



## **BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY**

December 9, 2025

5:30 PM

Indianola Public Library - Meeting Room B

Agenda

- 1. Call to Order**
- 2. Public Comment**
- 3. Agenda Approval**
- 4. Minutes Approval**
  - A. Nov. 12, 2025 Meeting Minutes\*
- 5. Trustee Continuing Education**
  - A. Trustee Handbook, Ch. 2: Culture of Learning
- 6. Financial Reports**
  - A. Approve Monthly Claims\*
  - B. Review Financial Reports
- 7. Unfinished Business**
  - A. Library Building Update
- 8. New Business**
  - A. Review 2025 Strategic Plan Action Items
  - B. Approval of IPL's Strategic Plan 2026-2030\*
  - C. Review annual patron survey
- 9. Reports**
  - A. Friends of the Library Report
  - B. Director's Report
  - C. Library Statistics
- 10. Agenda Items for Next Meeting**
- 11. Trustee Comments**
- 12. Adjourn**

# BOARD OF TRUSTEES OF THE INDIANOLA PUBLIC LIBRARY

November 12, 2025

5:30 PM

Present: *Library Director- Michele Patrick, Val Craven, Cyd Dyer, Sally Van Dorin, Andy Brittingham*

## 1. Call to Order

*Andy called the meeting to order at 5:30 pm.*

## 2. Public Comment

*No public comment.*

## 3. Agenda Approval

*Motion: Cyd motioned to approve the agenda. Val seconded. Motion carried.*

## 4. Minutes Approval\*

*The October 14, 2025 minutes were presented for approval.*

*MOTION: Sally moved to approve the minutes. Andy seconded. Motion carried.*

## 5. Trustee Continuing Education

### a. Board Roles and Responsibilities

*Michele had copies of pages from "Chapter 1: First Things First" from the Iowa Library Trustee's Handbook for Board members to read including their roles and responsibilities. This information can also be found on the City Website.*

## 6. Financial Reports

### a. Approve Monthly Claims\*

Michele presented the monthly claims to the Board. She reported that there was nothing too unusual for this month. There was an unexpected expense of need to have an emergency repair for toilets. A camera was needed to find the source of the problem before it could be fixed. This needed to be handled before the Library opened and it was completed in time to start the day on time.

*Motion: Cyd moved to approve the monthly claims and Sally seconded. Motion carried.*

### b. Review Financial Reports

*Michele reported that the budget is on target for the percentage of the year that has passed.*

## 7. Unfinished Business

### a. Library Building Update

*Andy shared that the Library Steering Committee met with OPN last Friday. They plan to be meeting every two weeks until January. Early concept designs have been presented. They hope to get the most square footage possible with a cost we can afford. A one story building was discussed and the group have talked about two phases if needed/necessary. They are also being cognizant of how the building will fit on the land proposed with green space around it being important. Andy has talked to the new council member, Tina. He said she is planning to be at the Friends annual meeting.*

## 8. New Business

### a. IPL Fee Schedule\*

*The only change proposed by Michele was increasing the replacement cost for puzzle/game bands and ILL bands from \$1.00 to \$2.00 each. This ensures that fees charged matches expenses for them.*

**Motion:** *Cyd moved to approve the proposal and Val seconded. Motion carried.*

### b. 2026 Closures\*

*The 2026 holidays are one weekdays which allows library closures to align with other city building closures. The only complicated holiday would be Independence Day. The city will observe the holiday on Friday, July 3rd. If the library were open that day the staff working would receive "holiday worked" pay (double pay). Michele recommended closing on July 3rd. She also wanted staff to enjoy festivities surrounding the country's 250th anniversary.*

**Motion:** *Sally moved to approve the Building Closure recommendations and Cyd seconded. Motion carried.*

### c. Policy Review: Statement of Concern of Reconsideration Procedure\*

*Michele recommended including the stipulation that specifies "only residents of Indianola and Rural Warren County may submit a reconsideration form" in both the Statement of Concern as well as Reconsideration Procedure documents. The State Library defines IPL's service population (aka "community") as residents of Indianola and rural Warren County.*

**Motion:** *Cyd moved to approve the revised procedures and Andy seconded. Motion carried.*

### d. Carnegie Libraries 250 Gift

*The library was notified that they will receive a \$10,000 gift from the Carnegie Corporation as part of its Carnegie Libraries 250 initiative, celebrating the country's*

anniversary. IPL is one of 1,280 libraries whose Carnegie buildings are still in operation. The check is expected to arrive in January. The Board decided to put making plans for its use on the January agenda.

## 9. Reports

### a. Director's Report

Michele recognized library staff members Jacob Kotlarski (Navy), Jody Ross (Air Force National Guard), and Jacynthia West (Army National Guard) who are veterans of the armed forces. Michele congratulated Kelsey McFarland on earning her Public Library Certification Level (highest level) with the State Library of Iowa and Jacy West who completed the Grant Writing 101 workshop, sponsored by ISU Extension and Outreach. Since Baker & Taylor, the library's primary vendor, ceased operations unexpectedly earlier in November, Jody has been working very hard to adjust software configurations and refine workflows to make sure library services remain smooth as she sets up a partnership with Ingram Book Services.

The library's annual survey completed recently had a record number of respondents. Michele will present the results at the December library board meeting.

### b. Library Statistics

Michele reported that some statistics are down. That is to be expected with both hours and programming being decreased.

### c. Friends of the Library Report

Sally reported that James Hartman presided at his first meeting as president. The Friends board wanted to express their thanks to Andy for his report on the progress of the new building plans that he gave at the meeting. Andy shared his appreciation for the Friends member who contacted City Council members to encourage their support for a new library.

The Annual Friends Meeting will be on Wednesday, November 19 at 6:00. The Friends Board will meet at 5:30 that same evening.

The group is researching communication software for the Friends use, separate from accounting done by the library. The High School Book Club will be meeting before the next meeting. The Friends are discussing purchasing a banner or flag for parades and publicity.

It was reported that Trivia will be held at the Indianola Country Club again this year. It will be on Saturday, February 21st with tables for 8 people going for \$180 before February 1st and \$200 after that date.

**10. Agenda Items for the Next Meeting**

- *Discuss committees and duties of board members and possible changes for officers*

**11. Trustee Comments**

There were no comments.

**12. Adjourn**

***Motion to Adjourn*** by Andy at 6:20



## Chapter 2: A Culture of Learning

Among the many standards that lead to quality library service, arguably the most important ones are those that foster consistent staff and board education. As you gain experience on the board, you will continue to learn about library philosophy, service statistics, trends, policies, and much more. By supporting ongoing training needed for staff and by participating in their own trustee training, library boards can take the lead in creating a culture of learning.

There are two significant education-related **Public Library Standards** required at a minimum level:

- ❖ **Standard #20 [Tier 1]:** *The library has a permanent, paid director who is Certified (Editor's note: changing soon to Endorsed) at a required level. New directors have two years after starting as director to become Certified (Editor's note: changing soon to Endorsed).*
- ❖ **Standard #8 [Tier 1]:** *All members of the library board of trustees participate in a variety of board development training each year. The recommended average is five hours per year per trustee.*

For newly hired directors, Standard #20 requires directors to enroll in the State Library **Endorsement Academy** through the **IA Learns** system. For board members, standard #8 allows for a variety of ways to accomplish trustee training, including but not limited to:

- ❖ Attending live webinars and discussing as a group
- ❖ Watching recorded programs/webinars and discussing as a group
- ❖ Demonstrations of tech tools and products at regularly scheduled board meetings
- ❖ Educational presentations at regularly scheduled board meetings (i.e. presentations by the director or staff, by local community experts, or by State Library staff)

One method of tracking board training outside of classes taken via **IA Learns** is to make note in the board meeting minutes from month to month. In addition, individual trustees can have an account in **IA Learns** which will provide transcripts of all classes sponsored by the State Library.

Added to the above, there are other education standards that boards should support. For example, **Standard #23 [Tier 1]**: *The library allows the director to participate in continuing education opportunities during their work time* and **Standard #28 [non-tiered]**: *The library allows staff at all levels (other than director) to participate in continuing education opportunities during their work time*. Boards need to be mindful that, when staff education is a job expectation, then it follows that authorizing staff to attend classes, conferences, webinars, etc must be allowed to take place on library time.

In addition to participating in ongoing education for themselves, boards also create a culture of learning in other significant ways that involve policy, planning, and budgeting decisions. For example, boards are well-advised to:

- ❖ Encourage all staff members, as well as individual trustees, to set up an account in the State Library **IA Learns** system.
- ❖ Include line items in the budget for staff and board education expenses.
- ❖ Address education expense reimbursement as a matter of policy, including reimbursing for class registration or conference fees, mileage, meals, lodging, even professional memberships if the budget allows.
- ❖ Include goals for staff and board education in the library's strategic plan.
- ❖ Communicate the "education expectation" in staff hiring practices and in trustee recruitment practices and in orientation.

There are many education providers that offer high-quality staff and trustee training, among them WebJuntion, ALA, PLA, Infopeople, and countless more. But we like to think of the State Library in the number one spot! We encourage you to set up an account for yourselves in the **IA Learns** system. Doing so enables you to browse the catalog and register for classes. Yet another way to create a culture of learning!

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***“Leadership & learning are  
indispensable to each other...”***

John F. Kennedy



— PUBLIC LIBRARY —

## Invoices for Board Meeting December 9, 2025

Vendor	Amount	Description of services or goods
Amazon	\$4,334.34	Craft supplies, DVDs, TBR goodies, books, other materials and supplies
Book Page Magazine	\$420.00	Annual Subscription
Center Point Large Print	\$111.74	Large print books
City of Indianola (IMU)	\$848.50	Utilities
Dust Pros	\$1,500.00	Janitorial services, supplies
Ingram	\$1,012.13	Books
Iowa Water Management Co.	\$54.48	Monthly agreement
OPN Architects	\$8,726.95	Library predesign
Playaway Products	\$553.35	Playaway devices and Wonderbooks
TRM Disposal	\$125.00	Trash removal
Waste Management	\$10.00	Recycling tote (Sept and Oct)
Woosley Landscape and Mowing	\$95.00	Mowing services
Wells Fargo	\$1,459.90	See statements for details
<i>Total:</i>		
<b><u>\$19,251.39</u></b>		

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**Approved** \_\_\_\_\_ **Date** \_\_\_\_\_

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**Approved** \_\_\_\_\_ **Date** \_\_\_\_\_



# Budget Summary

November 2025

<b>Personnel</b>	<b>November</b>	<b>Year-to-Date</b>	<b>Budget</b>	<b>% Spent</b>
Salaries	40,866.87	227,507.13	550,129.00	41.4%
Benefits	5,666.07	43,987.05	100,708.00	43.7%
<b>TOTAL</b>	<b>46,532.94</b>	<b>271,494.18</b>	<b>650,837.00</b>	<b>41.7%</b>

<b>Collection</b>	<b>November</b>	<b>Year-to-Date</b>	<b>Budget</b>	<b>% Spent</b>
Physical	4,544.05	21,029.29	56,000.00	37.6%
Digital	0.00	6,139.92	7,000.00	87.7%
Special	90.21	1,730.49	6,000.00	28.8%
<b>TOTAL</b>	<b>4,634.26</b>	<b>28,899.70</b>	<b>69,000.00</b>	<b>41.9%</b>

<b>Operations</b>	<b>November</b>	<b>Year-to-Date</b>	<b>Budget</b>	<b>% Spent</b>
Repair/Maint	17,637.78	21,169.46	37,579.00	56.3%
Computer/IT	0.00	30,757.60	36,000.00	85.4%
Operations	3,911.86	44,517.58	89,414.00	49.8%
<b>TOTAL</b>	<b>21,549.64</b>	<b>96,444.64</b>	<b>162,993.00</b>	<b>49.8%</b>

