with passport office staff.
- All staff meeting: this is planned for Friday, September 25th and you'll see that I have submitted a trust request so we can cater lunch. The main goal of this meeting is to update staff on the progress of the renovation design and discuss ongoing efforts to prepare for a move to our temporary location.
- Updates from city: The city's IT department included the library's website in their launch of a new application that improves the accessibility of PDFs. This new tool offer users the ability to access these documents in other languages, makes them searchable and other features that meet federal accessibility guidelines.
- Congratulations to Kylie Hargrove, she completed her MLIS in July with a 4.0 GPA!

Renovation updates

- DesignLab will make a presentation to the board at this month's meeting to update the board on their progress on the design. LeftField will also be attending to answer any

questions or concerns. I've moved our meeting to the Large Meeting Room instead of the

- Included on this month's agenda is a discussion of two potential additional elements to be included in the renovated library building: space for Nashua Community Media (the government, education and public access channels) and space to accommodate a homeless resource center, which was suggested by Alderman Johnson at the August meeting.
 - **Space for Nashua CTV studio and offices:** The topic of finding space in the renovated building to relocate the Nashua CTV studio came up due to my work on the city's CTAB committee. I believe there is good synergy between the library's mission and the work of the community television team, and both organizations could benefit from their inclusion in the new building. Our customers would have access to video recording and editing technology that the library doesn't offer, it would be easier for the Nashua CTV team to record the performances and programs in the newly renovated spaces both inside and outside of the building and their location here would provide more visibility and connection to the public. Moving forward with this concept would of course be contingent upon sufficient space and a source of funding.
 - **Homeless Resource Center:** Attached to this report are some notes I prepared for the last joint building committee meeting regarding the possibility of including the resource center in the library renovation. Since those notes were drafted, I attended a special Board of Alderman meeting and learned more about the plans for the proposed resource center that are important to add to this conversation, specifically the inclusion of the overnight warming center and a number of transitional housing units.
- **Temporary location:** no progress to report

Notes for 0804 joint special committee regarding library as homeless resource center

Use of library services and collections confirm the need for a public library. Here are some statistics from FY26 that demonstrate that the library remains relevant and valuable to community members:

- Meeting rooms were used 5,500 times
- 374,100 items were circulated
- 197,161 visits to the library
- 17,000 people attended programs and Storytimes
- 14,000 computer use sessions

We listen to the community, and they are not asking us to become a social service agency or specifically a homeless resource center.

Over the past 6 years the library staff and Trustees have engaged regularly with community to determine what community members and stakeholders want or need from their public library. This outreach happened as part of 3 major projects undertaken since 2020: strategic planning, Plaza design (and redesign) and the recent feasibility study. The library maintains a survey related to the building renovation on the library website and regularly receives responses: 5-6 have been submitted in the last few weeks. In addition to all of that intentional outreach, our customers also use the feedback forms on our website to request a variety of items, programs and services on a daily basis.

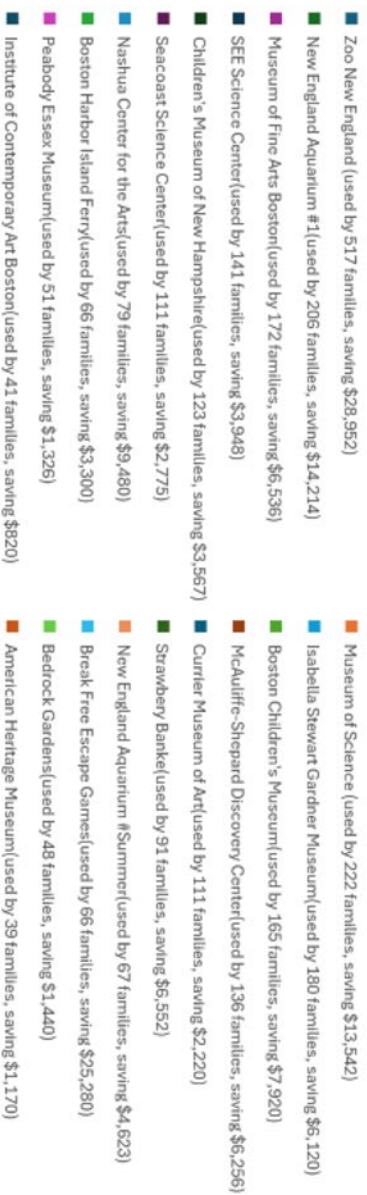
None of this community feedback has included any mention of wanting the library to provide social services or operate as a homeless resource center. Instead, respondents have advocated for things like more meeting space, more space for kids and Teens, a makerspace, local history resources, and dedicated reading spaces. The library's mission statement reflects this community need and is the framework library staff uses to plan the programs, collections and services we offer.

