

# **Nahant Public Library**

## **Long Range Plan**

FY2025-FY2029



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## **Introduction**

This document represents work performed from February-June, 2023.

## **Acknowledgements**

The Trustees and the Library Director wish to thank the long range planning focus group for its invaluable and lively input, and to the staff for providing ideas and creativity in devising objectives for the plan.

### **Long Range Planning Focus Group**

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Mary Miner (Director, Council on Aging)

Ruthie Merrell (Coordinator, Community Garden)

Christine Stevens (former Trustee Chair)

Emily Potts (Friends Chair)

Paul Mador

John Wynne, Jr

### **Library Staff**

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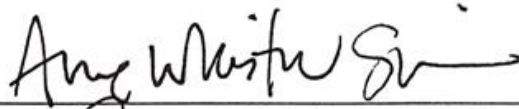
Carolyn Ziering



## Approval

The Nahant Public Library Long Range Plan FY2025-2029 was approved by the Nahant Public Library Board of Trustees at its regular meeting of August 15, 2023.

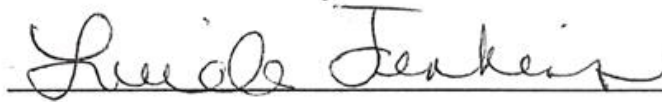
Anne Whiston Spirn, Chair



Daniel P. Munnelly



Linda Jenkins



## Assessment of User Needs

Nahant is the smallest town by landmass in the Commonwealth of Massachusetts, with only 1.24 square miles of land connected to the mainland by a causeway. Despite its size, Nahant is the home of 3,315 people, a golf course, two country clubs, tennis courts and ballfields, restaurants and convenience stores, a school, a library, a historical society, a nature preserve, playgrounds, and a marine science center. It is noted for its historic homes, diverse natural surroundings, and beautiful beaches. Current town needs include the repair of its infrastructure (including the library building), preserving its natural environment, and accommodating an aging population.

According to the 2020 US Census, Nahant's median age is 58.4 years, and nearly a third of its residents are 65 or older. The median household income is \$99,456, well above the state median of \$89,026. More than half of adult residents have college degrees.

A survey performed in 2015 included a "third place" question, identifying interests in areas such as nature and outdoor activities, personal interaction, and cultural pursuits such as town history, music and art, which are also listed as important in this year's Plan. By 2022, outdoor music programs were performing well, as were a Little Free Library and a playground Story Stroll. A foraging program and programs around the Library's 1897 pressed plant collection were popular, also, and students learned to press plants using the same techniques of a century ago. Despite COVID, the Library has already fulfilled much from its 2020-2024 long range plan.

When it came to Nahant history, the 200<sup>th</sup> anniversary of the creation of the Nahant Library in 2019 brought 100 people to the library to celebrate. Patrons have snatched up nearly 500 copies each of a Walk Nahant brochure and an Art and Artifacts brochure, paid for by LSTA grants. Third graders enjoyed a field trip to learn about and create art based on the Library's historic paintings collection. A 2023 poll identified an additional interest in cooking programs, so the culinary arts will be added to the Library's arts priorities. See the Appendix for an analysis of the 2023 survey.

Nahant Public Library should continue to address the needs of a town that is small, aging, literate, active, and interested in lifelong learning. Though its work with young children continues to be vital, the Library would be remiss if it did not recognize its older adult population's distinct needs and interests, and these should be addressed in the physical and virtual realm. Residents of all ages will be encouraged to learn through the use of interactive programs and the creation of art. Because of the Library's small staff, forming strategic partnerships with other community organizations continues to be vital for cross-promotion and assistance, but the Library in most cases should be ready to do the lion's share of the planning, fundraising, promoting, implementation, and reporting on its work.

## Methodology, Long Range Planning Focus Group

- Find about 8-12 people who represent different aspects of the community, are good listeners, calm speakers, and will work well together. One Trustee, one Friends member, and at least one active Library patron should be part of the group.
- Let them know *before they arrive* that you will be asking them questions about the strengths and needs of Nahant as part of a long range planning process for the library. No one should attend thinking they are going to tell the library specifically what to do, but the emphasis should be on *their* expertise as leaders and residents in the community and what the Library should prioritize to meet the community's needs and interests.
- Every step of the way, reflect back to the group what they are saying, and then summarize it in writing for their approval at the next meeting, so that the progression is transparent.