<b>TOTAL TO DA</b>	<b>November</b>	<b>Year-to-Date</b>	<b>Budget</b>	<b>% Spent</b>
	<b>72,716.84</b>	<b>396,838.52</b>	<b>882,830.00</b>	<b>45.0%</b>

*41% of Budget Year*

# Revenue

## November 2025

For Fiscal: 2025-2026 Period Ending: 11/31/2025

41% of budget year



		November	Year to Date	Current Total Budget	Percent Received
041-4100-40000	Property Taxes	0.00	376,038.72	681,945.08	55.1%
041-4100-44700	Library Service Reimbursements	0.00	0.00	82,000.00	0.0%
041-4100-47400	Misc Sales	241.40	1,992.50	4,000.00	49.8%
041-4100-47641	Library Fines	77.59	1,244.99	3,000.00	41.5%
041-4100-49403	Transfer In--T&A PROP TAX	0.00	512.69	143,148.00	0.4%
<b>Revenue Total:</b>		<b>318.99</b>	<b>379,788.90</b>	<b>914,093.08</b>	<b>41.5%</b>

# Expenditures

November 2025

For Fiscal: 2025-2026 Period Ending: 11/30/2025

41% of budget year



		November	Fiscal Activity	Current Total Budget	Percent Used
041-4100-60110	Salaries/Wages	10,634.38	58,972.66	138,786.00	42.5%
041-4100-60130	Salaries/Wages	30,232.49	168,534.47	411,343.00	41.0%
041-4100-61300	IPERS	3,857.81	21,222.51	51,501.00	41.2%
041-4100-61420	Deferred Comp-457	400.00	1,887.50	4,800.00	39.3%
041-4100-61430	Employee Assistance Program	0.00	300.00	300.00	100.0%
041-4100-61440	Wellness Program	0.00	0.00	360.00	0.0%
041-4100-61500	Health Insurance	0.00	14,337.44	32,529.00	44.1%
041-4100-61501	Dental Insurance	574.64	2,254.03	3,303.00	68.2%
041-4100-61502	Vision Insurance	65.84	262.76	312.00	84.2%
041-4100-61503	HSA Expense	738.42	3,507.51	7,203.00	48.7%
041-4100-61599	Workers' Comp Insurance	29.36	215.30	400.00	53.8%
041-4100-62100	Membership Dues/Subscriptions	0.00	110.00	860.00	12.8%
041-4100-62300	Education/Training	0.00	52.97	1,000.00	5.3%
041-4100-62700	Mileage	63.84	187.88	450.00	41.8%
041-4100-63100	Repair/Maint	17,637.78	21,169.46	37,579.00	56.3%
041-4100-63710	Utilities	1432.12	9,965.19	28,000.00	35.6%
041-4100-64020	Advertising & Legal Notices	0.00	223.56	1,500.00	14.9%
041-4100-64082	Insurance--General Liability	0.00	6,094.69	6,086.10	100.1%
041-4100-64083	Insurance--Property	0.00	9,507.00	9,808.18	96.9%
041-4100-64084	Insurance--Boiler/Machinery	0.00	563.00	635.00	88.7%
041-4100-64090	Janitorial Services	1,880.00	9,159.71	23,000.00	39.8%
041-4100-64990	Misc Contractual	94.61	5,334.80	5,500.00	97.0%
041-4100-65020	Library Books & Periodicals	4,544.05	21,029.29	56,000.00	37.6%
041-4100-65021	Digital Materials	0	6,139.92	7,000.00	87.7%
041-4100-65022	Special Collections	90.21	1,730.49	6,000.00	28.8%
041-4100-65060	Office Supplies	36.09	642.06	3,000.00	21.4%
041-4100-65070	Materials/Supplies	124.61	680.69	4,000.00	17.0%
041-4100-65079	Materials/Supplies--Program	280.59	1,532.29	7,800.00	19.6%
041-4100-65080	Postage	0.00	463.74	1,375.00	33.7%
041-4100-65990	Miscellaneous	0.00	0.00	900.00	0.0%
041-4100-67240	Computer Hardware/Software	0.00	30,757.60	36,000.00	85.4%
	<b>Expense Total:</b>	<b>72,716.84</b>	<b>396,838.52</b>	<b>887,330.28</b>	<b>44.7%</b>

# Library Special Revenue

November 2025

For Fiscal: 2025-2026 Period Ending: 11/30/2025



Revenue Acct	Expense Acct	November	YTD Revenue	YTD Expenditures
141-4100-44302	141-4100-65025	Enrich Iowa	5,286.79	1,813.00
141-4100-47050	141-4100-65070/65020	Donations/Memorials/Grants	4,319.10	971.34
141-4100-45040/47051	141-4100-65023/65024	Friends of the Library	6,021.56	5,784.58
<b>TOTAL</b>			<b>15,627.45</b>	<b>8,568.92</b>

# MEMO



To: Library Board of Trustees  
From: Michele Patrick, Library Director  
Date: December 2025  
Subject: IPL Strategic Plan Review

Each year, the Library Board reviews progress on its strategic plan. This year marked the final year of the current plan, which included several goals related to upgrading the library’s furnishings. However, after the City Council introduced a new plan for the existing building, most of those initiatives were paused and will remain on hold until a new facility can be constructed.

## 2025 Goals:

- Replace outdated furniture with ADA compliant, comfortable seating that is appealing to the population it will serve. – on hold
- Renovate the children’s area to inspire learning, promote reading together, and encourage children to actively engage with the space. - completed
- Replace furniture with tech-friendly options. – on hold
- Explore options to create a main entrance connected to the parking lot. – no longer applicable
- Explore options for outdoor spaces which encourage community members to linger, such as tables, reading benches, a gazebo, and a children's play area. – on hold
- Explore options to create separate spaces for quiet work and collaborative work. – on hold
- Explore options for prominent signage indicating entrances and library hours. – due to budget cuts, funding for new signage was not available.
- Evaluate hiring practices and interview techniques. - completed

# MEMO



To: Library Board of Trustees  
From: Michele Patrick, Library Director  
Date: December 2025  
Subject: IPL Strategic Plan 2026-30

The new IPL Strategic Plan is ready for board review and approval. Although we have outlined specific goals for each year, experience has shown that five-year planning is not always effective, as changing circumstances can alter our intended trajectory. Therefore, staff will review the plan during our annual retreat and adjust yearly goals as needed.

## **Requirements of the State Library of Iowa for a Strategic Plan:**

17. (Tier 2) The library has a current written plan. A plan is a current document that projects up to 5 years into the future and outlines the library's goals and objectives to meet the community's needs. Developing a plan involves the library staff and board, as well as public input. The plan should be reviewed and updated annually by the library board including an evaluation of the library's progress toward the plan's goals and objectives.

To meet this standard, the plan must:

- Address community needs based on community data
- Contain a mission statement, which describes the library's purposes in the community
- Show goals and measurable objectives to be achieved over a period not to exceed five years.

# Indianola Public Library

## Strategic Plan 2026-2030



### Executive Summary

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The Indianola Public Library’s Strategic Framework affirms the library’s role as an essential, future-focused hub for learning, connection, and community engagement. Informed by the community’s demographic profile and developed in collaboration with the library board of trustees, the Friends of the Indianola Public library, library staff, patrons, and community members, the plan outlines a strategic vision to guide IPL’s growth and innovation.

The plan is organized around three strategic priorities:

- **Enriching Lives** – A connection point for information, experiences, and services that enrich and inspire.
- **Resilience and Readiness** – A dynamic organization, resilient and ready for the future.
- **Welcoming Destination** – A welcoming space for exploration, connection, and belonging.

### Implementation

Implementation will be guided by measurable goals, annual action plans, and continuous evaluation to ensure accountability and transparency. Through this plan, the Indianola Public Library reaffirms its commitment to being a vibrant, adaptive institution—one that enriches the lives of all who enter its doors or accesses services online.

### The Process

The Library Board of Trustees engaged 2theTop Consulting to develop an adaptive strategic framework to guide the library’s future direction. Work began with an initial meeting between the consultant and library leadership in January 2025, followed by additional sessions with

leadership staff, the Library Board, and community focus groups. A community profile was created using data from the U.S. Census Bureau, supplemented with comparative data from peer libraries. The process also incorporated results from two community surveys: the 2024 annual patron survey and a special 2025 strategic plan survey.

This collaborative process resulted in a broad strategic framework intended to guide future initiatives. Specific tactics to advance these objectives were developed through a series of staff leadership meetings held throughout the summer and fall of 2025.

### **Insights from Community Demographics, Surveys, and Focus Groups**

- While IPL has limited resources in collections and space, its staff stands out as a major strength. Survey responses and focus group feedback consistently praised staff performance, making staff development an asset worth additional investment.
- Even though overall circulation is at an all-time high, checkouts of print materials continue to decline, presenting a challenge for the library’s growth in future years.
- Focus group discussions raised concerns about recent legislation affecting libraries, underscored the importance of building stronger alliances through improved communication and outreach.
- The library’s role in promoting literacy for all ages was recognized as a key strength and an opportunity for continued growth.

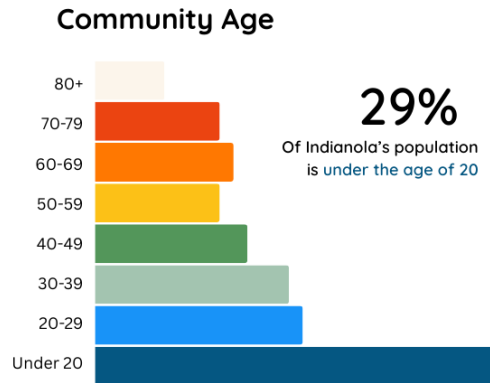
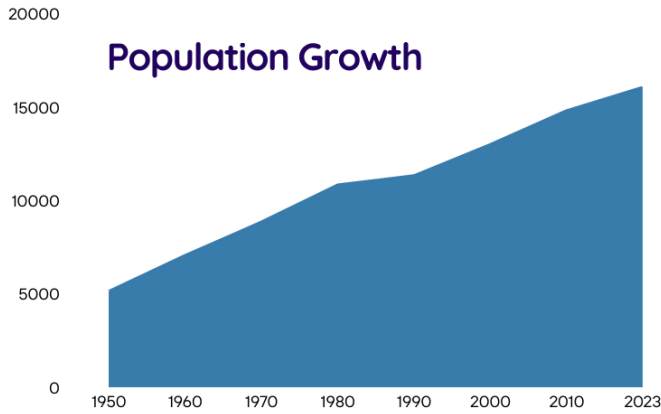
### **Acknowledgements**

The Indianola Public Library appreciates everyone who contributed to the development of this Strategic Plan. Special thanks are extended to our patrons, community members, and stakeholders who participated in surveys and focus groups. Your feedback and ideas have been instrumental in ensuring that this plan reflects the needs, aspirations, and values of the community we serve.