The library is currently operating as a de facto resource center, and the primary public restroom option for downtown, and that model is not working. It is frankly impossible to balance the needs of our customers that are unhoused and looking for a warm or cool place to spend the day against the needs of the families and individuals that are here to access library services and attend programs. One group is underserved because library does not offer the depth and breadth of services that a high-need population like the unhoused folks need, while on the other hand library staff hear from customers (and read online) that they are reluctant to visit the library because it is no longer an attractive and

welcoming place to be and they do not feel safe or comfortable coming here. The library is safe, but I can understand that it does not feel comfortable to everyone, and I know that customers have noticed changes made to the furniture and spaces available for seating in order to manage customer behaviors. On any weekday you will find 30-40 individuals at the library all day

Unhoused people are customers: they are welcome at the library and are invited to use our services but that is not equivalent to the library being an appropriate site for a homeless resource center.

FY26 Pass Use and Savings





Summer Reading Challenge

June 12 – August 8, 2026

Summary Report

Highlights

- Summer reading kick-off event on June 12th engaged an estimated 400 community members with an inflatable corn maze and bounce house, a live performance by Straight Jacket (a popular 90s cover band), Team Tesseract FIRST Tech Challenge's robot demonstration, nitrogen ice cream provided by Sub Zero, a plant clipping swap, and more
- Program administration shifted from Assistant Director to Supervisors of Information Services, Youth Services, and Marketing & Programming
- Children's and teen librarians presented the challenge to students at 11 Nashua schools
- Nashua readers surpassed the community reading goal of 1,000,000 minutes by reading a total of 1,619,225 minutes — exceeding the goal by 62%

Investment

- Funding Source: Friends of the Nashua Public Library
- Thematic Décor: \$356
- Kick-off event: \$2,626
- Prizes and Incentives: \$2,480
- Community Reading Goal Donation: \$500

Challenge Summaries

Reader participation grew across every age group in 2026.

Birth to Preschool

★ **Star Reader:** Age 5 — 3,178 minutes read

Readers: 107

Total minutes read: 74,318

Average reader age: 2.5 years

Reader participation increase from 2025: 9.2%

Kindergarten to 5th Grade

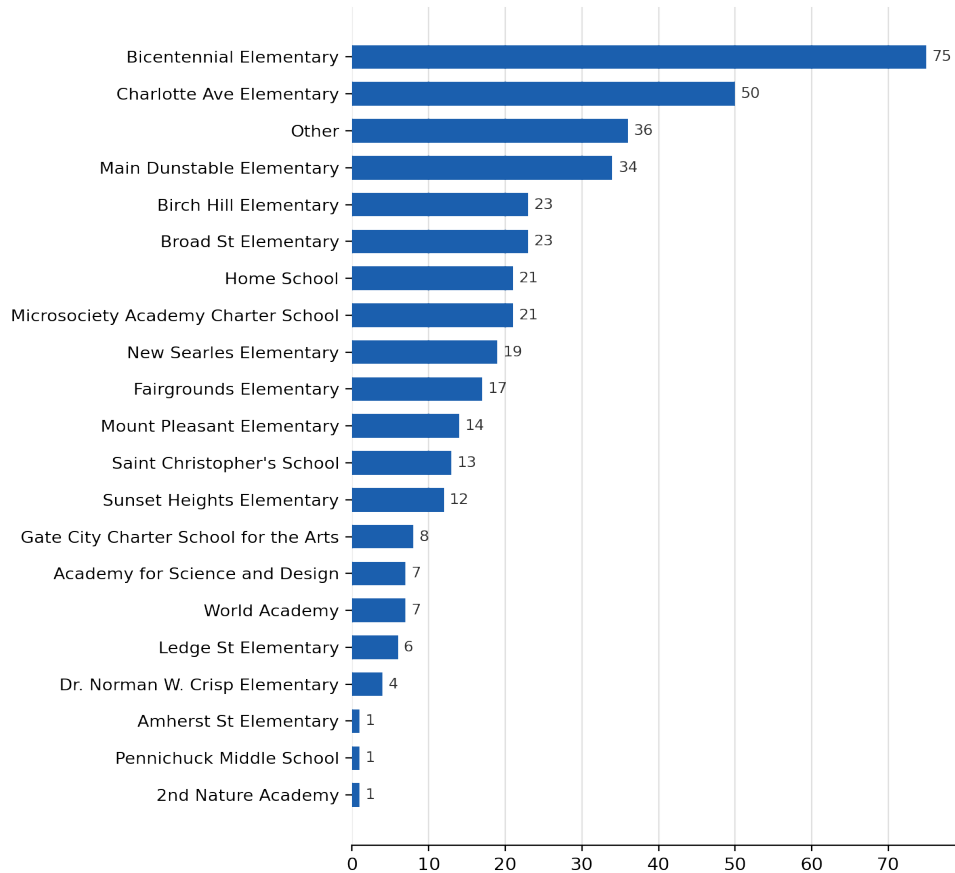
★ **Star Reader:** Age 9 — 10,180 minutes read