Focus group meetings, about 1 ½-2 hours each:

1. Our Town – Group talks about the strengths, weaknesses, opportunities and threats (SWOT) in Nahant. Write them down for the next meeting. Separately, have the staff and Trustees do a SWOT with you on the library. End with Next Steps and next date.
2. Our Vision – review last week's findings, and have the group discuss what Nahant would be like ten years from now, if the problems they identified in step 1 were all solved. Write their ideas down and reflect them all back to the group at the end of the meeting.
3. Our Library – supply a draft vision statement based on their work on step 2, and have the group approve or amend it. Do a presentation about the library, what it has accomplished so far, and the results of the survey, the branding statement, the staff SWOT, and your ARIS statistics. Introduce the Service Responses from the Nelson book.
4. Our Goals – have the group prioritize the Service Responses in order to select the top five-seven of them for your plan. Revise the wording if it helps make the service priorities easier to understand. (You may need to remind them that you don't have the capacity to take on *everything*, so you want to choose those things that are most helpful to realizing their vision.)
5. Our Plan -- have the group vote on the final choice of Service Responses to recommend to the Trustees. Their work is done! Be sure to thank them publicly. You should also let them know when the plan has been voted on, keep in touch annually as to how the plan is shaking out, and thank them again.

Have the Trustees vote on this level of the plan. The staff and Director will subsequently carve out measureable objectives for each Service Response, which are now their Goals. Have the staff complete work on the specific tasks they will do to complete the plan, to include in a first-year Action Plan, to be sent to the Mass Board of Library Commissioners in 2023.

## **Library Mission Statement**

The Nahant Public Library, an essential public institution, strives to serve as an accessible and responsive information and literary center for all residents of the Nahant community and beyond. In a welcoming environment, with diverse materials, programs and services, the library's mission is to stimulate the imagination, nurture literacy, and promote cultural enrichment. The Nahant Public Library also provides access to the tools, technological and traditional, which empower people to find and use information and encourage lifelong learning.

## **Library Vision Statement**

The long range planning focus group developed a vision statement for the Town of Nahant, circa 2033, in order to point to service responses that the Library should undertake to meet town needs. Their vision for Nahant is:

Nahant will be a thriving arts, nature, and history community that will seek to support all ages in lifelong learning. All residents will be able to find housing and sustainable energy solutions to meet their needs. Residents will do their part to address global environmental concerns with both high tech and natural solutions. Having satisfied basic needs, Nahanters will explore new ways to pursue the arts and connect with one another, and a shared knowledge of Nahant's past will encourage everyone to cherish the town and all the people in it.

## **Library Branding Statement**

A branding focus group met four times from September 26 to October 7, 2017. Through different exercises and discussion, they recommended the following branding statement, which was approved by the Board of Trustees on October 17, 2017:

In an era of instability, constant noise, and information overload, there is a welcoming place of light in Nahant that inspires, cutting through the noise to what is relevant. Any person who wants to take advantage of learning and community would enjoy the arts, conversation, and new ideas found here.

## Goals, FY2025-2029

The Long Range Planning Focus Group members considered fourteen different Library Service Responses (Sandra Nelson, *Planning for Results*, American Library Association, 2008) in light of their Vision Statement. With an overall theme of community building, they agreed that diversity in age, income level, race, and gender should underpin all services. Lifelong learning, knowledge of community resources, facility with online learning, and creative expression were all important priorities, along with continuing to maintain the historic building as a locus for much of these activities.

### **1. Children's Services: create young readers and help them succeed in school**

Children and their families continue to be one of the Library's most important community groups. The Library will seek innovative ways to model and inspire the enjoyment of reading and learning. Johnson Elementary School, local childcare providers, homeschoolers, and the Summer Rec Program will serve as strategic partners.

### **2. Lifelong Learning for All Ages: stimulate the imagination and satisfy curiosity (fiction and nonfiction)**

Nahant is primarily a 50+ community, and the Library will seek to meet the information needs of this group by utilizing fiction and nonfiction, interactive displays, and lectures and discussions on a wide variety of topics. The Council on Aging, Nahant Village Church, and St. Thomas Aquinas Church will serve as important strategic partners.