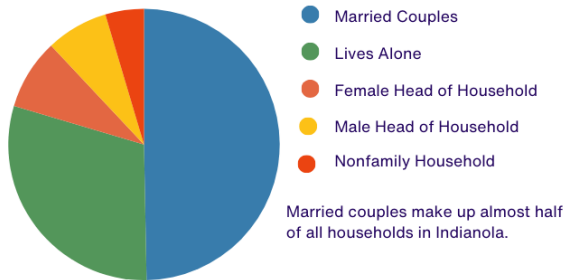
<b>Library Board of Trustees</b>
Andrew Brittingham, President
Randi Malone, Vice President
Andrea Carlson
Valerie Craven
Cyd Dyer
Dawn Goodale
Sally Van Dorin

# A Review of Indianola Demographics

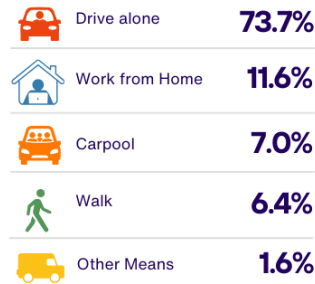
## COMMUNITY SNAPSHOT



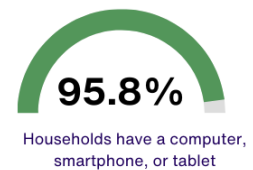
### Households



### Commuter Trends

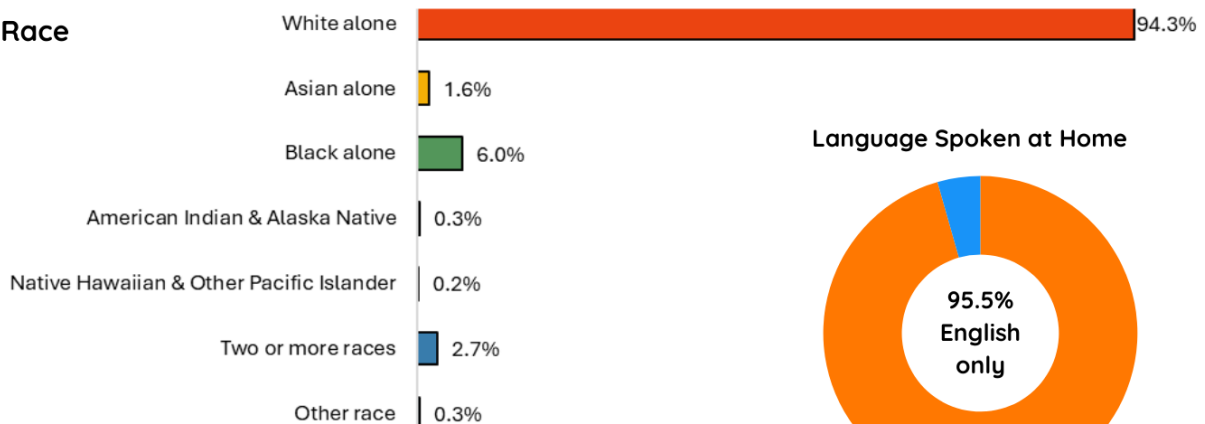


### Computers

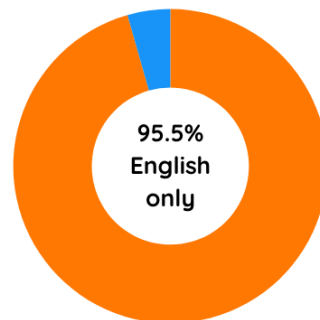


Median Income  
**\$103,125**

### Race



### Language Spoken at Home



## Mission, Vision, Values

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**Vision Statement:** Imagine more at IPL – where discovery begins and community connects.

**Mission Statement:** We provide free and equitable access to information, resources, and support to empower our community.

### Library Values

- 1. Welcoming Space**  
We foster a space that is comfortable, respectful, and open to all.
- 2. Engagement & Discovery**  
We encourage curiosity, creativity, and fun through interactive programs and lifelong learning.
- 3. Patron-Centered Service**  
We provide personalized and responsive service tailored to individual needs.
- 4. Intellectual Freedom**  
We champion the right to read, seek, and share information freely.
- 5. Equitable Access for All**  
We ensure free and equal access to resources and services for every member of the community.
- 6. Community Connections**  
We foster collaboration and serve as a hub for community engagement.
- 7. Literacy & the Love of Reading**  
We inspire a passion for reading across all ages.

# Strategic Priorities

## Enriching Lives

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**A connection point for information, experiences, and services that enrich and inspire.**

### Vibrant Collections

- Encourage curiosity and the love of reading through interesting collections
- Offer opportunities to learn new things at all ages
- Maintain curated collections that meet evolving community needs and interests

### Engaging Programs

- Build social connections through programs that bring the community together
- Increase access to and awareness of ideas and information

### Equitable Services

- Promote a thriving community with equitable access to vital resources and services
- Support community members in utilizing the resources the library provides

## Resilience & Readiness

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**A dynamic organization, resilient and ready for the future.**

### Supportive Workplace

- Foster an environment where staff feel empowered, valued, and recognized
- Ensure staff have the tools, training, and support they need to thrive
- Strengthen communication and collaboration among teams

### Innovative Leadership

- Adapt, innovate, and embrace the changing needs of the community
- Ensure continuous library operations during times of disruption

### Proactive Engagement

- Strengthen the public perception of the library's value
- Engage the community as library champions

## Welcoming Destination

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### A welcoming space for exploration, connection, and belonging

#### Inviting Physical Spaces

- Provide a public space that is easy to navigate, welcoming and intuitive
- Offer flexible spaces that encourage social connections

#### Inclusive Digital Spaces

- Create engaging virtual spaces for learning, sharing, and connecting
- Improve user experience and discoverability

#### Positive Patron Experiences

- Foster open, respectful, and empathetic dialogue across all interactions
- Create an environment where community feedback is valued and utilized
- Ensure the library is a safe and accessible space for all

#### Meaningful Communication

- Broaden public awareness of library services, resources, and impact
- Strengthen community engagement
- Support internal communications and staff engagement

## Initiatives to Support IPL's Strategic Vision

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### 1. Develop a collection assessment plan to address underperforming areas and build on strengths.

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
1a	Identify key areas for collection analysis, run relevant statistics, align budget with findings.	Vibrant Collections Equitable Services	Adults, teens, children	Reports completed	2026
1b	Examine circulation data to understand which sections are growing or declining and utilize these to guide informed decision-making.	Vibrant Collections Equitable Services	Adults, teens, children	Increased circulation	2026

### 2. Increase discovery through dynamic displays and curated collections

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
2a	Expand the use of Vega showcases and explore ways to share collaborative collection lists.	Vibrant Collections Digital Spaces	Adults, teens, children	One new showcase each month	2027
2b	Encourage casual discovery with pop-up and mini displays throughout the library.	Vibrant collections Inviting Physical Spaces	Adults	One mini display each month	2030
2c	Assess collection labeling for accuracy. Highlight collection components for easier browsability.	Vibrant collections Inviting Physical Spaces	Adults	Assessment completed	2027

**3. Align programming with literary content to promote a culture of reading.**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
3a	Visually connect activities with relevant books and collections with mobile displays.	Vibrant Collections Engaging Programs	Adults, teens, children	Patron interaction with displays	2029
3b	Design programs that intentionally include and highlight literary topics to strengthen the connection to books.	Vibrant Collections Engaging Programs	Adults, teens, children	Patron interaction	2029
3c	Provide hands-on, immersive experiences tied to literary content to engage participants more deeply.	Vibrant Collections Engaging Programs	Adults, teens, children	Post program feedback	2029

**4. Implement systems that improve staff communication and recognition.**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
4a	Implement a semi-annual staff feedback form.	Supportive Workplace	Library staff	Staff participation	2026
4b	Reserve time at staff meetings for open dialogue and feedback.	Supportive Workplace	Library staff	Staff engagement surveys	2026
4c	Develop an internal recognition program.	Supportive Workplace	Library staff	Staff engagement surveys	2028
4d	Develop a centralized intranet for all essential staff resources.	Supportive Workplace	Library staff	Staff survey results	2027

**5. Support neurodivergent staff through inclusive practice**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
5a	Audit existing communication platforms and templates for accessibility.	Supportive Workplace	Library staff	Staff engagement surveys	2030
5b	Provide training for leadership staff in neuroinclusion.	Supportive Workplace	Library staff	Staff participation	2029

**6. Develop systems that ensure continuous library service during times of disruption.**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
6a	Develop a comprehensive Continuity of Operations Plan that aligns with the library's Disaster Response Plan.	Innovative Leadership Meaningful Communication	Adults	Plan completed	2026

## 7. Cultivate strong allies and community partners

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
7a	Develop an online community advocacy handbook for library allies.	Proactive Engagement	Adults	Website engagement	2028
7b	Create a legislative update section on the library's website to keep patrons informed of potential legislature affecting the library.	Proactive Engagement	Adults	Website engagement	2028
7c	Include relevant financial information, library-use data, upcoming plans, and market research data on the library's website.	Proactive Engagement Meaningful Communication	Adults	Website engagement	2028

## 8. Expand community support

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
8a	Restructure the library's giving program to streamline donations and memorial giving options.	Proactive Engagement	Adults	Increased public engagement	2027
8b	Improve public awareness of opportunities, donor tracking, and recognition efforts.	Proactive Engagement	Adults	Increased public engagement	2028

**9. Create spaces to foster a sense of belonging and comfort.**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
9a	Use secret shoppers to assess the library's welcoming environment, staff interactions, and navigation.	Physical Spaces Patron Experiences	Adult, teens, children	Assessment completed	2030
9b	Conduct a signage audit to ensure all signs are informative, welcoming, and aligned with brand standards.	Physical Spaces Patron Experiences	Adults and teens	Audit completed	2030

**10. Promote digital accessibility through a redesigned website.**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
10a	Redesign website to be ADA compliant.	Inclusive Digital Spaces Patron Experiences	Adults, teens, children	Use AudioEye accessibility tool with 100% accessibility rate outcome.	2026

**11. Create more opportunities to gather community input**

Critical Tactic		Aligned Impact Area	Target Audience	Measure	Date
11a	Gather satisfaction data year-round using brief, single-question interactive surveys.	Patron Experiences	Adults	Patron interaction	2029

# MEMO



To: Library Board of Trustees  
From: Michele Patrick, Library Director  
Date: December 2025  
Subject: Annual Patron Survey

The annual survey results are attached for your review:

## **Executive Summary – Indianola Public Library 2025 Annual Patron Survey**

Total Responses: 206

### **Overview**

Survey respondents express overwhelming satisfaction with the library’s staff and services, while also identifying facility size limitations, collection constraints, and space configuration as the library’s most significant challenges. Strong community support exists for expanded space, improved quiet and study areas, a larger children’s area, and growth of print and digital collections. Views on the proposed new library location are mixed, but there is clear consensus that more space is essential for the library to meet community needs.

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### **Community Profile & Library Use**

- 77% live in Indianola; 20% from Warren County.
- Library use is strong: 78% visit weekly or monthly.
- Only 7% rarely/never visit—primarily due to reliance on digital reading or mobility/transportation challenges.

Among those who also use other libraries (24%), the primary reasons are larger collections, specific materials not available at IPL, and access to additional programming or digital services like Hoopla.

## **Strengths**

- Exceptional Staff Experience
- Programs & Community Connection
- Digital Services

## **Primary Challenges & Needs**

- The library is too small for current demand
- Facility Updates Needed
- Collection Limitations
- Digital & Online Services Improvements
- Hours & Access, with a recurring concern is the loss of Sunday hours, especially for families.