Readers: 394

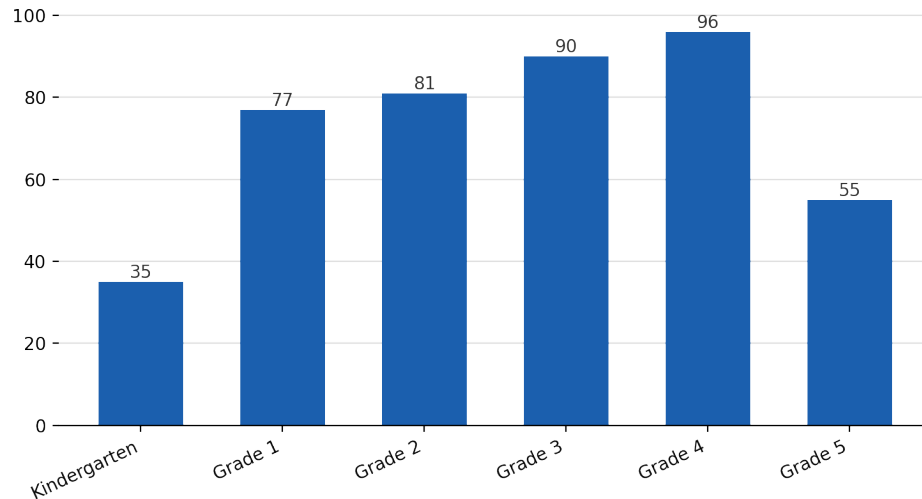
Total minutes read: 512,032

Reader participation increase from 2025: 33.1%

Readers by School



Readers by Grade



Teen

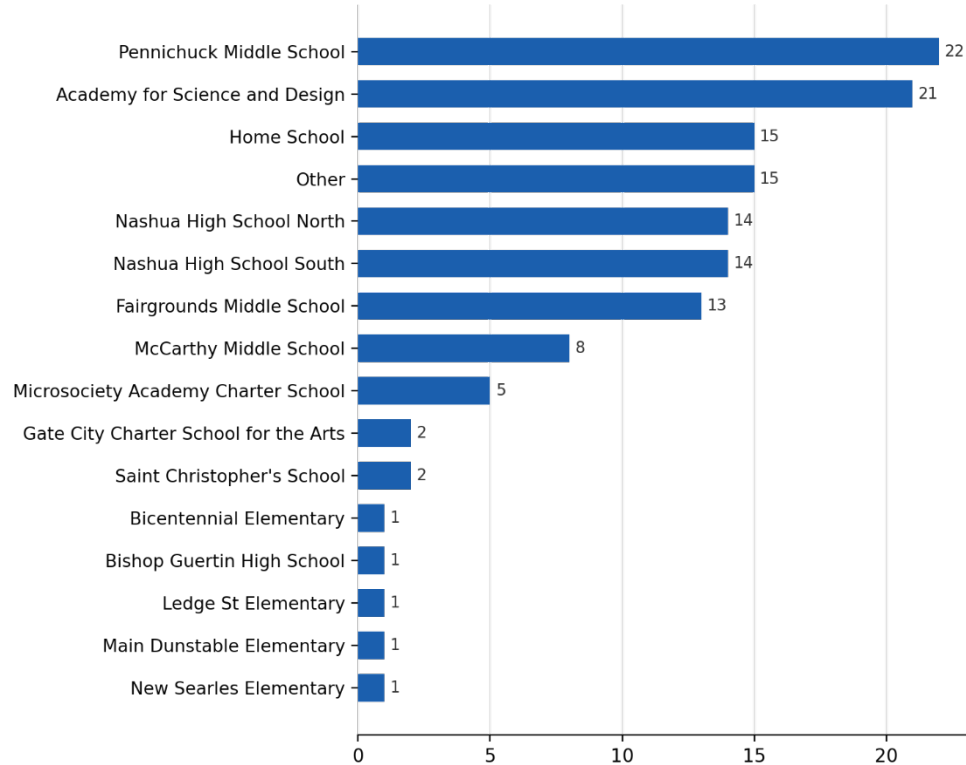
★ **Star Reader:** Age 10.5 — 6,699 minutes read