### **3. Know Your Community: appreciate local history, connect to community resources, and be informed on the issues**

Residents love to learn about Nahant's colorful history and its natural environment. They also have opinions on local issues, often vocal ones! The Library will serve as a clearinghouse of information in many different formats to keep citizens informed globally and connected locally. Nahant Historical Society and Nahant Town Hall will be resources and strategic partners.

### **4. Understand How to Find, Evaluate, and Use Online Information: Information Fluency**

The Internet is crammed with information – not all of it accurate. The Library will offer approaches for locating and evaluating online information and new online applications. The Library website will serve as a portal to finding trusted resources.



**5. Express Creativity: create and share content**

Culinary, visual, performing, and literary arts help draw people together in expressions beyond conversation. The Library will serve as facilitator in the understanding and exploration of the arts by bringing together artists and their media with people who want to learn.

**6. Visit a Comfortable Place: physical spaces in the historic building and beyond.**

The Library is housed in an iconic, inspiring building, and the Board of Trustees should complete its work to restore the building envelope. It should also seek to restore and update the interior, to protect the beauty of the historic building while providing a welcoming space for the public to relax, read, learn, meet, and create. The Friends of the Nahant Public Library will serve as strategic partners in this effort.



## Timeline

The following represents a timeline of activities that contributed to the FY2025-2029 Long Range Plan:

March-May, 2023	Survey, on paper and online through Google Forms
April 20, 2023	Staff SWOT on Library services
April 25, 2023	Board of Trustees SWOT on Library services
May-June, 2023	Long Range Planning Focus Group meets
June 20, 2023	Board of Trustees votes to approve Goals for the Long Range Plan FY2025-2029

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## Long Range Planning Committee, Town of Nahant SWOT

### Strengths of the Nahant community:

- Beautiful location, nature
- Safe, low crime rate
- Educated population
- Strong sense of community, residents pull together in a crisis
- People are passionate about Nahant!
- Many long-term, settled residents = institutional knowledge
- Knowledgeable department heads and volunteers
- Individual wealth, home wealth

### Weaknesses of the Nahant community:

- People don't always pay attention to issues that don't immediately impact them
- Sometimes there is trouble finding consensus on the issues (or there are people with personal or single agendas on committees)
- Sufficient finances/housing/services for some are difficult to obtain
- Aging population = increased need for services
- Volunteer burnout due to being given too much responsibility
- Internet connectivity

### Opportunities (from outside that Nahant should take advantage of):

- Bringing arts and culture here
- Finding greener, cost-saving energy solutions – HVAC, electric cars
- Finding training solutions for staff, committee members
- Taking advantage of new technologies – artificial intelligence, virtual reality

### Threats (from outside that may impede Nahant's optimal way of life)

- Global warming/coastal flooding
- Inflation v. revenue – can't afford to stay
- Technology evolving faster than understanding or ethical use can keep up

## Staff, Library SWOT

### Strengths:

- Ability to connect to the community – excellent customer service skills
- Resourcefulness
- Provides creative programs the community enjoys
- Works with the community at its level of need
- Good reputation with those who know us
- Work in a welcoming, comfortable space

### Weaknesses:

- Funding
- Staff numbers and hours to do all we'd like
- Building challenges (small size, repair needs)

### Opportunities (from outside that Nahant should take advantage of):

- People who don't know us – more marketing needed
- More collaborations, finding ways to help
- Materials trends, e.g. graphic novels, downloadables
- Library trends: STEAM, makerspaces, virtual reality
- Create better communication lines with the school
- Follow the children as they age with older-child programming
- Provide aging population services, e.g. Memory Café

### Threats (from outside that may impede our optimal way of working)

- Book bans and the national climate, and self-censorship as a result
- Louder conservative voices creating disruption
- Inflation, town funding
- Local politics

## Library Board of Trustees, Library SWOT

### Strengths:

- Staff is knowledgeable, involved, and beloved
- Community loyalty toward the Library
- Beautiful historic building and its central location
- Programming is strong, abundant, and relevant
- Grants for programming extend the Library's capabilities
- Collaborations/partnerships extend the Library's reach
- Strong, helpful Friends group

