

CITY OF NASHUA

Nashua Public Library Board of Trustees

Wednesday, June 4, 2025

7:00 PM

Nashua Public Library

2 Court Street

Nashua, New Hampshire 03060

LIBRARY BOARD OF TRUSTEES MEETING

AGENDA

1. Call to Order
2. Attendance
3. Public Comment
4. Approval of bills and trust fund requests
5. Approval of minutes from previous meeting
6. Policy review and approval
Computer use policy: no changes recommended * Code of Conduct: see redlined version for recommended changes
7. Tuition reimbursement requests
8. Discussion: performance contracting for HVAC repairs
9. Discussion of library participation in city-wide facilities department
10. Space needs assessment update
11. Other Business
12. Adjourn

**NASHUA PUBLIC LIBRARY
2 COURT STREET
NASHUA, NEW HAMPSHIRE 03060**

LIBRARY BOARD OF TRUSTEES MEETING

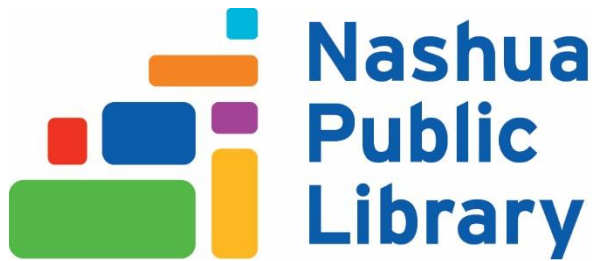
June 4, 2025
7:00 P.M.

BILL SUMMARY

To be approved:		
Regular budget:	\$23,523.46	05/01/2025 – 05/31/2025
<u>Fines account:</u>	<u>\$12.00</u>	<u>05/01/2025 – 05/31/2025</u>
Grand Total	\$23,535.46	NPL INVOICES PAID

Trust Fund Requests:

<u>Miscellaneous donations</u>	<u>Purpose of Trust: General Library Purposes</u>
	Balance Available: \$28,991.39 (as of 03/31/2025)
	Amount requested \$1,100.00 See memo from Pam Baker
<u>Bloomfield Fund</u>	<u>Purpose of Trust: General Library Purposes</u>
	Balance Available: \$57,593.63 (as of 03/31/2025)
	Amount requested \$2,000.00 See memo from Pam Baker
<u>Stearns Fund</u>	<u>Purpose of Trust: Reading Materials</u>
	Balance Available: \$416,632.46 (as of 03/31/2025)
	Amount requested \$64,336.00 See memo from Jenn Hosking



5/19/2025

Linda Laflamme
Chair
Board of Library Trustees

Dear Ms. Laflamme:

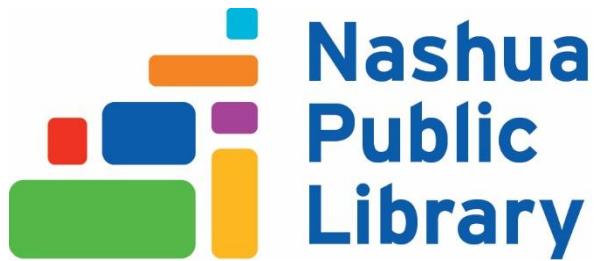
As part of our ongoing work to provide equitable access to music and broaden the library's reach, we'll be holding two concerts in July.

I'd like to request \$1100 from the Miscellaneous Library Donations to fund both of these performances. One is a 90's cover band that will be performing during a special "90's Nite" event on July 10 at 7 pm, and the other is classical musical concert on July 23 at noon.

Thank you,

Pamela Baker

Pamela Baker
Programming and Marketing Librarian



5/12/2025

Linda Laflamme
Chair
Board of Library Trustees

Dear Ms. Laflamme:

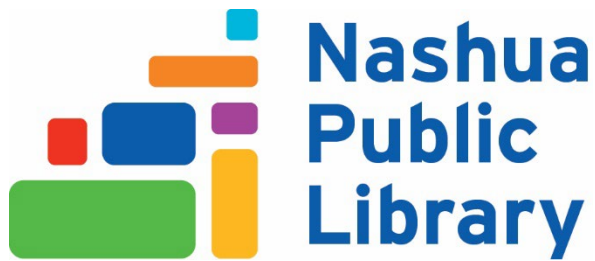
The Nashua Reads Committee is holding its annual Nashua Reads: One City, One Book program again in 2025. This year's title is "The Seed Keeper: A Novel" by Diane Wilson. The author will be visiting the library on October 19 for a discussion.

