Mission
The Indianapolis Public Library enriches lives and builds communities through lifelong learning.

Vision
To be a Center of Knowledge, Community Life, and Innovation for Indianapolis
Core Principles

Promote Literacy and the Love of Reading
  We recognize the importance of reading as a critical tool for successful lives and strive to foster a community of readers.

Support Intellectual Freedom
  We enable all individuals in our community to exercise their rights to access constitutionally protected information.

Create Welcoming Environments
  We strive to meet the needs and expectations of every Library patron to help people feel empowered and enlightened.

Embrace Our Diverse and Global Community
  We celebrate Indianapolis' diversity and are committed to creating shared meaning and intellectual opportunities among people.

Foster Community Dialogue and Engagement
  We make effective connections with the entire community by sharing, listening, and integrating our efforts to strengthen Indianapolis.

Build a Relevant Collection
  We develop a focused and inspiring collection seeking convenient ways to make it accessible to patrons.

Guide the Digital Journey
  We see technology as a tool for acquiring knowledge and we take a leading role to ensure the digital needs of our patrons are met.

Adapt and Innovate
  We are a learning organization and invest in our staff, technology and infrastructure to improve services.
This Strategic Plan Preview – the result of a vigorous, analytic and sometimes passionate series of conversations by community members about the future of your Library – will guide us over the next five years as we transition internally and embrace the societal and technological shifts externally.

The plan is intended to provide vision and direction while staying true to our core principals. These principals reflect the value of the Library to the community. Along with the vision and mission, the core principles lay a solid foundation for the direction of the Strategic Plan and development of the plan’s four goals and accompanying strategies.

Additionally, we have included a peek into the future of libraries. Services, collections, facilities and technology require new approaches to traditional Library resources. By anticipating the changes facing Libraries and understanding the diversity of our users, we will prepare ourselves to meet future challenges. The Indianapolis Public Library will adapt to these emerging demands thoughtfully and boldly, while seeking opportunities that benefit all patrons.
Goal 1: Enrich Indianapolis’ desire for personal growth and learning

A. Strengthen the Library’s contribution to formal education in Indianapolis
   • Ensure that all education administrators and their faculty, including homeschools, are aware of Library services and see these services as value-added to their efforts
   • Lead the movement to provide early learning experiences for Indianapolis’ young children
   • Actively join community efforts to close educational achievement gaps at all levels
   • Enhance partnerships with institutions of higher education and provide support to Indiana teachers

B. Be Indianapolis’ source for free informal instruction and programs
   • Embrace our role as a community cultural center in the city of Indianapolis
   • Energize youth to be readers
   • Be a welcoming one-stop source for access to online government resources

C. Help prepare residents for successful employment
   • Provide useful resources for the Indianapolis workforce
   • Partner with workforce readiness providers to create a stronger network of support for workers
A. **Establish the Library as a civic focal point and resource center**
   - Create opportunities for people to become informed and engaged on important issues
   - Engage new audiences to participate in the Library experience and use Library resources
   - Develop an increased audio-visual Library presence in Library locations to highlight community activities

B. **Adopt spaces and services that strengthen Indianapolis neighborhoods**
   - Employ creative space planning to make Library buildings flexible and responsive to our diverse community as service priorities change
   - Reach into the diverse Indianapolis community to meet the information needs of the politically, economically, and socially disadvantaged
   - Welcome immigrants with relevant services and resources
   - Provide full access to Library experiences for people with different abilities

C. **Support business development in Indianapolis**
   - Educate the business community about the rich resources of the Library
   - Facilitate the success of small and community-based organizations

D. **Nurture healthy and vibrant communities**
   - Create robust collaborations with neighborhood organizations and cross promote activities
   - Charge staff to participate in the life of the community and neighborhoods we serve
   - Be a free Internet access point for Indianapolis neighborhoods
   - Leverage outreach opportunities to make community connections
Goal 3: Act as agents of innovation in the Indianapolis community

A. Embrace a Library culture of creativity and change
   • Build Library staff and institutional capacity to innovate
   • Ensure that staff are competent ambassadors who effectively make connections with the community
   • Keep pace with advances in the world of information services
   • Ensure that we are consistently providing positive user experiences

B. Be a place of discovery where innovation is shared and experienced
   • Partner with community innovators to coalesce around new ideas
   • Position the Library as a learning lab for creativity
   • Pilot new methods to harness volunteer expertise

C. Deliver a collection that is valued by our diverse public and is convenient to access
   • Pilot new methods to showcase, organize, deliver and evaluate the collection
   • Lead efforts to create community access to materials in digital form
   • Build a comprehensive digital collection
Goal 4: Maximize accessibility to the Library and its services