### Weaknesses:

- Building has many needs and limited space
- Perception by some that building needs are too costly
- Very small staff

### Opportunities (from outside that Nahant should take advantage of):

- Volunteer development
- Fundraising, donations to the Friends
- Incorporating new technologies
- Develop and market the Library of Things
- Expand Little Free Libraries
- Expand local history programming through connection to local talent and authors

### Threats (from outside that may impede our optimal way of working)

- Inadequate budget
- Salary levels vs. the need to attract and retain qualified professionals
- Town Hall reluctance to fully fund the Library
- Mass Library System plan to curtail services to small libraries
- Potential book banning/censorship issue



## Nahant Public Library Usage Survey, 2023

Welcome to the Nahant Public Library survey. Whether you use the Library a lot, a little, or not at all, we would like very much to hear from you! You may answer for yourself or on behalf of a child, but please answer for one person on each survey submitted. You may return the completed survey to the main desk at the library or, after hours, place it in an envelope and leave it in the book drop. The online version of the survey is at Google Forms and can be accessed through the Library website.

### GENERAL LIBRARY USAGE

105 Respondents

**1.) Do you own a library card that you have used any time since January, 2018?**

- a. 89 Yes
- b. 11 No
- c. 3 Not sure

COMMENT:

**2.) How often did you visit Nahant Public Library in the past year (2022)?**

- a. 22 Once per week or more, on average
- b. 37 Once a month to three times per month, on average
- c. 26 Two to eleven times this past year
- d. 2 Once this past year
- e. 17 I did not visit this past year

COMMENT:

**3.) Is your use in 2022 typical?**

- a. 61 Yes, I have always used the library at this rate
- b. 20 Yes, I have recently returned to using the library at this rate
- c. 17 No, this is unusual, I typically use the library more often
- d. 4 No, this is unusual, I typically use the library less often

**COMMENT:** I no longer have a computer at home -- so I've used the library's computers along with taking out books. I love the large print books!

**Analysis:** 15 of our highest users have always been high users, while 6 more have recently returned to high use (probably due to COVID). Eleven of our highest users are in

the 65+ age group. Statistics confirm what we are seeing in the survey, that patrons are returning to their former library habits, post-COVID.

**4.) When you visit any library, what do you do? Please select all that apply:**

- a. 21 Borrow children's materials
- b. 10 Borrow young adult materials
- c. 71 Borrow adult materials
- d. 40 Buy items through the book sale
- e. 16 Attend children's programs
- f. 27 Attend adult programs
- g. 16 Use public computers or wi-fi
- h. 14 Print or scan documents
- i. 27 Use the restroom
- j. 27 Relax, chat, read, research, or study in the building
- k. 7 Grab a coffee or tea
- l. 13 Meet with others, formally or informally
- m. 15 Other: drop off for book sale (2), see the building, club space, just moved here, work, interact with staff, volunteer, read newspapers (2), attend events

**COMMENT:** Not surprisingly, most people borrow adult books. The book sale also figured prominently, which is why it is wise to think of the book sale as a library service as well as a Friends fundraiser.

**5.) If you did not use Nahant Public Library in 2022, why not? Please check the one answer that best describes you. If you choose (e), would you please tell us why in the Comment? (And if you *do* use the Library, please skip this question.)**

- a. 0 I use a different library
- b. 7 When I read, I usually buy my reading materials rather than borrow them
- c. 3 The library's hours aren't convenient for me
- d. 3 I don't use libraries in general
- e. 0 I don't like Nahant Public Library
- f. 15 Other: Use online instead (5), though it was not always clear if they were using Nahant's online resources. Other responses include just moved here (3), other library has more children's programs, we have books at home, prefer other library network (2), physical disability, family gets my books for me, just a busy year

**Analysis:** There is room here to continue to promote our services to new residents and people who are disabled, especially through non-Library communications such as the Council on Aging's newsletter.