I would like to request up to \$2000 from the Bloomfield Trust to fund additional programming for Nashua Reads, like special events, discussions, and films, as an opportunity for the entire community to engage around the themes of the chosen work.

Thank you,

Pamela Baker

Pamela Baker
Programming and Marketing Librarian



June 4, 2025

To: Board of Trustees

From: Jenn Hosking, Assistant Director

RE: Stearns Trust Request

Please find below an outline of our initial request of Stearns trust fund expenditures for June 2025 through June 2026. All of these resources provide the Nashua community access to reading material either in print or electronically.

<i>Stearns Trust Request</i>		Total \$ 64,336
High Demand Budget	18,000	Popular Books
NH Downloadable Consortium	38,836	Overdrive eBooks and eAudiobooks
Tumblebook Library	4,700	eBooks for children
TeenBookCloud	1,600	eBooks for teens
Nashua Reads	1,200	Books

Nashua Public Library Board of Trustees

April 1, 2025

7:00 PM

MINUTES

A meeting of the Nashua Public Library Board of Trustees was held Tuesday, April 1, 2025, scheduled at 7:00 PM at the Nashua Public Library, 2 Court Street, Nashua, NH, 03060

DRAFT

1. Call to Order

Chairman Laflamme called the meeting to order at 7:00 pm.

2. Attendance

Present: Dave Pinsonneault, Kristin Kane, Scott Jaquith, Linda Laflamme, Padmaja Kunapareddy, Library Director Jen McCormack, Assistant Director Jenn Hosking

Two members of the public

3. Public Comment

None

4. Approval of bills and trust fund requests

Motion by Mr. Pinsonneault, seconded by Ms. Kane to approve payment of the March bills from the regular budget in the amount of \$29,450.

Vote: Yes 5, No 0

Motion: PASSED

Motion by Mr. Pinsonneault, seconded by Ms. Kane to expend \$500 from the Stearns Trust Fund to purchase playaway audiobooks and read-along wonderbooks for the youth services collections.

Vote: Yes 5, No 0

Motion: PASSED

5. Approval of minutes from previous meeting

Motion by Mr. Pinsonneault, seconded by Ms. Kane to approve the minutes of the March 17, 2025 regular meeting.

Vote: Yes 5, No 0

Motion: PASSED

6. Donation and gift policy approval

Director McCormack submitted the donation and gift policy for review as part of the biannual policy review schedule.

Motion by Mr. Pinsonneault, seconded by Mr. Jaquith to approve the donation and gift policy as presented.

Vote: Yes 5, No 0

Motion: PASSED

7. Downloadable book consortium presentation

Director McCormack and Assistant Director Hosking presented an overview of the New Hampshire Downloadable Book consortium structure, funding and potential local impact if federal funding is discontinued.

8. Burbank Trust discussion

The Board reviewed the history of the Burbank committee and its expenditure of Burbank trust funds. Moving forward, Board members will brainstorm goals for the Burbank Trust and send them to Director McCormack who will include them in next month's meeting packet for review and discussion.

9. Other Business

Director McCormack will travel to New Jersey Friday, April 4th, to preview a piece of play equipment for the plaza renovation.

A joint convention with the Board of Alderman will be held April 22, 2025 to reappoint Manuel Espitia to another 7-year term as trustee and to confirm John Kennedy to a 7-year term as library trustee.

Boston Advisors will attend the May meeting to provide an update on the library's investment portfolio.

Chairman Laflamme reminded members May is the Board's annual meeting and officer elections will take place.

10. Adjourn

Motion made by Mr. Pinsonneault, seconded by Ms. Kunapareddy to adjourn the meeting at 8:13 pm.

Vote: Yes 5, No 0

Motion: PASSED

Attest:

Nashua Public Library Board of Trustees

May 6, 2025

7:00 PM

MINUTES

A meeting of the Nashua Public Library Board of Trustees was held Tuesday, May 6, 2025, scheduled at 7:00 PM at the Nashua Public Library, 2 Court Street, Nashua, NH, 03060

1. Call to Order

Chairman Laflamme called the meeting to order at 7:01 pm.

DRAFT

2. Attendance

Present: Linda Laflamme, Scott Jaquith, Padmaja Kunapareddy, John Kennedy, Kristin Kane, Manuel Espitia, Library Director Jen McCormack, Assistant Director Jenn Hosking

3. Public Comment

Stephen Scaer expressed concern about the library's participation in the City's Pride celebration.

4. Review of monthly bills and trust fund requests

Motion by Ms. Kane, seconded by Mr. Jaquith, to approve payment of the April bills from the regular budget for \$46,148.48.

