

Report Of The CEO

July 27, 2026

Prepared by Gregory A. Hill, Sr.



Report of the CEO

Agenda



Typical Day at IndyPL

Key Engagement Metrics

Patron Experience Survey
(Tell Us)

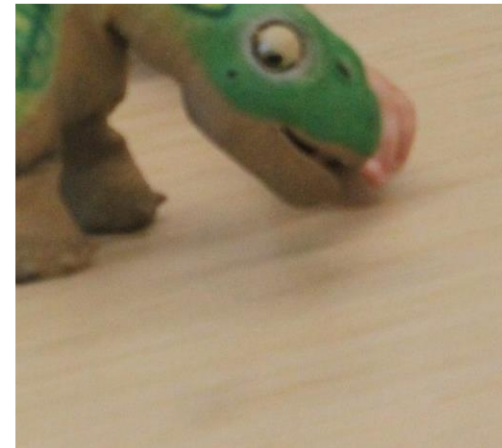
The Heart of Every
Neighborhood

Staff Recognition

Quarterly Operational Report

A Typical Day at IndyPL

- Welcomed **113** new cardholders
- Patrons checked out **24,495** items (including electronic items)
- We greeted **8,108** visitors
- Hosted **27** programs attended by **607** patrons
- Additionally, **1,289** patrons used our public PCs



Key Engagement Metrics

Area/Location	Impact or Engagement	Neighbors	Strategic Priority
Michigan Road	Community Art program	250	Belonging
Wayne	Summer Reading Program Kickoff	269	Learning
Central/PDA	Day of Play	800+	Learning
PDA/Branches	Birds of Prey	333	Learning
PDA/Branches	Low Impact Exercise	336	Wellbeing



Patron Experience (Tell Us) Survey



851 responses

High engagement
branches:

Glendale

Spades Park

Central

How was customer
service during your
visit?



Was staff
communication
respectful and
inviting?

98%

Was the library
location clean?

5 Star Branches:



Why I Love the Library



**Share Your Library Love
Story at Haughville**





Why I Love the Library



**Share Your Library Love
Story at Haughville**



Staff Recognition



Jane Worley

Patron Services



Olivia Harris

Peer Support



Rodney Isaac

Peer Support



Erin Farrell

Peer Support

Staff Recognition



Hallie Raikes

Community Involvement



Bryanna Barnes

Community Involvement



Fort Ben

Team Excellence



Anna LaPrade

Page Excellence

Staff Recognition



David Bolling

Other Duties Assigned



**Riichi Mahjong
Club**

**Volunteers and
Partnerships**



Sailan Liang

Committee's Choice



Congratulations!

Team

Questions



Thank you!

Gregory A. Hill, Sr.
Chief Executive Officer
The Indianapolis Public Library