**6.) The library is open from 10-7 Tuesdays, 10-5 Wednesdays and Fridays, 10-8 Thursdays, and 12-4 Saturdays. Please check all of the times below when you could come to the library.**

- a. 81 10:00-7:00 Tuesdays
- b. 71 10:00-5:00 Wednesdays
- c. 88 10:00-8:00 Thursdays
- d. 69 10:00-5:00 Fridays
- e. 83 12:00-4:00 Saturdays

**COMMENT:**

**Analysis:** Only 2 commented that they could only attend one of the days per week, and one of those commented that they “mostly” come on one particular day. No one said they could not come on any day, including those who don’t use the Library. Given that visits are low on the Thursday evening hours, the high use reflects more on story time and getting books for the weekend.

**USING LIBRARY RESOURCES**

**7.) The Library has many resources you can access even when the library is closed, through the Library website, online, or outdoors. If you have used any, please select what you have used in 2022.**

- a. 41 Searched one of the catalogs (MassCat or statewide ComCat)
- b. 36 Checked the events calendar
- c. 44 Looked up hours open or other policies
- d. 19 Downloaded digital media (ebooks, films, e-magazines, etc.)
- e. 5 Researched using the databases or Britannica Online
- f. 5 Researched my family tree with HeritageQuest
- g. 3 Took online classes through Universal Class or Transparent Language
- h. 34 Followed the Library on Facebook
- i. 16 Walked the Story Stroll in the library playground
- j. 12 Borrowed from the Little Free Library at Short Beach
- k. 13 Used the Library property outdoors
- l. 19 None of the above
- m. 4 **Other:** Kanopy and Wow libraries, enjoyed book sale, used ebooks during COVID. One long response, “a) I need to know more about NPL's online catalogs. Otherwise I have occasionally used, e.g., Consumer Reports at Marblehead PL. k) I sometimes attend scheduled outdoor programs.”

**Analysis:** The website intentionally has our catalog, hours open, and events calendar on the homepage because this is typical online patron use. More surprising is how many people seem to keep up with us on Facebook, so we should strive to post daily on items of interest. Our emphasis has been on promoting Library services, town department services, other local organization services, and general library news. **Eleven out of nineteen respondents (58%) aged 50+ use ebooks, but even students are starting to use them.**

8.) The Library has a number of unusual items available to borrow. Which of these have you borrowed from Nahant Public Library?

- a. 0 art history kit
- b. 3 board games
- c. 6 child early learning backpack kits
- d. 1 doll with case
- e. 0 Enchroma® color blindness glasses
- f. 0 energy meter
- g. 3 e-reader
- h. 2 jigsaw puzzles
- i. 1 KEVA plank blocks
- j. 2 LEGO blocks
- k. 0 memory kits
- l. 28 museum passes
- m. 1 nature backpack
- n. 1 party parachute
- o. 1 telescope
- p. 1 ukulele
- q. 4 wi-fi hotspot
- r. 52 None of the above
- s. 8 Other: Five respondents mentioned they never knew about these or would like to learn about them. One person felt that “items need visibility”

**Analysis:** This was an educational question, since we already have more reliable statistics about the circulation of these materials. The comments make it clear that we have piqued some interest, and with relocating all items to the 2<sup>nd</sup> floor so they are more visible and cataloging them in the system, next year’s activities should make the effort to promote these items more fully.

9.) The Library purchases a number of museum passes, offering either free or reduced-price admission. Out of the list below, which ones might you consider using in the coming year? Please select all that apply.

- a. 28 Boston Children’s Museum
- b. 20 Historic New England
- c. 35 House of Seven Gables
- d. 63 Isabella Stewart Gardner Museum
- e. 28 Lynn Museum
- f. 21 MassParks parking pass
- g. 59 Museum of Fine Arts, Boston
- h. 46 Museum of Science, Boston
- i. 17 North Shore Children’s Museum
- j. 67 Peabody Essex Museum
- k. 22 Trustees (of Reservations)
- l. 29 USS Constitution

- m. 22 Wenham Museum
- n. 32 Zoo New England
- o. 16 None of the above
- p. 9 Other: "great list!" (3), didn't know (2), NE Aquarium (2), and "I love the book sales." Long answer, "B) What is 'Historic New England'? (Sounds interesting.) F) I already have a parking pass and use it. K) I am a "member" of TTOR- but a pass to park at Crane's Beach would be nice.