Vote: Yes 6, No 0

Motion: PASSED

Motion by Ms. Kane, seconded by Mr. Kennedy, to approve \$675 be expended from the Miscellaneous Donations Trust to purchase library-branded t-shirts for staff.

Vote: Yes 6, No 0

Motion: PASSED

5. Approval of minutes from previous meeting

Motion by Mr. Espitia, seconded by Mr. Jaquith, to approve the minutes of the April 1, 2025 regular meeting.

Vote: Yes 6, No 0

Motion: PASSED

6. Bond authorization recommendation

Motion by Mr. Espitia, seconded by Ms. Kunapareddy, to recommend Resolution **R-25-147** authorizing the Mayor and City Treasurer to issue bonds not to exceed \$1,000,000 for the library building project design.

Vote: Yes 6, No 0

Motion: PASSED

7. Rescheduling June meeting

Due to the Board of Alderman hearing on Resolution R-25-147 scheduled for June 3, 2025 at 7 pm, the next monthly Board of Trustees meeting will be rescheduled to Wednesday, June 4, 2025 at 7 pm.

8. Burbank Trust policy discussion

Director McCormack shared a draft of Burbank trust committee guidelines and collection policies for review and discussion. The Board decided Mr. Jaquith will serve as the liaison to the Burbank committee and work with Director McCormack to develop further the document that will be brought back to the Board for approval at the September 2025 meeting.

9. Staff Appointment

Stephanie Burke, Reference Librarian. Starting date 5/12/25, Starting salary \$53,104.81 (Grade 5, Step 2)

Motion by Ms. Kunapareddy, seconded by Ms. Kane, to approve the staff appointment of Stephanie Burke, reference librarian, at the starting salary of \$53,104.81 (Grade 5, Step 2) and a start date of May 12, 2025.

Vote: Yes 6, No 0

Motion: PASSED

10. Annual meeting and election of officers

In accordance with the Bylaws of the Board of Trustees, an election of officers took place.

Motion by Mr. Espitia, seconded by Mr. Jaquith, to nominate Linda Laflamme to the position of Chairman for the 2025-2026 term.

Vote: Yes 6, No 0

Motion: PASSED

Motion by Mr. Kunapareddy, seconded by Mr. Espitia, to nominate Dave Pinsonneault to the position of Secretary for the 2025-2026 term.

Vote: Yes 6, No 0

Motion: PASSED

11. Other Business

Motion by Mr. Jaquith, seconded by Ms. Kunapareddy, to approve the fiscal year 2026 library calendar as presented.

Vote: Yes 6, No 0

Motion: PASSED

Director McCormack shared the City's Budget Review Committee will meet Monday, May 17, 2025 at 7 pm to review division trust funds. She will plan to attend and invited trustees to also attend.

Mr. Espitia expressed gratitude to the library staff for hosting the community conversation on Friday, May 1, 2025 in conjunction with the Arlington Street Community Center.

Ms. Kane provided an update from the City's Trustee of Trust Funds committee.

12. Adjourn

Motion by Mr. Jaquith, seconded by Mr. Espitia, to adjourn the meeting at 8:13 pm.

Vote: Yes 6, No 0

Motion: PASSED

Attest:



Computer Use Policy

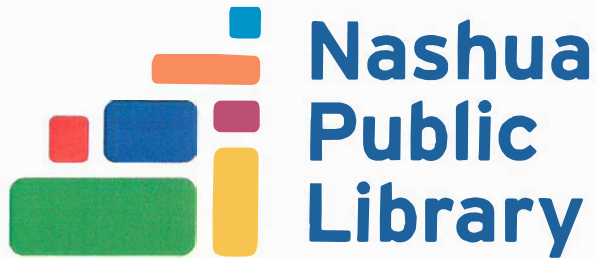
Approved by the Board of Library Trustees June 4, 2025

By using computers at the Nashua Public Library you acknowledge that you have read the Computer Use Policy below and agree to abide by it. Failure to follow the Policy may result in the suspension of library computer privileges.

1. Computer users must use their own valid Nashua library card, computer card, or a guest pass to log in. Use of another person's library card or computer card will result in suspension of library computer privileges.
2. Computer users must abide by the library code of conduct.
3. All users have 2 hours of computer time a day. There is a daily time limit on computer use. Customers may use their daily allotment on either a laptop or desktop computer or a combination of those. This limit is subject to change in response to customer demand.
4. There is a cost for printing from the computers; the cost is posted at the printers and is subject to change.
5. Our public computers are easily seen by library staff and other patrons. In order to maintain a comfortable environment for all library users viewing and/or displaying graphic sexual or violent images is not allowed.
6. Library computers may not be used for illegal activities. Users must respect the legal protections to data and software provided by copyright and license law.
7. Customers ages 11 to 17 may use computers in the Teen Room. Customers ages 11 and under may use computers in the Children's room.
8. The Internet offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages. It is, however, an unregulated medium with a highly diverse user population. The library cannot control or monitor the vast amount of material accessible via the Internet and it is possible that individuals may view or access information they personally find offensive or disturbing. Users must accept responsibility for determining the suitability of content for themselves and their children.