Readers: 136

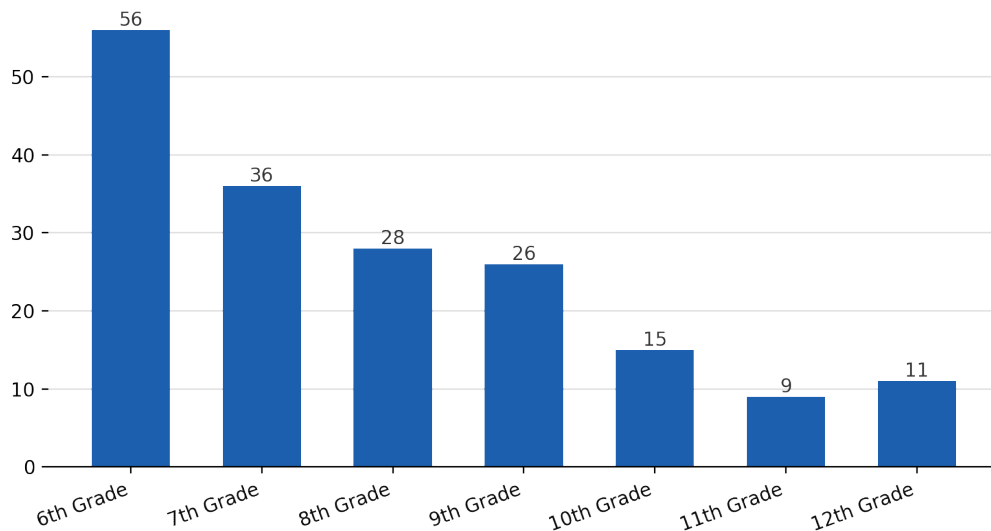
Total minutes read: 250,241

Reader participation increase from 2025: 11.5%

Readers by School



Readers by Grade



Adult

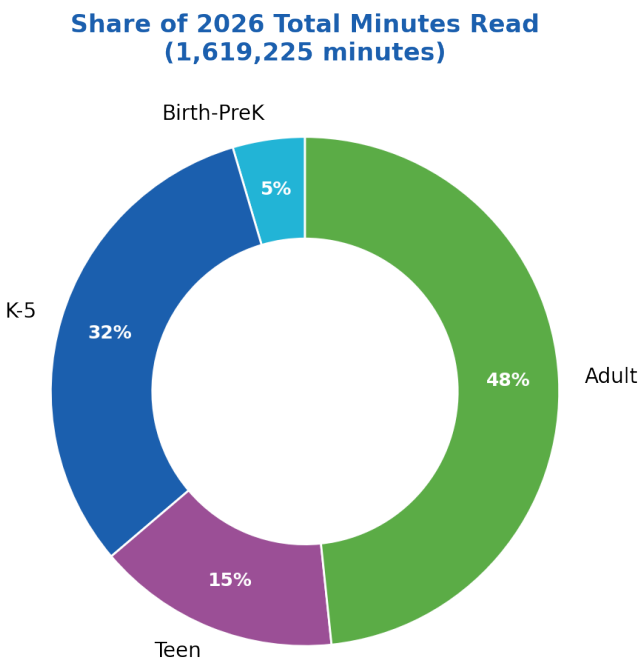
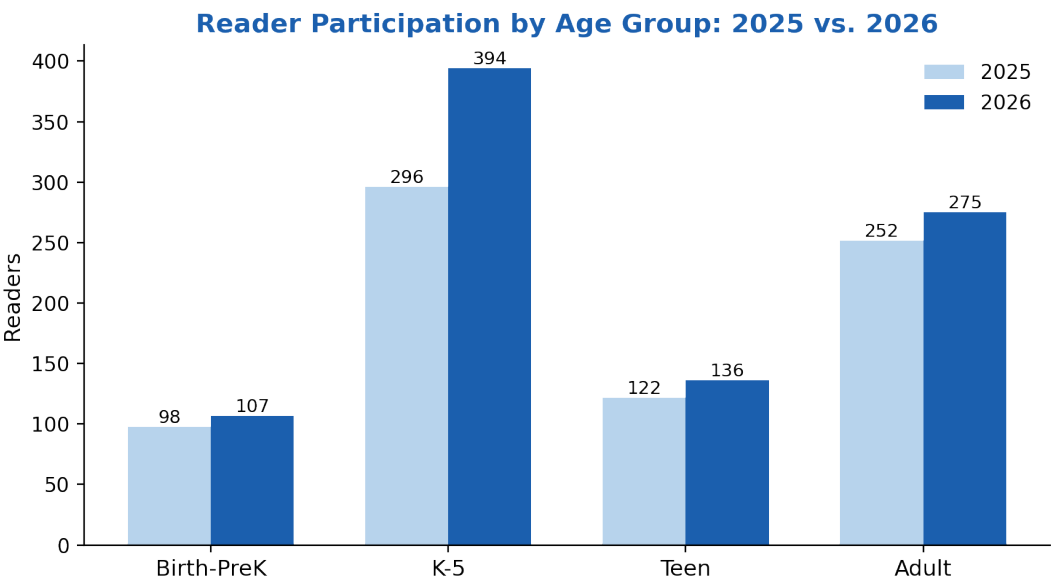
★ **Star Reader:** 25,854 minutes read

