

The INDIANAPOLIS PUBLIC Library

Report of The CEO

November 23, 2026

Presented by
Gregory A. Hill, Sr., CEO

Agenda

The INDIANAPOLIS PUBLIC Library

October Results
Output Measurements
Key Engagement Data

90 Seconds of Impact
Situation
Staff Action
Outcome
Board-Level Meaning

Staff Recognition
Star Awards
Staff Day

Strategic Plan Update
Chief Strategy and Analytics Officer
Ms. Marianne McKenzie



The INDIANAPOLIS PUBLIC Library

Output Measurements – Impact of services

Key Data Points

7,464 Average Daily Patrons (223,912)

- Thursday is the busiest day: 19%
- 2-4 p.m. is the busiest time frame: 28%
- Most Visited: GLD, FBH, WRN, PIK

23,454 Average Daily Circulation (703,631)

- Top circulating Branches: GLD, LAW, FRA



The INDIANAPOLIS PUBLIC Library

Adult Programs:

314 total programs, 3,179 guests

All-ages Programs:

62 programs, 1,452 guests

Youth Programs:

599 programs, 11,326 guests

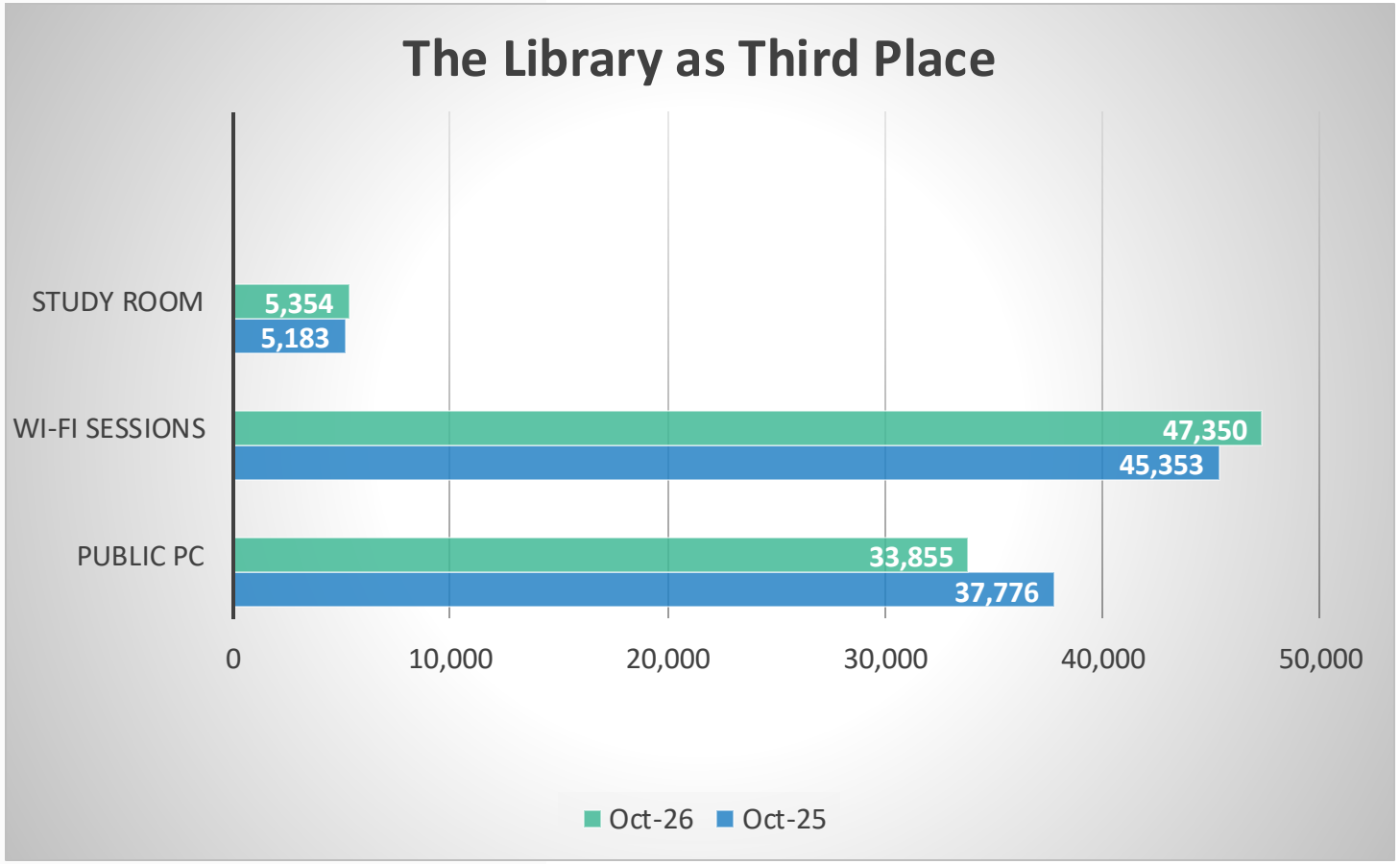
Key Engagement Data

Group/Area	Impact or Engagement	Guest	Priority
College Avenue	Flava Fresh Art Exhibit	40	Learning
Decatur	Writing Workshop	15	Learning
Fort Ben	Spooky Celebration	50	Belonging
Central	Indy Africa Book and Film Festival	92	Belonging
Pike	Costume Parade	n/a	Belonging
Central	2nd Annual Black Health Fair	242	Wellbeing

Outcome Measurements – Impact of services

Technology & Space Utilization

- ❑ Study Room
- ❑ Wi-Fi Sessions
- ❑ Public PCs



90 Seconds of Impact

The INDIANAPOLIS PUBLIC Library

Situation

A couple visiting the library had recently begun court-mandated substance use counseling and were determined to build a better future together. Transportation quickly became a major barrier to getting to their appointments and accessing the support they needed.

Staff Action

Staff listened, responded with empathy, and provided bus passes to help them get to counseling right away. When longer-term assistance was needed, staff connected them with the Library's Social Work team, which helped secure a monthly bus pass. Throughout the process, the library remained a welcoming, trusted place where they felt supported and respected.