ADOPTED by the Board of Library Trustees
06/05/2025

David K. Pinsonneault, Secretary



Approved by the Board of Trustees April 5, 2022

Code of Conduct

The United States Court of Appeals decision (Kreimer vs. Bureau of Police for the Town of Morristown, N.J., 1992) found that a library is a "limited public forum" created for the specific purpose of providing public access to materials. Further, the library may draft rules of behavior that assure that the library is used for the general purposes for which it is intended.

Guidelines

The Nashua Public Library will uphold all state laws and local ordinances in regard to public behavior.

Customers shall be engaged in activities associated with the use of a public library while in the building.

The following activities are not associated with public library use and are not permitted:

- Smoking, including electronic cigarettes, on library property
- Sleeping
- Bringing animals into the library (except certified service animals)
- Abusing or vandalizing library facilities, equipment or materials
- Using restrooms for washing clothes, bathing, shaving or illegal activities
- Soliciting funds or offering any goods or services for sale (unless authorized by the library Director)
- Intoxication and/or the use of intoxicating substances and bringing those substances onto library property.
- Disruptive, harassing, or threatening behavior

Customers will not interfere with another person's use of the library or with the library staff's performance of their duties and will follow all instructions given by library staff

Customers must wear covering clothing, including shirts and shoes, while on library property to protect health and safety.

Customers are responsible for their own belongings at all times and should not leave them unattended; at no time will library staff store customer belongings.

The library may limit the number and size of bags brought into the building so that they do not interfere with others' use of the library or impact safe passage throughout the building. The library reserves the right to further limit bags that are in poor condition or contain items with a strong odor.

Food is only allowed in designated areas of the Chandler Wing and outside on the library plaza

The library's Teen Room is intended for use by customers aged 11-17; adults or younger children in that room may be asked to relocate to other areas of the building

Children under the age of eight may not be left alone in the library and must be actively supervised by a parent/guardian or assigned chaperone. Responsibility for all children using the library rests with the parent/guardian or assigned chaperone and not with library personnel.

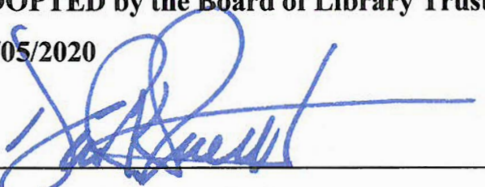
If a child under the age of 16 is still in the library when the building closes library staff will contact the Nashua Police Department for assistance and 2 staff members will remain with the child until the police or parents/guardian arrive.

Adults unaccompanied by a child and who do not require materials from the Children's area or help from staff in that department will be asked to relocate to other areas of the library.

Any person violating any of these guidelines may lose library privileges, be asked to leave the library building and/or library grounds or be subject to legal action.

ADOPTED by the Board of Library Trustees

04/05/2020


David K. Pinsonneault, Secretary



Approved by the Board of Trustees April 5, 2022

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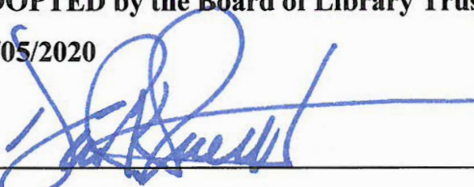
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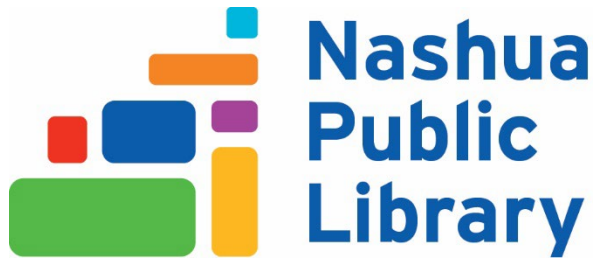
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ADOPTED by the Board of Library Trustees

04/05/2020



David K. Pinsonneault, Secretary



June 4, 2025
Director's Report

Beginning this month the Director's report will look a little different and provide more detail regarding the work of our various departments. Department updates will be submitted by department supervisors (instead of written by the Director) and attached as a separate document. This month you will note that many departments referencing "stats week": once per quarter we collect a wide variety of statistics in each department and many of them are sharing some of that information in their update. We use that data for the annual report to the state and to plan staffing and evaluate services.