A. Create a network of Library services in convenient and accessible locations
   - Design a strategic geographical accessibility plan that is sustainable and maximizes the Library presence in the Indianapolis community by creating new branch locations and co-locations, and by expanding current locations and mergers
   - Expand the Shared System model for the convenience of learners and their families
   - Explore the “pop-up” concept where portable Library services are offered in convenient locations
   - Encourage school readiness with robust mobile services to early learning care providers

B. Ensure Indianapolis residents and their families have valid Library cards
   - Offer improved models for Library card debt reduction
   - Seek new Library users with Library card campaigns and grassroots community engagement
   - Increase Library card use by card holders through effective marketing of programs and services

C. Deliver a rich and vibrant virtual Library presence
   - Continually improve our user-friendly website & catalog
   - Utilize the Library website as a source of community awareness about Library programs and services
   - Harness social media to create interactive dialogue about the Library and neighborhood services
Services

- The Library will operate in an increasingly self-service mode for circulation and way-finding with fewer service desks
- Libraries are becoming creative centers for the public to use as digital media labs, group craft projects, music editing, and other creative endeavors
- System-wide staff levels will be maintained but staff may be redistributed
- Library services will be tailored at each location to meet the needs of that neighborhood

Collections

- The Library’s collection will be relevant to meet community needs. As a result, total circulation of materials in all formats will increase
- The book collection and all formats will remain at their current total size for the short term and will probably decline in the long term.
- The Library will continue to have a floating collection to maximize the use of its resources for the benefit of its users
- Increasingly, materials will be available in digital formats

Budget

- The Library does not anticipate significant increases in operating revenues
- Without increases in operating revenue, private funding and partnerships will be critical
- Library debt will be structured to minimize taxpayer burden
Facilities

- Areas zoned for services to adults, teens, children and early literacy will be offered
- Spaces will be needed for increased individual seating and collaborative work
- All new capital improvements (refurbishments, expansions, new facilities) will be high quality designs that produce light-filled, engaging and welcoming spaces
- Branches primarily serve people in their immediate neighborhood but have crossover use by people from outside the neighborhood service area
- The Library will strive to create a balanced geographic distribution of facilities by strategically relocating some branches to eliminate overlaps and to fill gaps in service
- Increased ownership of branch libraries is preferred and will have positive operational budget impact
- When appropriate, the Library will co-locate and partner with other community institutions or organizations
- The improvement of library facilities will result in increased use of the Library

Technology

- The Library is committed to providing up-to-date technology as part of its improved facilities and services
- Increasingly, people will bring their own personal devices: tablets, laptops, smartphones, etc., requiring more space, connectivity and electrical outlets
- In the future, the Library may make electronic devices available to the public while they are in Library buildings
- Technology is an integral part of Library design and cost.
The Library Strategic Plan defines the services, collection and technology standards that your Library will strive to deliver over the next five years. As part of that plan, Library buildings, that house these operations, must be up-to-date for the plan to succeed. Extensive research about current Library facilities, patron usage, demographics, and trends have been synthesized and analyzed by the consulting team of Ratio Architects, Meyer, Scherer & Rockcastle, S.R. Kent LLC and the Sextant Group. Understanding how the community uses Library locations currently and anticipating how Library buildings will be used in the future resulted in a 20 Year Long-Range Facilities Improvement and Growth plan. It is a guide to update and expand your Library branches.

The overarching vision for the facilities plan is the creation of welcoming spaces which are the “third place” for the community to gather outside of work and home. Patrons will be encouraged to stay and enjoy the services offered by the Library. Every Library location will be highly functional and convenient to use. Buildings will be adaptable and easily reconfigured as Library services change in the future.
# Facilities Recommendations

## The First Five Years

<table>
<thead>
<tr>
<th>Location</th>
<th>Recommendation</th>
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<tbody>
<tr>
<td>Brightwood</td>
<td>Relocate in vicinity to eliminate leased location and increase service in new location</td>
</tr>
<tr>
<td>Eagle</td>
<td>Move to new location to provide ADA access and improve services</td>
</tr>
<tr>
<td>East Washington</td>
<td>Remodel and expand to provide ADA access and improve services</td>
</tr>
<tr>
<td>Flanner House</td>
<td>Relocate to Michigan Road to eliminate leased facility and reduce gap in service area</td>
</tr>
<tr>
<td>Lawrence</td>
<td>Additional location to increase services and reduce gaps in service areas</td>
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<tr>
<td>Fountain Square</td>
<td>Relocate to the University of Indianapolis to eliminate leased facility and reduce gap in service area</td>
</tr>
<tr>
<td>Glendale</td>
<td>Relocate in vicinity to eliminate leased facility</td>
</tr>
<tr>
<td>Southport</td>
<td>Move to new location to increase services and reduce gap in service area</td>
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