## **Top Priorities for a New Facility**

- More overall space for books, people, programs, and future growth
- Separated zones for children, teens, and adults
- Quiet reading and study rooms
- Larger, flexible meeting rooms
- More comfortable and varied seating
- Improved technology & maker spaces (computers, 3D printers, art/maker areas)
- Coffee/refreshment options
- Better parking and accessibility
- Outdoor space for events and reading
- More natural light and modern, timeless design

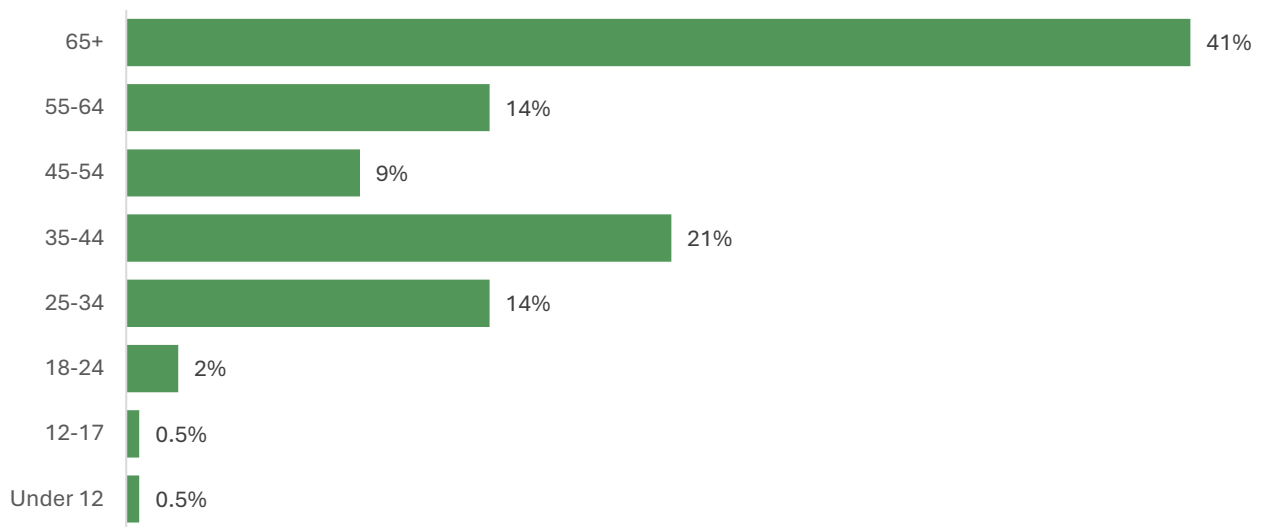
# Indianola Public Library 2025 Patron Survey

Responses: 206

## 1. Where do you live?

- 77% Indianola resident
- 20% Warren County (but not within Indianola city limits)
- 3% Outside of Warren County

## 2. What is your age?



## 3. How often do you use the Indianola Public Library?

- 39% Weekly
- 39% Monthly
- 15% Every few months
- 7% Rarely or never

## 4. If you rarely or never use the Indianola Public Library, please tell us why. (13 responses)

- No interest, we have internet
- Just not in the habit, but I plan to increase my visits.
- I am 80 years old, my husband is 65, I am disabled and my husband works full-time so we don't get over to the library very often.

- I use the Libby app for reading books.
- Needs to be updated
- Little need
- Everything I need is on the internet
- I am a big reader but my interest is in the Civil War and World War II, I buy books from multiple sources.
- My wife keeps giving me books, and I'm a slow reader--fast writer but slow reader.
- I purchase my books or buy used.
- Because I normally just read Kindle books.
- So much information is available on line.
- Most reading takes place on digital formats.

## 5. Do you use other libraries (in addition to the Indianola Public Library)

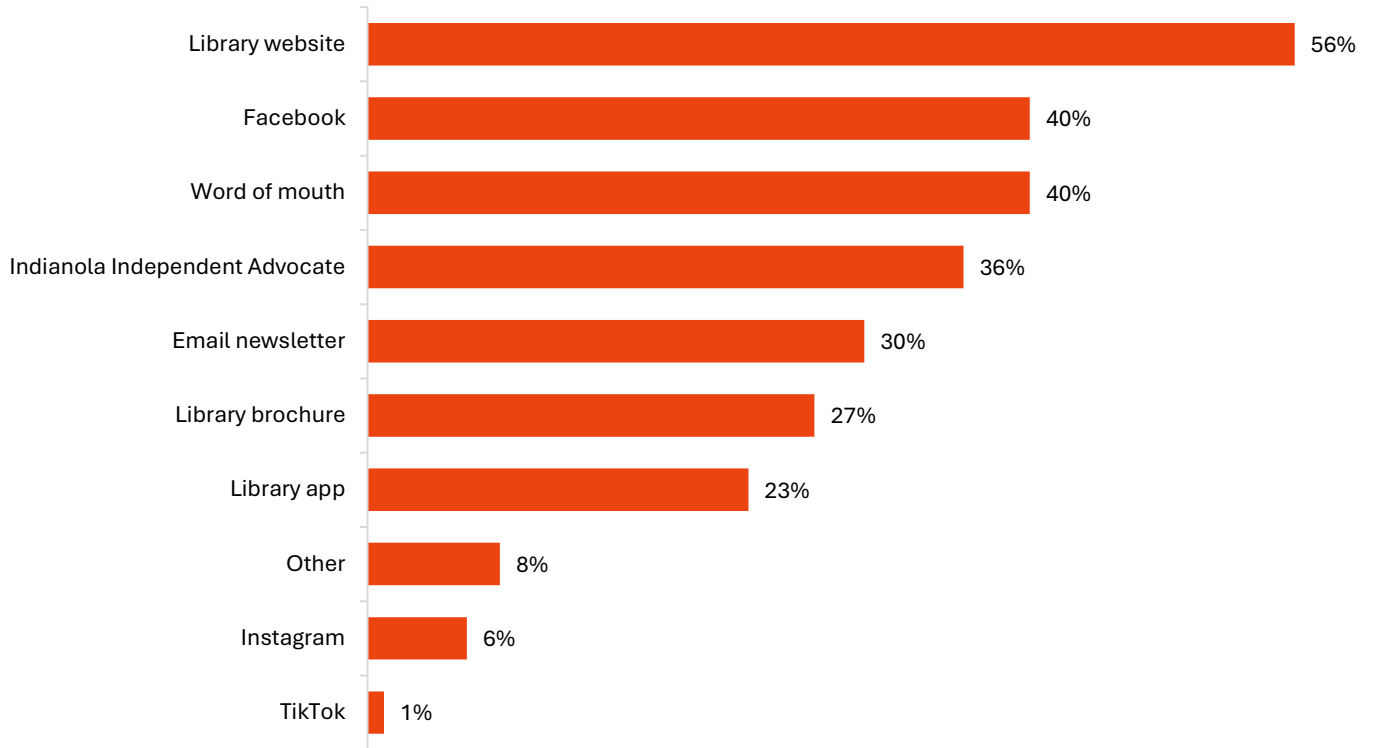
- 76% No
- 24% Yes

## 6. If you answered yes, please tell us why (46 responses)

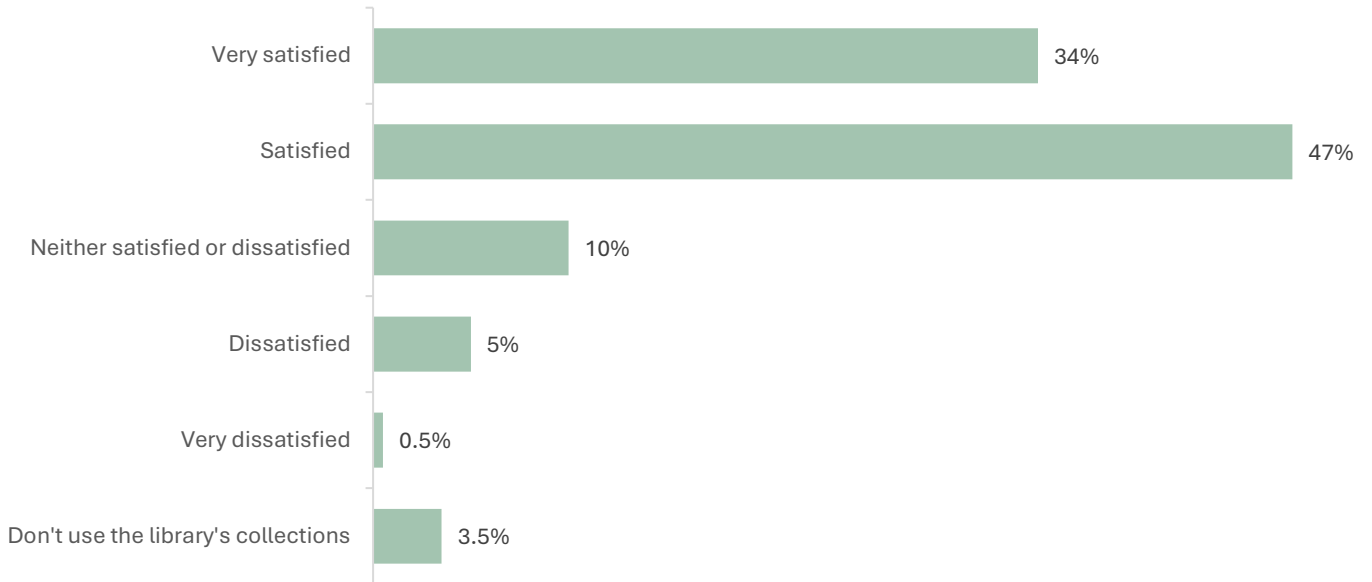
- More selection
- Can't find book in our library
- School
- More choices
- To find a book I need for my book club
- Lived in Des Moines before moving to Indianola
- I attend AVID events in DesMoines and other adult programming
- Work at Dunn Library
- Norwalk for children's programming
- Norwalk
- I utilize multiple libraries for materials and events
- closer to home
- Study room availability
- Research, sometimes I look for additional sources not available in one place.
- Winterset have me access to Hoopla.
- To get materials Indianola library doesn't have - I know you can do a lend request, but its easy to get it from another local library - lend requests are short
- I work at a different library. I also live closer to a different public library. I use the Indianola Public Library when it is convenient for me.
- Des moines public, west des moines. Just different variety and selection.
- We Winter in Florida.

- Just variety
- Access to more books and research materials
- Activities and programs
- Children's programs
- Usually just to take my kids to different ones
- I meet at Franklin Library monthly with a writing group
- Online libraries offer a bigger selection.
- More christian fiction books and I prefer actual books. The selection is not as available via ebooks.
- Book club
- Take my grand kids to experience new libraries
- I work at another library in the area
- Indianola doesn't always have the books I want. Won't pay for interlibrary loan. Waukee winter reading challenge bingo is amazing.
- Previously lived in wdsn. Still go to the bookclub there
- West Des Moines and Des Moines They have a bigger selection- especially on the Libby app
- Make copies.
- Live in milo
- Variety of materials, programs
- Better selection of books
- Where we have activities bringing us into town
- More books to choose from
- Winter residence
- To get books not stocked at IPL
- Different collection
- School library because I am a student
- Proximity
- You don't have the book available that I need for my Book Club because it is already checked out.
- More resources and space for meetings

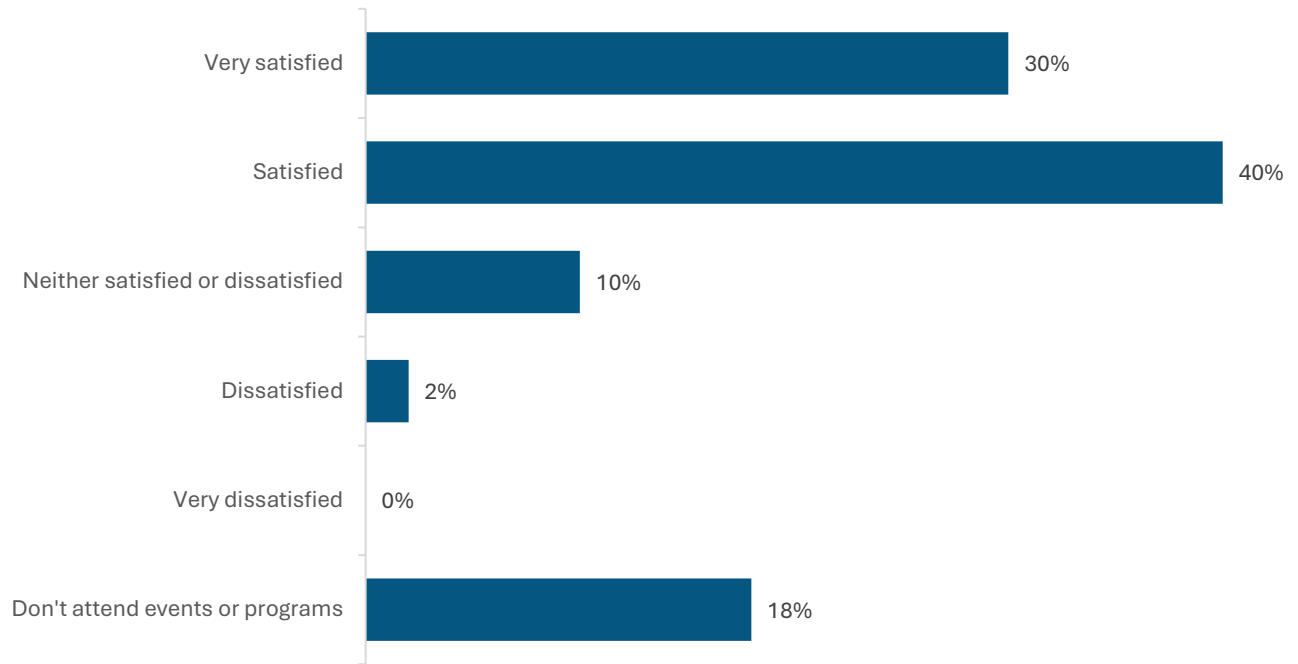
**7. How do you hear about the library's services and programs?** Check all that apply