Buildings and Grounds

- **Plumbing repairs:** we are still waiting for the new hot water heater to arrive; in the meantime the plumber has been out repairing 2 leaking sinks and a leaking water fountain.
- **Exhaust fans:** During a site visit to evaluate our HVAC system the engineers from RFS noted that the motor for our bathroom exhaust fans was not operational. I reached out to the building department at city hall for advice and Jay Hunnewell came the next day to make the repair himself.
- **Plaza project:** The landscape architects have finished their work, and all the bid documents are prepared and ready to be released. Unfortunately, we are in a holding pattern waiting for response from HUD (the agency that administers federal funds) before moving forward with soliciting bids. I have no estimate of when that will happen.

Administration updates

- Jenn Hosking participated in a **focus group for the Nashua School District** strategic planning process on 5/28.
- Our session of “**City Academy**” took place on May 15: 28 people attended, more than 20 of them took a quick tour of the building before the session began. Although we ran out of time and could not finish our presentation the crowd was very engaged, and we got some excellent questions from the audience. Our presentation is attached to this report for your information.
- **Policy review:** this month there are 2 policies for the board to review and approve. The Computer Use policy required no changes, but the Code of Conduct revised to more closely match the guidelines our security guards use for determining consequences.(see attached)

City updates:

- **Facilities department:** I met with the city’s Administrative Services director on 5/28 to further discuss the library’s participation in a city-wide facilities department. This concept has been developed over the past year by a group of city staff for the purpose of efficiently managing, maintaining and repairing city facilities. In this model the library would still have dedicated maintenance staff assigned to us and working their normal schedules at the library, but city staff in this new department would be managing repairs and maintenance and would act as supervisors of our assigned staff. There are clearly many details and questions to be resolved but I am in support of this change and look forward to discussing it further with the Board.
- **Capital projects approach:** I would like to schedule a special meeting of the Board of Trustees in June for the purpose of a conversation with the Administrative Services Director regarding the process for establishing a Joint Special Building committee with the Aldermanic Infrastructure committee. That process is established in the charter for other city departments but is not currently available to the Board of Trustees and would

be of tremendous benefit as we move forward in the design process for a renovated or new building.

- **HB 143 and trespass orders:** This is another piece of legislation that I have been following this year, and it looks likely to be passed and signed by the Governor. With that in mind I have convened a meeting here on 6/11 with the Legal Department, Police department and staff from many other city departments to discuss the impact of this bill and clarify how it will change our processes.

Budget/Financial updates

- The **FY2026 budget** passed at the BOA meeting on 5/27: no changes were made to our proposed budget.
- **Tuition reimbursements:**
 - Kylie Hargrove requests an additional \$1500 from surplus FY2025 funds for courses taken during this fiscal year as permitted in Article 19 of the current CBA and \$1500 from FY2026 budget for courses to be taken in July 2025
 - Kelly Kashian requests \$1500 from FY2026 budget for courses to be taken in September, 2025.

May 2025

Thursday, May 08, 2025 3:57 PM

Customer Services

For stats week we had about 840 interactions with customers

- Directional questions: 103
- Checkout materials: 365
- Curbside deliveries: 20
- New account registration: 37
- Account problems: 37
- Account renewals: 28
- Event/program questions: 15
- Self-checkouts: 1
- Putting an item on hold: 14
- Self-service hold assistance: 2
- Notary: 27
- Book sale: 14
- (And other various interactions)

Information Services

Department Hiring

- Stephanie Burke came on board as the team's fifth reference librarian on Monday, May 12
- Her training/onboarding has gone well and she is getting fully integrated into the IS desk schedule this week

Material Selection

- New material selectors and budgets were announced this week
- IS team members' selection areas include Nonfiction 000, 100, 200, 300, 600, 800, Fiction, Paperbacks, Graphic Novels, Government, Reference & Genealogy, World Languages, Videogames, and a couple trust fund specific areas
- Stephanie does not have an assignment yet, but will get trained after she gets up to speed on other aspects of her role

ILL

- We have been distributing a letter to ILL customers alerting them to possible future changes to the service coming due to IMLS funding

Info Desk Stats

- Last week was stats week and we had just under 400 interactions with customers at the Info Desk
 - Approximate count of interaction type
 - Tech questions: 140
 - Reference questions: 130
 - Account questions (including computer guest passes): 90
 - ILL questions: 30

Youth Services

Summer Reading Prep is Underway!