**Analysis:** This is also an educational question as well as a theoretical one. It may be worthwhile to look into purchasing an online reservation system to make it easier to borrow museum passes.

## ADULT PROGRAMS

(If you are answering for a child, please skip this section and go to Children's Services)

**10.) Nahant Public Library has offered a number of adult programs to the public over the past few years. Which types of programs might tempt you to you participate in the future?**

- a. 38 Art exhibits
- b. 24 A film series of recent or classic movies
- c. 43 Food programs with area chefs
- d. 28 Local author programs, such as Indie Author Day
- e. 26 Nahant Reads Together, the town-wide read program with various activities
- f. 31 Nahant Forum, bringing experts to discuss current topics
- g. 31 Nature programs
- h. 35 History programs
- i. 18 Summer reading program activities for adults
- j. 32 Summer music series
- k. 6 Other: book club, Loved the tea and dulcimer fundraiser, memory café

**Analysis:** All of these programs have been offered at various times, many of them regularly. One that has been pretty rare but always gets a good response is food programs so, now that COVID danger has mostly passed, the Library should offer food programs more (with input from the town health inspector).

**11.) Would you welcome Nahant Public Library bringing in experts to discuss topics of local interest, such as candidate forums, East Point discussions, open space, short-term rentals, or coyotes?**

- a. 71 Yes
- b. 11 No

**COMMENT:** Yes, however, should be with town also involved.... No thoughts on this. Or mixed thoughts. As long as you offer equal time for both sides of issues. Conflict of



interest concerns.... If the discussion were cultural, historical or artistic/ architectural in nature, then--ok. But political discussions are much better presented at the Town Hall.... If not covered by town, Nahant Village Church talks.

**Analysis:** The Library has already weighed in, usually gently, on local, regional and national issues including Muslim Americans, Lyme disease, coyotes, and book banning. The public seems very open to this continuing, but it might be prudent to inform the public why the Library might be wading into a subject and be sure all local stakeholders are involved.

## CHILDREN'S SERVICES

(If you never use Children's Services, please skip this section and go to General Information)

12.) Please check any library materials from the list below that your family has used this past year (whether you checked an item out or not).

- a. 21 Children's books
- b. 6 Children's DVDs
- c. 10 Online children's materials (ebooks, downloadable movies, databases)
- d. 8 Early learning backpacks
- e. 7 Blocks (LEGO, KEVA planks, magnet tiles)
- f. 5 Doll with case
- g. 4 Board games
- h. 15 Story Stroll (signs) in the library playground
- i. 6 Little Free Library at Short Beach
- j. 11 None of the above
- k. 0 Other:

**Analysis:** Not surprisingly, books lead this question. But the interest in the Story Stroll may indicate another avenue for young patron engagement.

13.) When it comes to the children's book collection, what do you think would be important to have? (Please check all that are important to you.)

- a. 19 The newest children's picture books
- b. 17 New chapter fiction
- c. 14 Classic tales I read as a child
- d. 14 New nonfiction and biography
- e. 16 Nonfiction and biography that align with elementary school assignments
- f. 11 Graphic (comic style) books
- g. 11 Audiobooks for kids
- h. 7 DVD Movies and videos for kids
- i. 18 Young adult (teen) books
- j. 12 Parenting books
- k. 1 Other: Books banned elsewhere

**Analysis:** This is a theoretical question, but perhaps reflects the increase of school-aged children coming to the Library. There is an opportunity here to promote across age groups – YA for adults, new chapter fiction as a parent-child program, for examples.

**14.) Please check any programs from the list below that your family has participated in this past year (2022).**

- a. 10 Crafternoon (Wednesday afternoon program)
- b. 14 Summer Reading Program
- c. 10 Story Time (Thursday morning program)
- d. 12 Vacation week programs or other special children's programming
- e. 14 Story Stroll

**Analysis:**

#### **GENERAL INFORMATION**

**15.) How old are you (or the person for whom you are answering)?**

- a. 6 0-5 years old
- b. 5 6-12 years old
- c. 3 13-18 years old
- d. 2 19-29 years old
- e. 12 30-49 years old
- f. 20 50-64 years old
- g. 53 65 years or older

**16.) Is there anything else you would like to tell us about Nahant Public Library?**

Thank you!