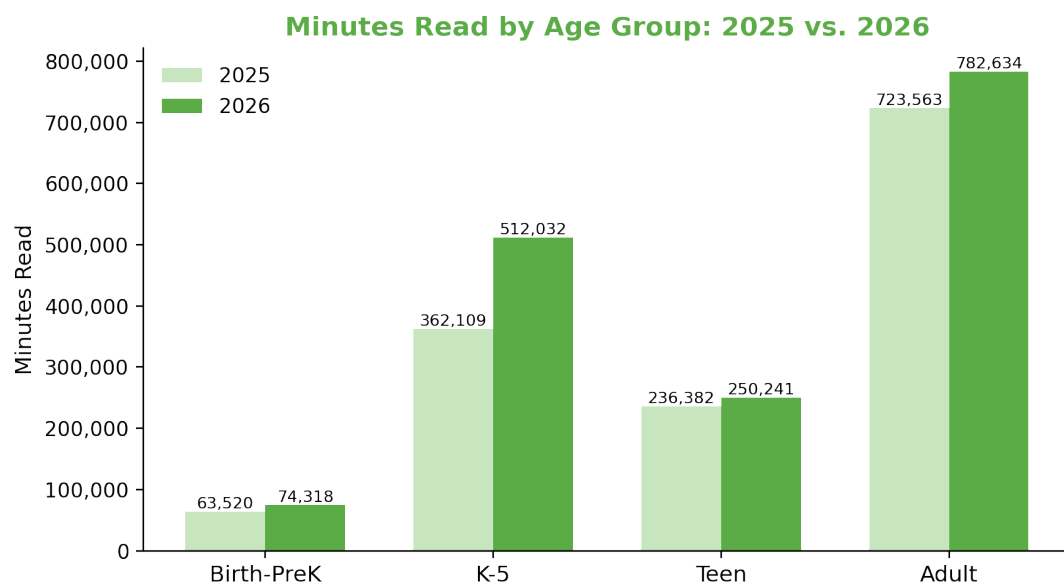
Readers: 275

Total minutes read: 782,634

Reader participation increase from 2025: 9.1%

Participation at a Glance





Social Media Stats (7/30 - 8/26)

It was a month of strong growth and engagement, buoyed in part by our video poking fun at the pay phone in the lobby as well as posts highlighting two successful community partnerships with the Turkish Cultural Center and NH Modern Quilt Guild.

Facebook

- Views: 72,713
- Engagement: 5,352
- Post Engagement Rate: 9.77%
- Followers: +50

Instagram

- Views: 11,144
- Engagement: 431
- Followers: +42

TikTok

Record high views on our pay phone video! This makes it our most watched video by over 5K views.

Video performance:

- Views: 13K
- Likes: 2,253
- Comments: 56
- Shares: 175
- Saves: 126

For reference, our two previously most-viewed videos on TikTok are “Our Library Staff and their problems” (7,860) and “5 Must-Read Graphic Novels” (4,367).

Insights:

- Facebook post that converted the most followers and had highest engagement: Passport to Turkey wrap up = +25 net followers and 1,475 engagements. Takeaway: even though our video was entertaining, it didn’t drive the same investment into our work that our event post seemed to do.
- The majority of the comments on the pay phone video are requests to keep it there forever, with other suggestions including, “Someone needs to use their cricut and make a historical plaque” and “This needs to be a geocaching site, a landmark for a historic walking tour...”