- Youth Services is in full swing preparing for summer reading. YS staff are hard at work planning programs, creating decor, organizing reading challenges, and getting ready for a busy schedule of school visits to promote summer reading. These visits begin tomorrow (5/21) at Pennichuck Middle School.

Recent Outreach Highlights

- The Children's and Teen Librarians have been actively engaging with the community through a variety of outreach efforts recently:
 - Kris attended the Many Families, One Community Resource Fair at Fairgrounds Elementary this past weekend, where she promoted library services, signed up new cardholders, and handed out free books to students.

- Trent represented the library at the McCarthy Foundation Family STEM Day, which saw nearly 1,000 attendees. He highlighted library resources, signed people up for cards, and offered a popular hands-on button-making activity. (He made around 400 buttons with attendees throughout the day!)
- In addition to off-site outreach, both Kris and Trent have welcomed several school groups of all ages to the library in recent weeks. These visits included library tours, opportunities for students to explore our spaces and collections, and interactive sessions to help them learn all about what the library offers.

Strong Spring Quarter for Programs

- Youth Services programming has been going strong this spring, with consistently high attendance and enthusiastic participation. So far in May, we've welcomed over 700 attendees to our programs. Story times remain a major draw, and we're continuing to enhance them by adding new choral read books and early learning/enrichment toys to support early literacy and engagement.

New Technology in YS

- The 3D printer in the Teen Room has been a great addition to our teen makerspace and there's been a lot of interest! We'll also soon be introducing the ToyBox 3D printer in the Children's Room. This is a kid-friendly printer that will allow younger customers to explore 3D printing. We're excited to see their creativity!

Programming and Marketing

Expanding Reach

- We created a Meet Up account, sponsored by the Friends, to create an additional online community around our monthly programs. (Board Game Club, Coffee & Cribbage, etc.)
 - We're exploring different ways of setting up "groups" to manage both the subscription cost and staff time in maintaining these
 - 68 members total so far, two direct messages with program questions, and we had three new attendees at Neurodiversity Nashua who may have seen it from the Meet Up listing
- United Way asked us for help in using a \$1000 marketing grant they received to promote the Volunteer Fair. We sent them a long list of ideas, agreed on three of them, and then we designed the artwork, ordered the printing, and purchased the ad space for them.
 - 39 nonprofits are registered to attend
- We're working on designing and buying new swag for outreach this summer and a fitted tablecloth that will look more polished (i.e. less wrinkly) and be easier for staff to use.
- From January through April, we gained 78 new Facebook followers (0.24% growth) and 116 new Instagram followers (6.51% growth)
 - For competitive analysis and benchmarking, our Instagram growth rate was higher than Portsmouth (4.7%) and Concord (2.3%) in that same period

SOCIAL ACCOUNT	POSTS	POSTING FREQUENCY	AVERAGE ENGAGEMENT	FOLLOWERS	AUDIENCE GROWTH
 concordlibrary added on Jan 21, 2024	80	1 post/1day	12	1,777	↑ 2.3%
 portsmouthpubliclibrary added on Jan 21, 2024	51	0 post/1day	64.2	4,461	↑ 4.7%
 nashualibrary added on Jan 21, 2024	45	0 post/1day	39.4	2,111	↑ 6.51%

- Our FB engagement rate during that period was 8.45%. (The average engagement rate is 0.15%, with 1% to 3% considered good and anything above that to be extremely high.)
- Our top FB posts during that period are:
 - Jen's work anniversary (234 likes and reactions, 43 comments, and 5 shares)
 - Milkweed seeds from our seed library (130 likes and reactions, 8 comments, and 33 shares)
 - Puzzle Race winners (72 reactions, 5 comments, 2 shares)
- Our top three Instagram posts:
 - POV reel opening the door to the book sale (88 likes, 1,058 reach, 1,615 views = 97 score for engagement)
 - Puzzle Race winners (55 likes, 412 reach, 742 views = 58 engagement)
 - Jenn giving the ALC a tour in January (55 likes, 521 reach, 886 views = 55 engagement)
- We've created a new rack card to highlight services and resources for all English language learners, and Rachel recently finished creating the Spanish and Portuguese translation version.
 - This replaces the old "Resources for Spanish speakers" with a more universal, easier to read card. We also spent time focusing on choosing specific services and resources that are helpful as opposed to broad strokes library resources.
 - For efficiency of staff time, display space, and printing resources, we're continuing with printing English on one side and the Spanish/Portuguese on back, like our Tech Help cards.