Outcome

With transportation no longer a constant concern, the couple could stay engaged in counseling and focus on rebuilding their lives. A few months later, they shared that they had secured stable housing and were preparing to welcome a new child.

Board-Level Meaning

This story shows how a small act of support can have a lasting impact. By removing barriers and connecting people to the right resources, the Library helps individuals and families create stability, strengthen their future, and thrive in our community.

Key Takeaway

Sometimes the path to life-changing outcomes starts with meeting a basic need, letting people focus on building a brighter future for themselves and their families.

Star Awards



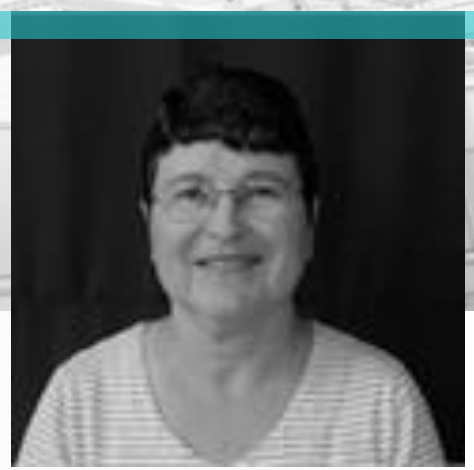
Connie Hellyer (ACT)

Peer Support



Mazie Caudill (GPK)

Patron Services



Stacy Hamlow (WRN)

Page Excellence

Star Awards



Flow Schick (GLD)

Community Involvement



Meegan Ebacher (WIN)

Other Duties Assigned



Nicolette Balazs (HVL)

Volunteer and Partnerships

Star Awards



Mikaela Smith (GLD)

Committee's Choice

The INDIANAPOLIS PUBLIC Library



Stressca Nathaniel (GLD)

Committee's Choice

2026 CEO Excellence Award Winners



Sakura Fuqua

Exceptional Experience Award



Montoya Barker

Exceptional Experience Award



Maggie Ward

Outstanding Leadership Award

The Indianapolis Public Library

2026 Premier Branch Award Winners



Spades Park

Neighborhood Branch



College Avenue

Community Branch



Glendale

Regional Branch

Exceptional Experience Branch Q3

East Washington Branch

The INDIANAPOLIS PUBLIC Library



Upcoming Events

Eagle

Saturday, November 28

Free Notarization Services
11:00 a.m. – 1:00 p.m.

Central

Friday, December 4

Staff Holiday Party
6:00 p.m.

Central

Monday, December 14

Heart of Every Neighborhood: "Echoes of Impact"
5:00 p.m. – 6:30 p.m.

Thank you

The INDIANAPOLIS PUBLIC Library

QUESTIONS?

Gregory A. Hill, Sr., CEO