

Report Of The CEO

The
INDIANAPOLIS PUBLIC
Library



June 22, 2026
Gregory A. Hill, Sr.

Agenda

- Engagement Data
- 90 Seconds of Impact
- Growth Strategy
- Staff Recognition
- Upcoming Events
- 2028 – 2030 Strategic Plan Development

The logo for The Indianapolis Public Library is centered within a white square. It features the word "The" in a large, bold, black serif font at the top. Below it, the words "INDIANAPOLIS PUBLIC" are written in a smaller, all-caps, black sans-serif font. At the bottom, the word "Library" is written in a large, bold, black serif font, matching the style of "The".

The
INDIANAPOLIS PUBLIC
Library

Output Measurements

Key Data Points



Usage

- Visitors – 197,660
- Circulation – 669,204
- Public PC – 31,601



Experience

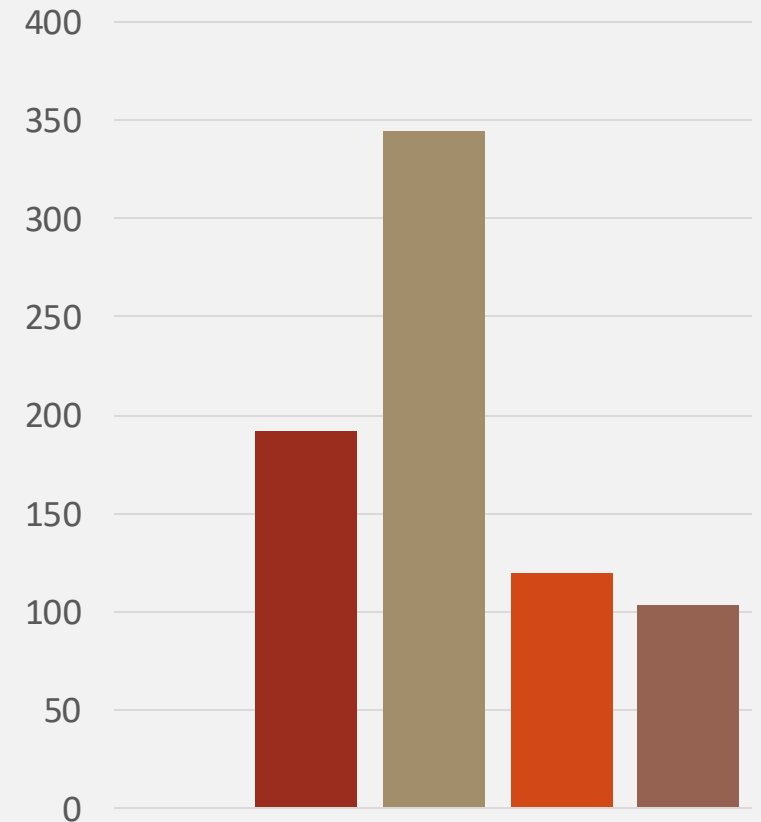
- Adult – 263 programs, 2,262
- All Ages – 72 programs, 5,391
- Youth – 468 programs, 12,442