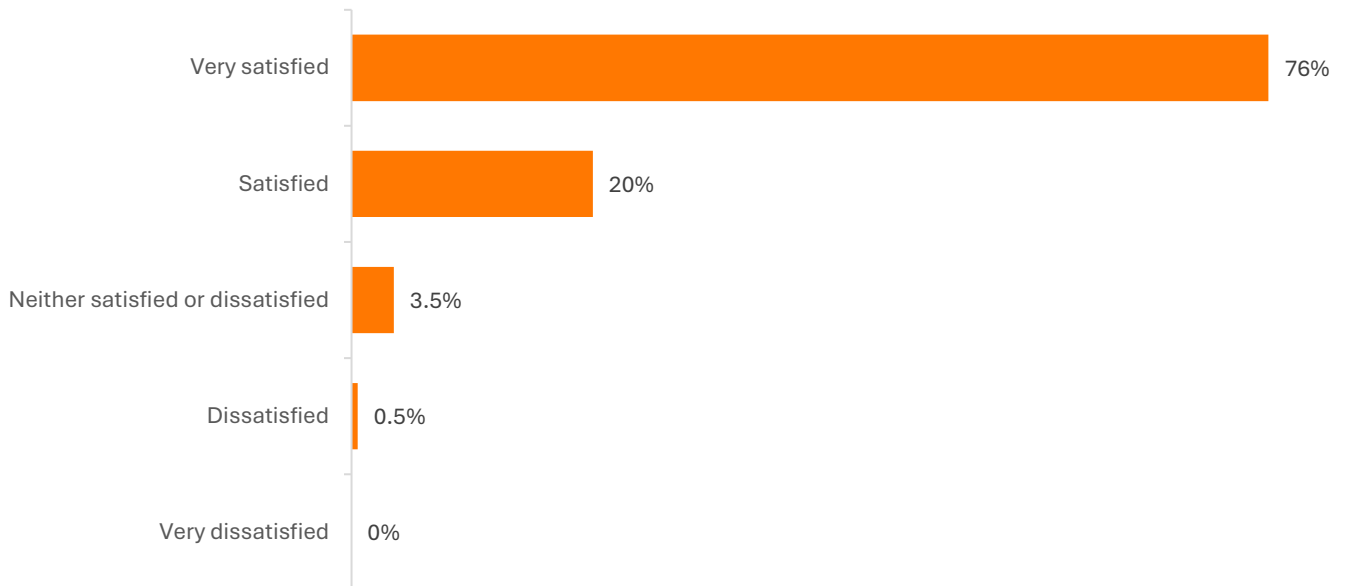
**8. Book selection** (and other materials such as DVDs, games, audiobooks, etc)



## 9. Events and Programs



## 10. Library Staff



## 11. What has been your experience with the library staff? (163 responses)

- I love my book boxes that Jacy picks out!
- They are the kindest group of people and clearly work hard to keep the library stocked with the newest releases and trending books. You never have to wait for help.
- The answer questions professionally. I appreciate their willingness to help younger kids as I try to teach mine how to ask questions and be independent.
- The library staff is amazing! Quick to help me locate a book or answer any questions.
- Very helpful and kind
- Fabulous, literally flawless. Kind, helpful, engaging.
- We have nothing but GREAT experiences with all staff members!
- Helpful & always pleasant
- Overall helpful and positive!
- Helpful
- Very positive. Everyone is very friendly and helpful.
- They are a team of people that genuinely love their job and to connect with the community
- Amazing! Super helpful!
- Very good
- Reserving books.
- They are very dedicated
- Everyone is kind, friendly, and helpful.
- 99% are very helpful. Head librarian is not visible. Each one always appears to be doing something...which is a good thing.
- None
- Pretty limited interaction with the staff besides check out
- They are always very helpful and friendly
- They are very helpful and knowledgeable. If they don't know the answer, they know who on staff does know the answer. They are very patient.
- yes
- Helpful, polite.
- Very helpful
- I once donated some pens and pencils, also asked about the rooms that could be used for meetings. The staff was very helpful, and very nice, I really wish I could go there more often but I don't drive so my husband has to drive us. We just don't have extra time to spend at the library.
- very helpful
- They have always been helpful when I was in need of help!
- Always helpful and polite
- I use Libby. I don't actually come into the library.
- always helpful and great customer service
- They are always very helpful

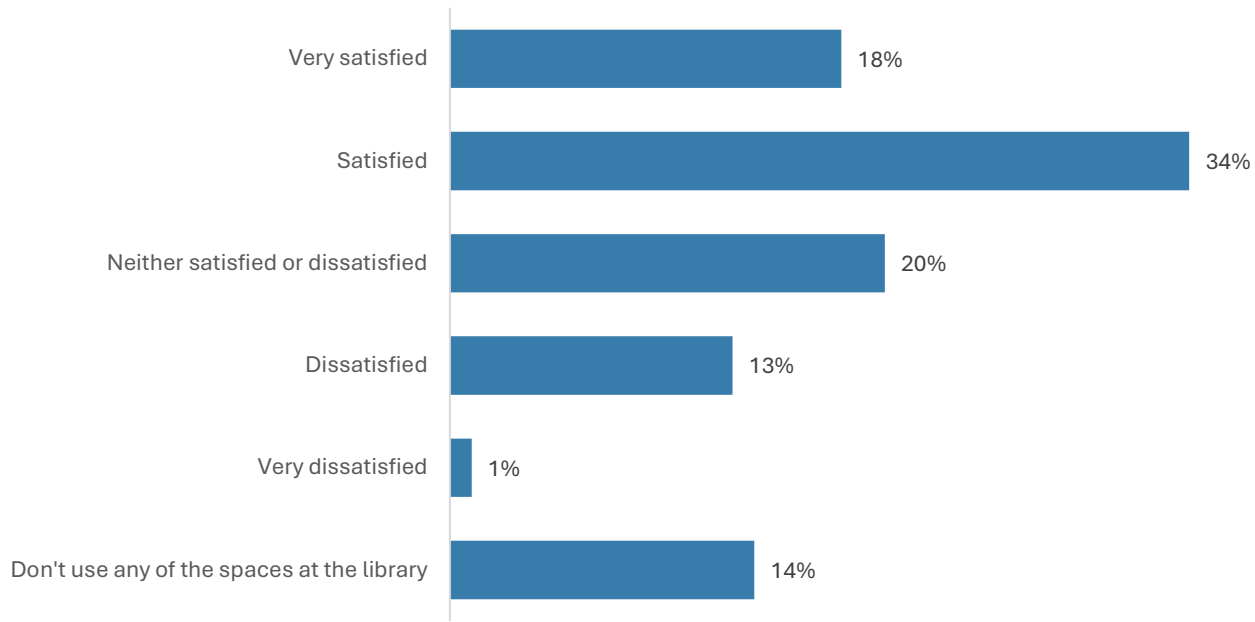
- Normal check out interactions, personable.
- Great staff. Very polite and friendly
- Very friendly and knowledgeable.
- Nice
- Phenomenal. Super friendly staff who are incredibly welcoming
- Kind and helpful
- Everyone is always friendly, courteous and helpful
- They are always very knowledgeable, friendly & helpful!
- Always answered my questions
- Book club. Taking grandkids events. Checking out books SummerJune granddaughter makes crafts  
Checking out books for grandkids Story at pool. Kids story time
- Pleasant and helpful
- Always very helpful
- Kind, helpful, knowledgeable
- They are always so friendly and recognize me by name when I go in.
- Very helpful with questions that I have. Always very polite when I approach them to check out.
- Excellent---eager to help--very patient!
- Everyone is kind, helpful, knowledgeable and friendly
- Knowledgeable, helpful and patient with my children.
- Thumbs up!
- They have been very helpful and courteous.
- Always friendly and helpful
- They are very helpful.
- Very positive and helpful people.
- Good.
- Everyone is always very friendly and helpful.
- Helpful and friendly!
- Very kind, helpful, informative
- Very little. Neither good nor bad,
- Efficient and friendly.
- They are all just so nice
- Always helpful and knowledgeable.
- They are always warm and welcoming! They are a joy.
- Friendly and helpful!!
- Very friendly and helpful
- Good. Everyone is pleasant and helpful. Nice to have a chat
- The staff is very warm and inviting. They all know my daughter who is an avid reader.
- Pleasant and helpful
- Book recommendations and checkouts

- They are always helpful. My whole family has used the library and its services for over 30 years and we have never had a bad experience.
- I love the library
- The library staff have all been very helpful to me.
- Always very nice, friendly and helpful.
- Wonderful! Everyone there is very pleasant, and helpful!
- Knowledgeable and very friendly
- Fantastic! Y'all are really great! Especially since I am so computer stupid!
- Always friendly and helpful
- Professional
- always friendly and helpful
- Good
- Always nice and helpful
- mostly checking out books
- The librarians are always helpful. They have done a great job of creating fun activities in the library.
- We like the box of books picked for each kid.
- Positive
- The staff is always very helpful providing great customer service.
- Most are very friendly and approachable
- Mostly helpful sometimes they act as if they cannot be bothered
- They are usually friendly and helpful
- Very helpful
- Always excellent
- Pleasant and helpful
- Over the past 41 years I've found the staff to be friendly and helpful. Loved taking my daughter, now 34, to Story Time.
- They are always very helpful
- We especially love the staff who help with the story time! Both are so great with the kids and they are the absolute top reason we use our library 2-3 times a week at least. The staff at the checkout counter are always very fast to come help and friendly.
- friendly, welcoming, happy to help
- Friendly and professional
- They are nice!
- They have been very helpful and always friendly.
- Very polite, attentive and ready to help.
- Wet helpful and friendly
- Welcoming and helpful
- Always polite, and they go above and beyond to answer my questions! They are also always so kind to my toddler

- Love the library staff! Everyone is so helpful and welcoming.
- Always helpful and nice.
- Staff was so helpful getting us set up. Love the puzzles and games
- While I understand that the library has limited space I do feel things like Libby could be significantly larger
- Helpful and friendly .
- Wonderful!
- Always pleasant and helpful!
- Most are very friendly and quite helpful
- They are always the kindest, nicest, most welcoming group! They are far and above the best thing about the library.
- Always warm, kind and helpful
- Getting Libby
- Very welcoming and energetic
- Just checking out books
- Helpful, friendly, creative
- Very friendly
- Staff have been very helpful.
- wonderful!
- Really nice experience
- All positive
- Caring and invested in community
- Very helpful & friendly. Never see or speak w/ head librarian
- Always pleasant and very helpful.
- Always helpful and friendly
- Excellent service!! Always friendly and helpful and answered my questions. I even called recently to ask if there were any audiobooks on their sale shelves for a friend who just lost her sight! IPL doesn't have a very big Audiobook collection so they seldom put any on the shelf to sell.
- Those I interact with are always helpful and kind. Good role models for my younger siblings. 😊
- Always helpful
- Always helpful.
- Always very helpful
- I'm never left waiting at the checkout counter. Always able to answer my questions with a smile of understanding. I am currently in a personal dither trying to navigate your new web site. I prefer placing books on hold and that's been easy and helpful -- no longer able to make selections based on authors, now unable to find the space for listing my Holds list.
- Nothing but wonderful. Excellent and friendly.
- Wonderful, all very helpful. Miss Janice is basically a celebrity!
- Good.