New Programs and Statistics

- Program attendance from last quarter is up by **13%** from this time last year
- Tax Attendance Data:
 - Property Tax Relief: 104 rebates

- Tax Returns:
 - Federal: 313
 - MA State: 30
 - NH: 38
 - Other States: 2
- Nashua Reads program planning is underway.
 - The title will be announced at the Summer Reading Kick-off Party on June 20, followed by an online announcement and press release.
 - We're trying a new spin on programming, where we're going to "kick off" Nashua Reads program with a special event in August to better highlight our slate of programs. Programs will run through the fall until the author's visit on October 19.

Technical Services

- LOTs added – 2
- Items added to collection April 20th-May 20th: approximately 580 (this includes new items, added copies, reinstatements)
- Videogames have mostly been updated to the new circulation system. Instead of separate dummy cases and circulating cases, the circulating case now sits empty on the shelf. A customer brings the case to the circulation staff. Circulation staff will put the game in the case and then check it out.
- Barcode update:
 - Niki is working on LP. She has gotten through the first round of fiction and is working on the nonfiction.
 - Kylie is working on Teen fiction. She is up to the 'Cs.'
 - Most of the new items have been gone through at least twice. New items are worked on on Fridays.

Collection Maintenance/Museum Passes

Information Technology

Identifying new solutions for security incident recordkeeping

Working with City's cybersecurity engineer to implement available security measures in our Microsoft environment

Working with Information Services to migrate microfilm station to the local history room

Continuing work to migrate staff files and access points to Office 365.

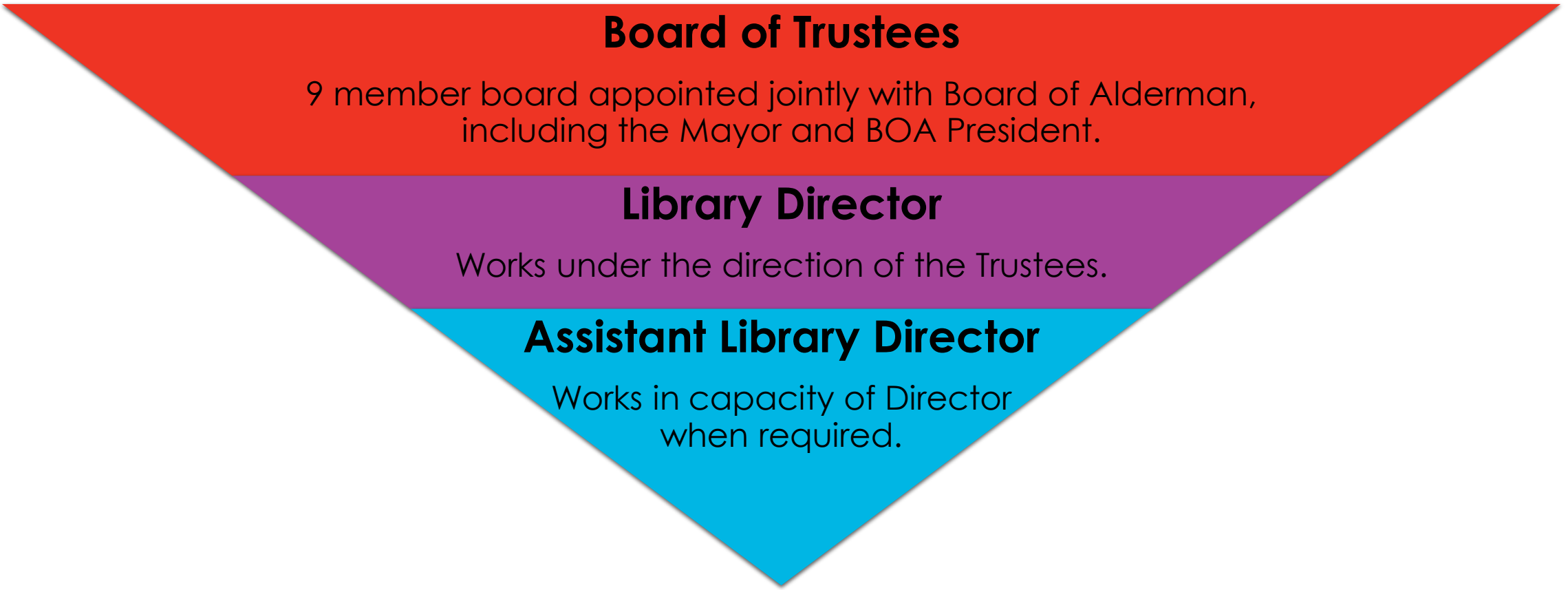
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NASHUA PUBLIC LIBRARY

Jennifer McCormack, Director
Jenn Hosking, Assistant Director

Governance



Board of Trustees

9 member board appointed jointly with Board of Alderman,
including the Mayor and BOA President.