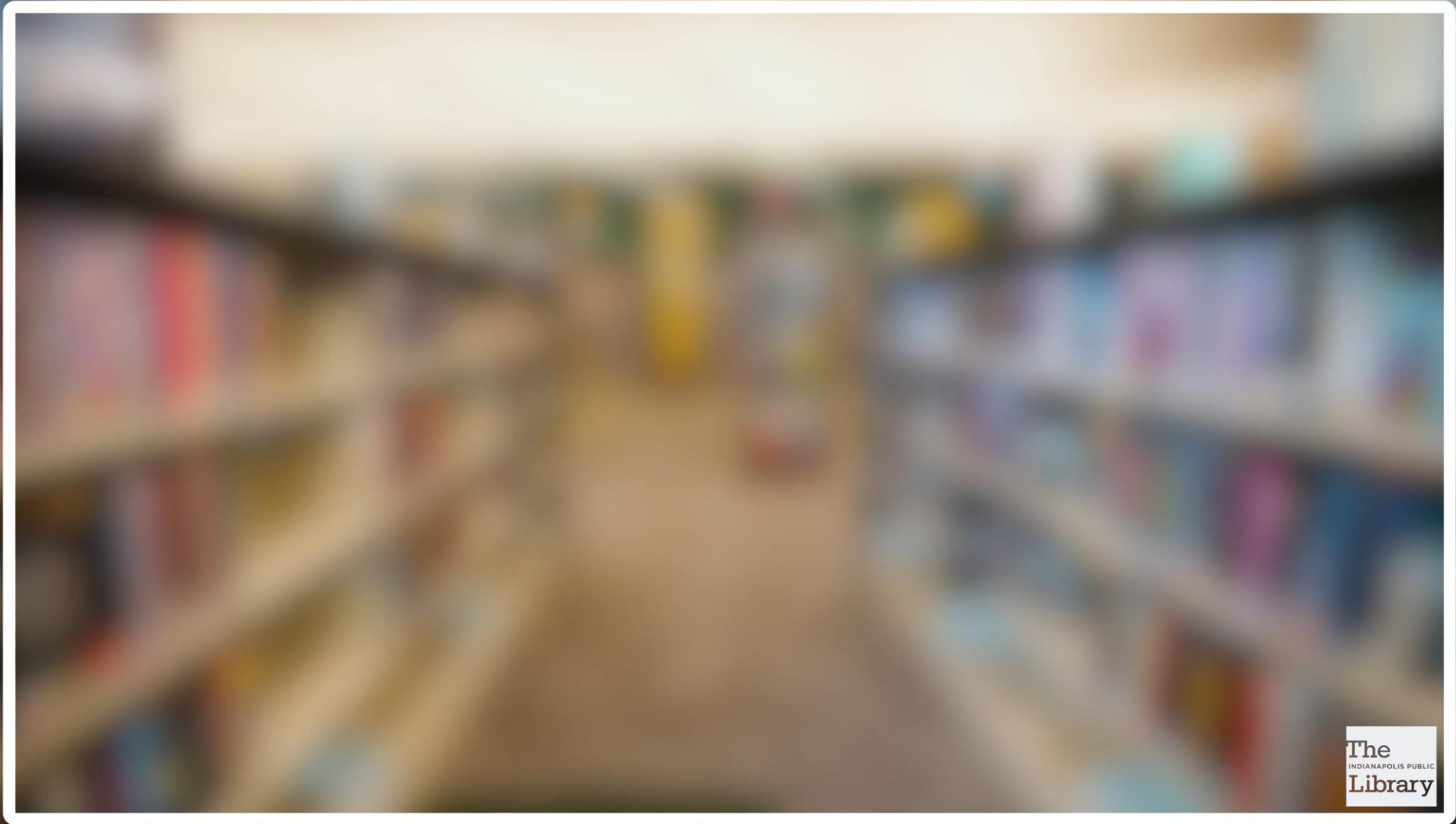
Key Engagement Metrics

May-June 2026

Location/Area	Impact or Engagement	Guests	Priority
Martindale-Brightwood	125 th Anniversary	190	Belonging
Center for Black Literature & Culture	Book Fest and Juneteenth Celebration	345	Belonging
Central	Kid & Teen Central Grand Opening	125	Learning
Lawrence	The Heart of Every Neighborhood	105	Belonging