- The library staff are helpful and courteous and very patient with children.
- Jacey is amazing kind and super sweet.
- Very good
- Very nice and very helpful
- Bingo, always excellent
- All good but hire more!
- Wonderful!
- Wonderful, knowledgeable and friendly
- They are always friendly and helpful and get to the desk quickly when someone is waiting. They are knowledgeable about the library's collection and services.
- Helpful and courteous
- Always helpful
- Always seem willing to help
- No complaints
- They have always been kind and helpful.
- Love the Puzzle Competitions and how fast they acquire newly out books!
- They are friendly, helpful and kind
- Friendly, helpful finding books
- Very helpful when I need assistance.
- They always seem very friendly and willing to help!
- very helpful
- Staff are always kind and more than willing to help with recommendations. They are all so patient with all the little kids.
- They are always courteous and helpful
- Some staff are not very warm and friendly. They seem to not enjoy being there or helping patrons.
- Very helpful, great event planners
- Very nice, no complaints
- ✨ Kelsey ✨ and Katie's mom 🍌 🍌 🍌
- Always very helpful.
- Kind, efficient, knowledgeable

## 12. Facilities



## 13. We value your feedback – are there any changes or improvements you'd like to see in the library? (128 responses)

### Comments about library facilities:

- There is NO QUIET reading place, that is NOT a conference room. A nice cozy spot!!!!
- There is just not enough space. If there is an event going on it is hard to separate it out so there is still quiet space. I go there sometimes to work and sometimes can't find a place to sit. Don't get me wrong - I love all the library does. Its just too small!
- A personal meeting space like a study room that could be reserved.
- A quiet space for reading. There is lots of noise and distraction on Wednesday afternoons primarily, but at other times also.
- Need larger spaces for increasing collection, public events, meeting rooms
- Updated, all feels cramped and older.
- Bigger library with more current authors.
- Needs updating
- The building is too small!
- Their are not very comfy seats for adults to sit and read in.
- Hook/s in the bathroom to hang purse/bags. Bathroom door opener that you can open with your foot.
- More private spaces, where maybe someone could sign up for an individual work space to work on a paper or a project. Small community meeting rooms would be great.

- Larger, more areas to gather. More chairs in groupings for reading.
- There is often a strong, unpleasant odor in the building.
- Larger area for families to hang out that isn't interrupting the library with our noise.
- More room... always busy. Kids need larger area to be kids. Same with adults. Some place quiet to recharge while reading
- It would be nice to have a larger children's area. I'd also love to have playtime or craft time after story time similar to the Norwalk library. More music and activities like scarves, a big stretchy band, and parachute during story time would be great as well!
- Things need to be more spread out. When it gets busy in there it seems like people have to be so close to one another.
- Need more available rooms for programs, studying, meetings, etc.
- Minimal desk space. No privacy. No convenience outlets.
- As we all know it needs modernized and have a better lay out. I will say that the library works well with the space it has.
- I would like to see more tables and study spaces. There don't seem to be enough to support a community the size of Indianola.
- More study rooms available for teens and adults who need a quiet workspace. I love how many books and toys there are for the children, and I also love the fact that this library allows kids to be kids, with the sound of laughter in the library. The only downside is when there are folks who need to work or be on a zoom call.
- separate quiet area; meeting space; study area
- Bigger library
- The library has done the best it can with small spaces. Maybe quiet study rooms could be added. A larger space dedicated to teen books/hangout area
- Individual rooms to reserve for workspace
- I love to see the changing activity wall (I know this is done by the Friends of the Library group) and the play area is so appreciated. I wish there was a non emergency exit in the building closer to the actual parking lot, and the parking lot is usually full and street parking isn't always available. The parking lot also has some pretty aggressive potholes that we avoid.
- I would love for more cozy reading spaces - comfy chairs - as well as study rooms.
- I think that it is just a small space especially for adult reading and studying. The mission and visions of a libraries have changed over the years, and for the better with all the new services. I would still like to have a quieter spot for reading, that's equally comfortable too away from the "younger" kids section.
- Quieter work/reading spaces
- Larger room for community to use.
- Natural light
- A bigger play area for kids stuff like west Des Moines has.
- More activity/ meeting rooms, preferably bigger with several folding wall partitions
- More bathrooms

- The teen area is kinda closed off, I tend to revisit old favorites as well as new ya/adult fantasy, it feels weird going in there.
- Need more quiet sitting areas as well as individual computer table/ pods. Fireplace, comfortable chairs, child/ children area where kids can play as well as read.....
- The library needs to be BIGGER
- It would be nice to add a lounge type area, with a variety of comfortable seating, to sit and read or use the WiFi. (I'm disabled, with chronic pain and back problems. The current furniture isn't very comfortable for me to sit for very long. Something cushy, preferably where I can put my feet up, would be nice.)
- The library needs more space!!!!!!
- If you have more room someday, I suggest moving the play area for kids slightly away from the books. I greatly appreciate the tough topics section for my daughter and sitting there sorting through books can be difficult with kids all around at times.

### Comments about the collection:

- Keep as many of the old books as possible.
- More current books, so I don't have to wait so long for a book
- Often you do not have books that won awards, even from 10 or 20 years ago.
- Increase adult fiction
- Expansion of the Library of Things Expanded Libby Collection
- more e-books
- I love the Libby app for reading books.
- I prefer hardback books not paperbacks but understand they are less expensive.
- I would love access to Hoopla.
- We are senior citizens and it meets our reading needs. Thank you
- More Christian books/ authors, need more table and chairs especially for the 'Seniors'!
- More National Geographic readers selection for kids, Roblox chapter books.
- If there is a series of books that I find appealing, or numerous books by the same author, I wish the library would carry all of them, not just a few
- As I said I prefer books but I know that is not for the majority.
- More movies
- I feel the library could expand its digital products and with more rich literature for children/ teens. I feel the library is hard a pivotal point because of the "popular" books, but unfortunately a lot of new books aren't created equal.
- A special rack for books banned in Florida and other jurisdictions. I'd hate to miss out on something juicy.
- I think there needs to be more space and the collection could be expanded. There doesn't seem to be a lot of space for the books.
- More books about cats and animals 🐱. A few more comfy/cozy spaces. I am kind of jealous of the teen section having cozy spaces.

- More space, more meeting rooms, events people are shoulder to shoulder. Building is falling apart, very outdated.
- I would love to see the things library expand. I think that's a great offering! I read a lot of historical fiction and Christian fiction and I feel like there is a great selection. My kids would love more audio books and I would love to see more nonfiction books in home, farm, livestock, and horticulture topics.
- More digital and online opportunities. The Library needs to align activities with other city activities especially those that happen around the square.
- Bigger, more books
- an equal amount of conservative books and liberal books it's not now, you slant far left on the vast majority of your books.
- I'd like to see more recent Christian nonfiction available.

#### **Comments about programs and events:**

- Sometimes, I see events like the day they happen or when registration is closed.
- I think the Library does an excellent job with their programs and events.
- More multi-cultural recognition--- More multi-cultural programs---
- Higher priority on children's programming. I think it is more important to get kids active in the library and encourage a lifelong relationship to learning and their library
- More diversity programming. Exposure to cultures, languages, book selection. Highlight the difference in the community.
- More programs.
- More space for programs
- Hated the cut back in adult programs.
- I would love to see a winter reading program like you do in the summer time. It's really a huge deal for my kid to get excited about reading.
- I would like to see the all Iowa reads book discussion back at the public library.
- Keep the adult book clubs and all of the adult programming! Not all libraries have this and it makes Indianola special. Minor thing- can be too cold in summer so save money and don't air condition as much.
- Provide more opportunities for multi-cultural, diverse learning.

#### **Comments about the new library:**

- A new library at a new location
- new, bigger library so it can house multiple programs for multiple ages at the same time while also allowing for community use
- Get the new library built!
- Don't move, I enjoy this location
- Library should be kept at current location

- I know others use the library, I do wish the city council would make up their mind on what to do with the library. I think the money isn't there to build a new library, but the parking is limited in the library used now. Not sure what I would say needs to be changed but I hear something needs to be done.
- No, I feel that the current library is enough.

#### **Comments about library hours:**

- Open on Sundays again!
- Would like to see Sunday hours again.
- Should be open Sundays and closed Mondays rather than vice versa. Working families need weekend hours
- I know you had budget cuts, but I was so sad to see Sunday hours eliminated. The library is really the only indoor activity for small children in Indianola in the winter on Sundays
- return to opening at 9:00 AM and Sunday hours return to more timely ILL deliveries

#### **Comments about children in the library:**

- Children in a separate area! Too noisy if adult is trying to read or work.
- Many children who are in the library have no concern for a library to have some semblance of quiet. And parents don't quiet down their children.
- Would be nice to separate children from quiet areas. You need more space!

#### **Comments about online services:**

- Mobile holds book pick up station, Belmar library in Lakewood CO had this and it was sooo convenient! You swipe your barcode and a locker opens with your books.
- We love the online reservation and pickup. Keep it up!
- Find using your online catalog very confusing.
- An easier way to search online for books in the library. Unless the way I've been going about, it is incorrect, it's been very dissatisfying.
- Website needs to include new dvds tab along with the new books tabs.
- If you have an email newsletter, I know nothing about it....If you have a way to make contributions, I know nothing nor do I ever receive anything

#### **General Comments:**

- All of my suggestions for "Improvements" would be all of the items that were recently cut due to the city's negligence on the budget issue. Lack of new books, e-book selection, programs, etc.
- To be better funded, a library is a core, defining service of a community.
- More books to select from. More private meeting spaces. Quieter atmosphere...maybe a separate area for children. More quiet reading spaces
- Inter library loans with other libraries

- I'd like to see more adult programming. However, space is limited. I've been to other libraries where large items can be rented. I'm not aware what's available in INDIANOLA or where the items are hidden if they exist.
- More exposure to diversity.
- Better (easier to use for Sr.s over 80) on line resources for fine arts including some drawing/drafting programs like AutoCad or Vector Works or .... Especially those with 3D color rendering capability, classes (aimed at seniors) on how to use the drawing/drafting programs.
- Works quite well for me.
- Keep up the great work!
- I love our library! It is just small and I am book oriented. I know younger people are more interested multimedia content than I am. However the service I use the most is downloading Audiobooks.
- It works fine for my needs.
- I would like more directions on joining a book group in a timely way
- The biggest change I would like to see is an increase in book selection (which is really probably a space issue). Because of the limited space so many good books are relatively quickly removed from the shelves, and I find it very hard to find the books I need for homeschool curriculum. I have noticed lately an increase in older children's literature (like the borrowers, all of a kind family, ect) and I so appreciate it! The other issue is space. We don't come to many of the free events anymore because they are so crowded and overstimulating in such a small space. Even sorry time in the summer barely fits in the space allotted.
- You need better funding to do more.
- Just updated facility, more kid options after working hours
- No, great resource for the community
- It is Native American Month. We are on Native land. How are you celebrating? Recognizing? Bringing to light?
- I use Libby audio books daily and enjoy using those. Visit the library itself every few weeks and pickup books to read also. If you had room, it would be nice to have a room of used books that patrons could donate and you would sell for 25-50 cents each or so. Paperbacks are nice to read in bed or take on vacation. Our last library did this and I donated and bought lots of books there.
- I would love to see our library move into the 21st century and compete with other libraries of communities of similar size in Iowa. The staff is amazing and has done amazing things with what we have. But...it's been neglected/ignored by the city for too long. I'd also love to see more titles on Libby!