Library Director

Works under the direction of the Trustees.

Assistant Library Director

Works in capacity of Director
when required.

Cost of Operations

City Funds

- Salary \$2,038,693
- Operations \$518,544

Other Sources

- Friends of the Library \$38,635
- Bloomfield Trust \$2550
- Miscellaneous Donations \$6926
- Stearns Trust \$46,683
- Fines \$7,946

Total Expenditures
\$2,694,587

Operations Overview

Hours of Operation

Open 6 days
48 hours per week

Monday–Thursday

- 9 am–9 pm

Friday closed

Saturday

- 9 am–5 pm

Sunday

- 12pm–4pm

Circulation

- 196,621 visits
- 282,116 physical items checked out
- 116,078 digital items checked out (eBooks & downloadable audiobooks)

Library Programs

- 414 Adult programs offered, 4,267 attended
- 418 Kids programs offered, 14,594 attended
- 41 Teen programs offered, 398 attended
- 20 All ages programs offered, 1,560 attended

Meeting Rooms

- 7 rooms available to the public
- 3 small study available to anyone
- 4 larger rooms for nonprofits and government agencies
- 4,677 room bookings

Collections

Physical

- Books
- audiobooks
- Videos
- Videogames
- Newspapers
- Magazines
- Library of Things

Digital

- eBooks
- eAudio
- Streaming films
- Research databases
- Newspapers
- eLearning
- Museum Passes

Library Departments

Public facing

- Customer Services
- Information services
- Youth Services
- Programming and Marketing

Behind the scenes

- Technical Services
- Information Technology
- Collection Maintenance
- Security
- Maintenance
- Administration

Staff Profile

Reference Librarians

- Assist customers at the service desks
- Teach computer classes
- Manage historic resources
- Interlibrary loan service
- Plan the Summer Reading Challenges
- Host programs
- Collection development
- School outreach
- Community outreach
- Catalog materials

Assistant Librarians

- Directly support department supervisors
- Act as backup to supervisors
- Help evaluate new services
- Manage meeting rooms
- Assist customers at service desks
- Plan programs

Library Assistants

- Checkout at front desk
- Library card registration
- Process new materials
- Monitors meeting room use
- Run storytimes, kid's crafts, Teen programs
- Assist with interlibrary loans
- Pull requested items
- Shelve materials
- Curbside delivery
- Community outreach

Staff Profile

Collection Maintenance ~ Graphics ~ IT

- Manage museum passes
- Supervise shelving, collection maintenance
- Design visual marketing materials and library signage
- Keep our computers running
- Maintain and improve website

Department Supervisors

- Manage operations of individual department
- Schedule and supervise staff
- Plan department operations and services
- Statistical reporting to Administration
- Evaluate and recommend new services to Director and Assistant Director
- Participates in development of policies

Staff Profile

Office Manager

- Liaison to Human resources and Financial departments
- Support the Director, Assistant Director and Board of Trustees
- Process invoices and purchase orders
- Maintain personnel records and calendars

Security and Maintenance

- Clean and maintain the building and grounds
- Supervise repairs and upkeep of mechanical systems
- Liaison to Nashua Police and Fire depts.
- Event set up and break down
- Enforce the code of conduct

Current Projects/Priorities

Library Building and grounds

- Plaza renovation
- Space needs assessment
- LED lighting conversion
- HVAC renovation

Programs and Services

- Passport to the World series
- Summer Reading challenges
- Nashua reads book and programming

Community Collaborations

- Nashua Historical Society
- Smart Start coalition
- Nashua School district
- Arlington St. Community Center
- United Way

New and exciting in 2025

Playaway
Audiobooks

Library of
Things

LOTE4Kids

3D Printers
for kids and
teens

Civics
Station

NH Large
Library of
the Year

Frequently Asked Questions: Top 5

**Are you affected by
federal funding cuts to
IMLS?**

Frequently Asked Questions: Top 5

**How do you decide
which books and movies
to buy?**

Frequently Asked Questions: Top 5

Can someone at the library help me with my new device?

(I don't know how to use ebooks or downloadable audiobooks)

Frequently Asked Questions: Top 5

**How do you choose
the programs that
you have?**

(Can I present my great idea/skill/talent at the library?)

Frequently Asked Questions: Top 5

**What are you going to do
when no one wants
books anymore?**

Now it's your turn!

**What questions or
comments do you have?**