Attendance



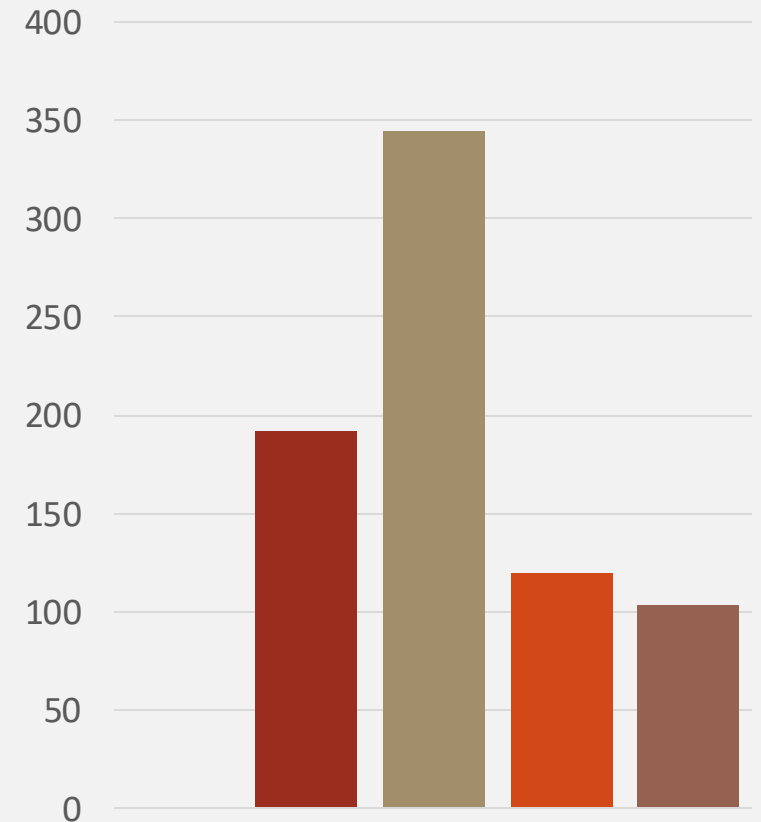


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Situation

A family with young children experiencing homelessness was living in a tent in a flood-prone area near the branch.

Staff Action

Staff approached the family, ensured their safety, welcomed them inside during operating hours, and connected them to food resources, including the community garden.

Human-centered storytelling

Outcome

Over time, the family secured stable housing, employment, and education for the children. They are now thriving and remain actively connected to the library.

Board-Level Meaning

Consistent access to safe space, food, and trusted relationships allowed the family to stabilize and pursue long-term solutions. Library staff and partnerships accelerated that progress and demonstrated tangible community impact.



One story,
Multiple lives,
Lasting Impact

The
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Growth Strategy

Goals for 3rd Quarter

Customer Service Philosophy Q3 2026

A clearly articulated customer service philosophy establishes a shared foundation for how all staff members engage with patrons.



Front Door Experience Q3 2026

The physical entry experience is often a patron's first and most lasting impression of the library.



Library Card Days Q3 2026

Library Card Sign-Up Month is a nationally recognized campaign that presents an ideal opportunity to drive patron engagement and reactivate lapsed cardholders.



Patron Services

Makiyah Winkle
(BGR)



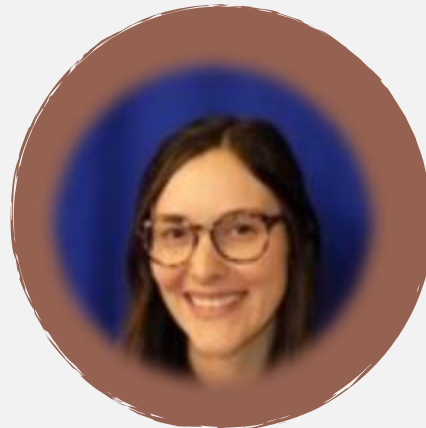
Peer Support

Stressca
Nathaniel
(GLD).



**Community
Involvement**

Kat Hill (TCM)



**Community
Involvement**

Sydney Joseph
(TCM)

Staff Recognition

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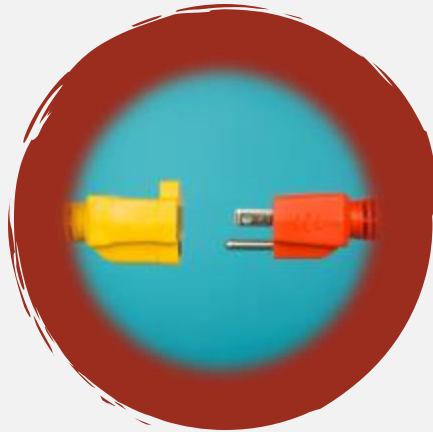
May Stars!

Staff Recognition



Page Excellence

Dallas Delaney
(FBH)



**Volunteers &
Partnerships**

Richard Lopez
Electrical



**Committee's
Choice**

Amber Scott
(OSVR)

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May Stars!

Upcoming Events

June and July 2026 events

Day of Play For All Ages (CEN)

Saturday, June 27:
10:00 pm – 3:00 pm

6th Annual Black Photography Reception (CEN)

Tuesday, July 7: 5:30 pm – 7:45 pm

The Indy Cinema Series at Central Library

“Buffalo 66”

Tuesday, July 21:
5:50 pm – 8:00 pm

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20YY

Low Impact Exercise - Chair Aerobics (SOU)

Thursday, June 25:
11:00 am – 12:00 pm

6th Annual Black Photography Exhibit (CEN)

Wednesday, July 1:
10:00 am – 6:00 pm

Free Notarization Services (FBH)

Saturday, July 11: 11:00 am – 1:00 pm

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Questions?

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Thank You

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