## 14. Plans are underway to design a new library for Indianola. What would you like to see in this new library? (144 responses)

### Comments about an adult section:

- Secluded reading spaces in the adult section
- More space for adults to sit and read or study.
- Bigger size, bigger adult fiction
- Design somewhat like the Council Bluffs library. Very adult friendly with quiet, comfortable spaces for study / reading
- Greater number of computers available. Distinct, separate area for children's library that does not interfere with adult patrons.
- More space to sit in the adult areas
- Adult space separate from kids
- Cozy reading areas that encourage adults to stay and read - maybe converse
- More space so adult reading sections and children are separated
- A little more separation between the kids area and the adults area
- Comfortable chairs, fireplace, better shelvings so we don't have to bend way down (seniors) space between children's books and supplies quiet area of library

### Comments about a children's section:

- A nice reading place good place to have kids play lots of light
- Kids quiet play area is great, and very well utilized at our current library! Have something similar or larger play space in new library.
- A bigger children's space, room for more books, big programming rooms
- Larger spaces for children's activities
- Bigger indoor space for kids to play
- More seating for parents at the kids play area. Maybe separate the play area from the other areas. Some time people seem mad that kids are loud.
- Larger play space more separated from the "quiet area"
- larger children's space with separation from adults (noise). plenty of playspace, maybe like a children's museum
- More stuff for little kids
- Bigger children's area!! Maybe a makerspace?
- A separate, sound proofed children's area.
- Separate area for small children to use
- Separate checkout area for children's section only.
- My daughter loves the white board table and scarf blower. Maybe a few more interactive things for kids as they age past toddlers.

### **Comments about a teen section:**

- Still a teen area please
- Teen hangout, teen room, art cart. Stuff y'all already got (don't get rid of itttt)

### **Comments about location:**

- I would like to see it expanded at it's current location
- I heard some of the candidates at the City Council forum mention moving it by the grain elevator. I would prefer the library do an expansion at the current location which is certainly located and not off a busy road and on the new truck route.
- I love the current location, so as close to the downtown square as possible!
- A location as close to where it's at currently. It's so walkable to other activities, stores, and places that we often walk from the library to somewhere else.
- Keep it in or near its current location; don't stick it out in the sprawling burbs.
- Space for online research, small group conference rooms, larger children's space, ensure wherever it's located there is access via walking and biking - also it's located in an area that's thriving with activity - not beside a grain elevator and county yard lacking funds to improve
- I hope you are able to obtain more space.
- Central location.
- I think present library should be added on to; i.e. enlarged
- Would like to see the library stay in its current location.
- Walkable from downtown.
- I do not think we need a new library. I do think that we need to spend money on acquiring books. If we must have a new library, I want to see it in a very walkable area near the Square.

### **General comments:**

- Reading nooks, more room for programs, half wall area for kids to play in without worrying about them pulling down all the books off the shelf, a sound proof room to practice instruments, private meetings, or group projects
- Personal study space.
- Kids wing or floor. Larger meeting space.
- I have a whole list!!
- The town seems to have outgrown the current library- so we are excited for the development of the new library. We would like to see better separation of spaces - more space to get "lost" in the library. Art and art displays. Maybe a classroom/training room. Better "computer lab."
- More windows and more room for events
- More books; more meeting spaces: bigger kids area
- Quiet reading corners. attractive display of new books.
- Unique and bigger space for each age. Area to socialize and maybe have coffee. Great interactive play area! Johnson County Resource library in Overland Park, KS is what I am imagining!

- Coffee bar or relaxing area
- Room to grow! But study rooms, more flexible meeting spaces, designated spaces for library programs.
- One level
- Just more space to spread out
- Continue with what we have
- More varied authors--recognition of cultures.
- Ability to carry more books and a few more spaces with tables
- More space!
- Lots of space with access to 3D printer, engraving machines, long arm quilting , etc
- More space for quiet reading/study. More space so that it can be more of a community hub. More services/partnerships with community organizations - a lot could be done if there were just adequate space
- Work spaces/rooms, dedicated children's area. Increased shelving for more materials.
- Individual study rooms to reserve or pop in
- Books! Variety of spaces would be nice.
- Separate children's area, sound proof from adult part.Older book taken out of circulation sooner. Better appearance of workers.
- Also, having more attractive spaces to display books and community displays would be nice. Dunn Library hs a nice space they use to create displays about community events or important projects at Simpson. Something like that would be good.
- Yes, but not at the expense of necessary obligations for Indianola, sometimes there are things being done in Indianola that are not necessary such as the so called decorative items made of concrete. Money should be spent on necessary improvements not grants for ridiculous "stuff", which just takes up space.
- Differentiated space for various service and functions.
- maybe an Art Studio
- Larger children’s space. Quiet reading area away from shelves. Larger rooms for activities. Computer area.
- Current popular authors. Frieda McFadden, Colleen Hoover snd all their books.
- Bigger seating area for newspaper/magazine section, more conference rooms, more comfortable and welcome seating areas, fixing the existing issues that have resulted in closing the facility
- Signs to let people know libraries aren’t for loud voices
- A more uniform flow between “adult” and “kids” areas. More comfortable seating for sure.
- Moveable furniture. Nooks to study in or read in. Community space.
- Activity space indoor/outdoor and plenty of parking
- more event rooms, a genealogy room
- Diversity.
- two screen desk set-ups for drawing/drafting/rendering programs
- More copies of popular books and more space to walk in between area
- Study rooms

- Enough room to house all the materials and allow for future growth. Meeting rooms for public use. Teen area and children's section.
- More books and resources. Additional hours. More parking.
- More program space, green space outside
- I do not feel a new library is needed
- Good reading spaces
- I used to go to the Des Moines downtown library regularly because they had an amazing selection of books, it has become a giant computer lounge. I hate it and have not been back there in years. PLEASE don't do that. I hope for a good mix of all types of services.
- More study spaces, more electrical outlets for devices, and more shelving for physical books. The physical Book collection seems to be limited due to the physical space.
- Possibly more bathrooms available rather than just two. More art books. The nonfiction section currently has a great selection of arts and crafts books, but lacking in art history. I would love to see more books about individual artists and the different time periods of famous art. I also believe this library could have a larger selection of Black authors, and books translated to Spanish. With this town's growth, comes more patrons, and with more patrons, comes diversity. I think it could be very beneficial to match the curve.
- Plus coffee shop
- Smiling faces like now
- separate quiet area; meeting space; study area; enlarged collection
- Bigger space for more programs
- It would be nice to have some research materials/encyclopedias available
- Bathrooms near the children's shape. A classic, timeless design that isn't trendy. A good use of taxpayer's funds
- Bigger space
- More parking
- Separate children from computer area. More digital items - movies, games etc.
- A toddler and kids zone like what they have currently, but perhaps bigger or with a toy rotation. The Norwalk library has a nice kids area that surprised us at how well designed it was for multiple ages. I've also seen libraries that have coffee and light foods for sale and that would be incredible! To have a library cafe would be a dream come true, we'd be here daily for stories and a light lunch.
- Not needed
- Quiet comfy reading spaces. Small group meeting spaces.
- Making sure it is accessible
- #1 - more space for more books! #2 - more space for events #3 - possibly study rooms or small meeting rooms
- Diversity.
- Bigger and more separate areas for the kids. Couches and comfy chairs to sit in for adults and others for teenagers.
- Enough room to house all the books, computers, etc that is needed.

- The current set up works fine for my needs.
- No new ideas to,share
- Tech space - great opportunities with what DSM Central has in their tech center, fairytale designed kids area, partial display of library of things
- Continuation of book club; children and youth activities
- A self checkout for materials
- More space, more reading nooks
- A more private area for computer use, rooms for programming activities
- More book space
- Could there be a couple smaller, office type spaces where people can come and meet, or work. With a table/desk and chairs where a couple people could have a private meeting. Or someone could have a quiet place to sit on their laptop and work, without being interrupted or distracted.
- a bigger magazine choice. let the people that use library vote on what mags they want. I would wager some of those mags are rarely checked out. some of those mgs get thecked out rarely
- Cool display to show all of the library of things. Nice meeting room for book club and activities
- A coffee bar...help yourself, QUIET reading space!
- Spaces that can be used after library hours. Community drop off/collection sites (e.g.Norwalk library collects batteries to be recycled).
- Besides more space, keep actual books longer instead of having them only available as e-books! More large print books.As a former teacher in Burlington and a substitute teacher in Indianola, I would always show up with 10-15 of the new books for elementary students and the students were always asking for more. Ability to buy more books for elementary students. Actually more books for all ages!!
- More comfortable places to sit and read, bigger teen and YA sections
- Recognition of other cultures.
- Outdoor reading spaces
- More reading room
- Nice bathrooms. Coffee.
- Add more events to the adventure pass
- Continued adult activities
- More separation of the children's area and the computers/adult areas, continue to have a teen reading room.
- More spaces for families to sit at a table to read together ; more activities during the summer months for elementary aged children; more seating spread through out the library, creating cozy nooks, instead of out in the open area where their is a lot of distractions; some taller tables and chairs for older adults s to sit and use tables comfortably; more handicapped parking spaces;
- Additional space with comfortable chairs for reading.i
- More events for adults and teens
- Coffee room with fancy, automated cappuccino machine like they have at DMOS.
- More space for books. More space for people to sit and read or work without tripping over each other.

- Expanded audio book section for kids and more variety in the adult fiction section. I really like the things and seed libraries as well! They bring such value and I would love to see those expand as well.
- More meeting spaces and places to take zoom calls. Outdoor space for events.
- Plan for adequate parking. Book drop for used books to be recycled.
- adequate parking
- More space for collections
- Larger building, bigger common spaces, private study rooms.
- Pictures and artwork are nice. Cozy spaces to read or hang out.
- Now that remote work has become such a popular thing, it would be amazing to see a remote workspace for remote employees to get out of the house a little bit easier. A space set up with extra monitors, to plug into!

**15. Please share any additional feedback or comments about the library: (77 responses)**

**Comments about a new library:**

- The city got a beautiful new Justice center and I believe the citizens of Indianola deserve a Beautiful new modern Library.
- Love our library so much! Hopefully plans take shape soon as I won't live in a town that doesn't have a library
- There are several plans the city has now for buildings and I feel the library we have is enough.
- I'm extremely concerned about the timeline for completion of a new library. Also, I'm not a big fan of the proposed new location. It may work out just fine, but to me it has several limitations.
- Wished we were able to stay where they are
- I personally don't think Indianola needs a new library. And the new location picked for the library is ridiculous! You're asking the majority of young kids to cross highway 65/69 if they have to walk or ride a bike to the library. That sounds absolutely ridiculous. I personally think the library is located in a great spot right now. It's close to the Square which makes a lot of sense to me. We're supposed to be drawing people to the center of town, not taking them farther away.
- I love the location of the library currently and don't want to see you move it. There is room to expand at the parking lot. The lot is never even close to full and there is ample street parking as well.
- The building should be a simple design and could be added on in the future. Practical design and use furniture and shelving that is in the current library. Could be two story with an elevator. Library personnel should visit area libraries before finalizing any plans. The old library could have been added on with two story additions like Ames but the idea was scrubbed. A library is important, I have used the Indianola library for over 70 years.
- Indianola deserves a more modern larger public library space
- I am sincerely worried about moving the library to across from a grain elevator and in the middle of a dismal rundown industrial area without developing entire area AT SAME TIME, and there's no money to do that in light of other building/space issues. And Friends trying to buy a lot in that area - spending

their funds seems crazy from this side/perspective. I want to believe it's just poor communication, lack of information, but it's not - it's crazy.