Thrilled with the positive efforts from the library! Very welcoming and lots for everyone thank you  
A wonderful treasure for all Nahant residents

If the library became "politicized" by hosting candidate forums, East Point discussions, open space, short-term rentals, or coyotes, I would stop supporting the library. I don't feel a library should become involved in Nahant's politically divisive topics which have become uncivil. Stay focused on your

mission. Leave the division to the BOS, TA and the Nahant Resident Facebook page. Stay above the fray.

An occasional weekend story time would be lovely for working parents

We love you!

More children's programs, especially in the winter would be great! A music class would be awesome!

Keep up the great work! It's a town gem!

Thank you for doing a great job!

Honestly, I didn't realize the majority of items were even available. 😞

I would love some quiet space in the library for studying or work. The Nahant library is really loud and I frequently travel to other towns' libraries (Marblehead, Salem - including Salem State) to find space to get work done. It would be great to be able to do that here.

I am thrilled that the library, under Sharon Hawkes, has taken a more progressive and interactive engagement with our community. We are fortunate to have such a beautiful gem of a library and I am proud for our town!

We love NPL! Always a friendly and inviting place

The librarians are always warm and welcoming!

We love the library and librarians

I'd love to see a seed exchange in the future. Also more nature oriented activities if possible. Maybe a talk about foraging?

My husband and I think this library is lovely and can't wait to start taking out child. Keep up all the great work !

I am glad the building is being restored. It would be nice to make the gatherings more social not political

I love the library. Staff are super helpful and nice. It's a joy to visit. Walking to the library, getting a book, and having a pleasant exchange with staff is one of the things I love about living here. Thank you to all.

I love adult programs, talks, seminars, presentations, films, etc.

I love this library! It is so beautiful and peaceful!! I am new to Nahant in the past year (and back to reading much more, which makes me very happy :) and am recently back to utilizing a library which I have missed. I am just starting to educate myself about all of the other resources and activities offered at the library beyond just getting books. The staff are wonderful, kind and helpful and I look forward to using the library plenty! :) Thank you!

I enjoy the library tremendously & wish I could get there more often! The staff are always extremely helpful & super friendly; it is truly a joy to visit. Keep up the great work!

Love the Nahant Library!!

Wonderful hardworking staff - many thanks to Trustees & Friends of NPL & Volunteers!

We love Miss Emma

Great time, kids love it would come no matter the weather.

Keep on doing what you are doing. It works.

Love coming here.

The people who work at the library are professional the way they treat the public.

Great job!

I LOVE the Nahant Library!! Heart emoji

I like everything about the Library especially the staff. Thanks so much for all you do. Claire  
I think the Nahant Library is a wonderful resource for Nahant residents and others from North Shore locales.

The help you have are great! Very knowledgeable and extremely helpful, very courteous. Have always enjoyed coming to our library plus the building is outstanding!

Good place.

Staff is great

It is a sanctuary for sure. My getaway to muse, write, edit and use the bathroom. Appreciate your smiling faces. Also appreciate when you have tried to find me a book not in your collection. Oh and love the 3rd floor book sales free magazines! Glad I can still do the stairs. Cynthia Samuel

Not at this time.

Keep up the good work.

Thank you for everything. (John)

I'm very proud that our library has such a beautiful, historical and well run library! Thank-you

Wonderful place beautiful building.

Librarians here are awesome and friendly!

Public libraries are critical for democracy. Continue to find ways to increase support, participation, and membership! Thank you!

Love the library staff! Always welcoming and always so helpful!

It's always nice to hear about the history of the library and history of Nahant. Regarding question 11, some of that might be o.k. unless things became too political. Big discussion platforms/arguing about issues might be better done in the Town Hall. I see the library as more of a calm, chill out place.

Outstanding staff. Always helpful. They go above the expected duties. Very well mannered and as a senior that is very important.

I love libraries! This one is good because the librarians are so friendly. I like that they have children's programs even though I do not participate. But I have been there and seen the children's faces.