- I really enjoy all the programs the library offers for children and adults. I would like for all of those to continue and expand. I like all the audiobooks that are offered and would like to see those increase instead of decreasing due to the budget. I am worried that we will not be able to a place for the library before it needs to move. I would suggest shutting down the pool and moving it there. It would be used more.
- Make current library bigger
- It is so important for communities to have a public library. I am so glad to hear that a building project is in the works for a new library! The library has been a wonderful resource for my young daughter since we moved here around 5 years ago.
- I hope there is space to keep the library centrally located in Indianola.
- We just spent a lot of money to do upgrades to our library now we are looking move locations. The new location proposed has millions of dollars in hazardous removal and is located directly next to the grain facilities. These are both items that will create issues and cost significantly in construction and design. On top of that in the fall there is going to be a lot of grain dust that is going to hamper many of the outside activities that are enjoyed in the fall. Keeping the library next to the square allows for there to be activities that can be put on is alignment with the activities that happen around the square,

#### **Comments about programs:**

- We love family bingo! Doesn't have to be fancy, but just fun.
- More evening adult programs
- Staff does a great job of creating programs that the community wants
- Bingo is always a joy!
- Like bingo and wreath making kids like the book pkg thing more teen events
- More programs

#### **Comments about collections:**



- Very disappointed in the pull back on online options. Love the option of Libby. My husband loves to borrow books for his kindle and I love audio books. Love the willingness to look into getting recommended books. If you get a book in a series, make the whole series available.
- I love the Library
- keep full book series
- I would LOVE to hear what the age of the library collection is. Do we have a goal age? I love when the library shares library statistics.
- I would like to see rotating special collections (and perhaps presentations) available for certain periods, revolving around a wide range of topics.....for example, the constitution, Iowa and national politics, literacy, hunting and fishing literature, etc. You all do a great job with a small budget 👍

#### **Comments about library staff**

- I just want to say again that the staff is top notch. We've been regulars at the library for over a decade now, since having our first kid, and it's the library I went to the most as a child, and the staff you have right now (especially Janis, Kelsey, Jodi, and Jacy) are absolutely top tier.
- This is the best library! I have lived everywhere, i have been a patron of libraries in large cities, and IPL knocks them out of the park. I think it's the staff.
- Overall, the library staff do a great job.
- Library staff is always helpful and friendly!

#### **General Comments:**

- Parking should be for patrons.
- More parking.
- we have a wonderful library and staff! The adult programming is great! And love access to Libby.
- Love going to our local library!! Have really enjoyed our time there!!
- I wish cuts to your hours hadn't been necessary, but I understand why they were done.
- We love our experiences and use the library weekly. Thank you for all doing such a great job!
- As for me and my house, we stan the Indianola library hard! Thanks for all you do for our community. I always loved libraries, but after having kids, I'm even more grateful for a free play space and activities tailored to them that are free and engaging.
- Great asset
- We love the library! I really love the collection of board games and puzzles.
- I really love living in Indianola, but I do think there are ways to improve our town, maybe a little more thought on necessary improvements rather than frivolous things would help this town grow. We need to keep Indianola "responsible" to those who live and work here, and not care so much about those who are just "passing through."
- I love our library. More youth events if possible
- The library has greatly improved the interior offerings in the last couple of years.
- IPL is an amazing resource for our community. Libraries in general are great equalizers for communities as well as places for communities to meet and build relationships.
- I've been to other libraries that appear to have advocacy programs or benefactors. The politics of funding is always in peril when it comes to libraries and cultural investments. Somehow this constant fear of cost cutting needs to be eliminated to ensure the best for the patrons. I failed to mention that I have attended events at the West Des Moines Library, the Franklin Library and the Des Moines Library. Such events have always been intriguing, fascinating, and informative. They draw patrons. Thomas Jefferson ( the Jeffersonian Principle) states: "we must create an enlightened citizenry." What better way to do so, then through a library.
- While not a regular user, I believe strongly in the value of libraries as community builders. They are great equalizers with programs available for all, usually without regard for ability to pay. The range of what libraries are, and could be with adequate space and support, is vast. A well supported library can be a great economic asset to a growing, thriving community. The library does what it can with limited space and resources. What it could be if that were to change, is very exciting to think about!

- We like the library and wish for it to continue. Hoping that the library can get more funding to bring back the programs and hours that it had to cut. Sunday hours were nice. Appreciate the work that has gone into the adult collections. Feel like I find more items I want to read on the shelf than i had a decade ago.
- I have Down syndrome and I love to come in for the social and independent aspect of having something to do and increase my skills. I like to use my card on my own. The staff know me by name and are very patient with me
- better parking, esp. for handicap seniors.
- Great staff
- For a smaller town, your library is amazing
- Diversity.
- Heard there was potential was a trail around the library. Love that
- This is a nice little library.
- Our library is incredible, and I hope the staff feel the community's appreciation for all that they do.
- Would love a fireplace and quiet area. Better displayed of new books and magazines...
- Vivat nostra Library!
- Doing a great job within limited space!
- I'm tired of hearing excuses about the lack of funding. There are ways to do more with less and utilize funds efficiently. I would be more than happy and willing to donate my time, money, or materials if needs were made public.
- Could you add a sort of map reference kind of location for where items are in the library to the info on the site and app? So if someone sees things online, and wants to check them out in person, they don't have to ask a staff member for help.
- We must have a library in Indianola!
- Great job and good luck with changes!
- The library is AWESOME! Any time our granddaughter spends the night, she begs to go to the library! They must be doing something right!
- I know it all cost money and this is one individuals opinion. Thank you!
- The upgrade to the library a few years ago was a good start on an improvement!! More room would allow the library staff to expand their current excellent programs such as the Book Bags that they assemble and the instructional games that are available for checkout.
- I think they are doing a wonderful job, especially considering the impacted budget. I don't understand how a library serving record numbers of citizens is having it's budget cut and not expanded.
- We truly love our library. We regularly check out puzzles, games and books. The new stem project kits are awesome!
- Celebrate differences. Educate.
- It's a great resource for our community and we are so lucky to have it here in Indianola! Thank you!
- It never smells bad.
- Playing games and doing puzzles at the library is lots of fun. Like the playing and drawing spaces. I <3 the library  

- I appreciate our library. It's a wonderful community resource. Thank you for all you do.
- It's always well organized, clean and people very kind! There have been a handful of times that I can't find the book I want in print and have multiple month wait list for ebook.
- Thank you for all you do!
- Keep up the good work. We love you guys and feel very lucky to have such a cool space

# Director's Report



December 2025

**Parking Lot Repairs** - The Street Department recently completed asphalt patching to repair several large potholes in the library's parking lot. We had originally planned to fully deconstruct and repave the lot in 2025, but that project was cancelled due to the change in ownership of the library building.

## **New Timecard System**

The City has transitioned from submitted timecards to an electronic time clock. This change will significantly affect how staff record their work hours and the process for correcting errors. Jody is part of the pilot testing group, and the City anticipates fully implementing the new system in the new year.

## **New Website for Friends of the Library: [iplfriends.org](http://iplfriends.org)**

The Friends of the Library now maintain their own website at [iplfriends.org](http://iplfriends.org). Previously, their pages were hosted and managed within the library's site, but this change allows them to create and update content independently. The library website now simply provides a link to their new site. Alison was instrumental in helping them make this change.

**Website Redesign and ADA Compliance** – As a member of the City's communications team, Alison has been working on a website redesign project that will also bring the City's site into compliance with new ADA requirements. The target for launching the redesigned site is February. A summary of Alison's work on this project is enclosed.

## Library website update for ADA compliancy, 11/26/2025

### Background:

In April 2024, the U.S. Department of Justice updated regulations for Title II of the Americans with Disabilities Act (ADA).

The new requirements state that local and state governments must comply with the Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA for digital accessibility. Compliance deadline for Indianola (determined by pop.): April 26, 2027.

This year, the City of Indianola was allotted a website redesign as part of their contract with the CivicPlus website hosting platform. As the most heavily trafficked pages of the City's website, and the most "website within a website" content structure, the library's pages were chosen for an upgrade in design package.

### Done so far:

- Project started in June 2025
- Explored planning and design concepts
- Received Certificate of Completion of the Digital Access for Everyone course from Easterseals Iowa
- Assisted in design of all website pages as part of the City's Communications team
- Initial department header package design requests submitted to the CivicPlus redesign team in October
- Backend content compliance assessment and edits of all library website content

### Still to do:

- Content compliance assessment and edits of library app and all social media presence
- Design development and approval of library website pages
- Final testing and implementation
- Target launch date of February 2026

Alison Brown

*Teen Services & Marketing Librarian*



# Circulation

NOVEMBER 2025

Print	NOV 2023	NOV 2024	NOV 2025	YTD-FY24	YTD-FY25	YTD-FY26
Adults	3,588	3,245	2,989	20,007	18,846	17,516
Teens	412	378	403	2,762	2,738	2,416
Children	4,809	5,052	4,851	25,958	29,962	29,527
<b>Total</b>	<b>8,809</b>	<b>8,675</b>	<b>8,243</b>	<b>48,727</b>	<b>51,546</b>	<b>49,459</b>

Special	NOV 2023	NOV 2024	NOV 2025	YTD-FY24	YTD-FY25	YTD-FY26
DVDs & Video Games	1,469	1,631	1,605	8,145	8,919	9,231
Magazines	137	105	92	705	647	499
Audiobooks	109	96	62	785	545	478
Games & Puzzles	523	651	725	2,817	3,522	3,756
Library of Things	42	75	74	310	417	383
STEM Kits	NA	30	153	NA	66	497
<b>Total</b>	<b>2,280</b>	<b>2,588</b>	<b>2,711</b>	<b>12,762</b>	<b>14,116</b>	<b>14,844</b>

Digital	NOV 2023	NOV 2024	NOV 2025	YTD-FY24	YTD-FY25	YTD-FY26
Ebooks	1,707	1,716	1,534	8,875	8,933	8,399
Eaudio books	1,514	1,807	2,286	7,846	9,391	11,968
Digital Magazines	267	397	322	696	1,291	1,933
Streaming Videos	191	195	105	897	803	1,008
<b>Total</b>	<b>3,679</b>	<b>4,115</b>	<b>4,247</b>	<b>18,314</b>	<b>20,418</b>	<b>23,308</b>

TOTAL TO DATE	NOV 2023	NOV 2024	NOV 2025	YTD-FY24	YTD-FY25	YTD-FY26
	<b>14,768</b>	<b>15,378</b>	<b>15,201</b>	<b>79,803</b>	<b>86,080</b>	<b>87,611</b>



# Programs and Services

NOVEMBER 2025

Program Attendance	NOV 2023	NOV 2024	NOV 2025	YTD-FY24	YTD-FY25	YTD-FY26
Adults	92	170	98	723	451	347
Teens	102	140	115	482	543	468
Children	840	828	824	4,678	4,097	3,301
Library Meetings	43	46	40	111	84	125
<b>Total</b>	<b>1,077</b>	<b>1,184</b>	<b>1,077</b>	<b>5,994</b>	<b>5,175</b>	<b>4,241</b>

Number of Programs	NOV 2022	NOV 2023	NOV 2024	YTD-FY24	YTD-FY25	YTD-FY26
Adults	13	15	9	48	48	38
Teens	6	8	5	24	29	21
Children	42	42	44	140	152	152
<b>Total</b>	<b>61</b>	<b>65</b>	<b>58</b>	<b>212</b>	<b>229</b>	<b>211</b>

User Statistics	NOV 2022	NOV 2023	NOV 2024	YTD-FY24	YTD-FY25	YTD-FY26
New Library Cards	62	48	52	444	407	302
Door Count	5,986	6,799	5,388	35,871	35,788	32,607
Number of Home Deliveries	9	5	6	47	25	26
Home Delivery Checkouts	115	78	68	629	422	276
ILL Items Loaned	13	19	16	94	102	116

Computer Usage	NOV 2022	NOV 2023	NOV 2024	YTD-FY24	YTD-FY25	YTD-FY26
Public Computers	306	251	268	1,810	1,620	1,543
WiFi Sessions	897	657	509	4,241	3,373	2,422
WiFi Unique Users	330	280	242	1,601	1,409	1,109
IPL App Launches	1,638	1,943	1,997	9,417	10,541	9,011
App Page Views	2,016	2,659	2,648	10,788	14,030	11,998

Meeting Room Usage	NOV 2022	NOV 2023	NOV 2024	YTD-FY24	YTD-FY25	YTD-FY26
Number of Meetings	20	17	22	74	57	87
Meeting Attendance	119	132	104	480	349	301



# YTD Activity Summary

NOVEMBER 2025

