



DELPHI PUBLIC LIBRARY  
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# STRATEGIC PLAN

## 2025 - 2029

Approved by the  
Delphi Public Library Board of Trustees  
January 20th, 2025



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## **Delphi Public Library Main Library**

222 East Main Street  
Delphi, IN 46923

dplibrary@delphilibrary.org  
765-564-2929  
Fax: 765-564-4746

### Hours of Operation:

Monday: 10:00am - 7:00pm  
Tuesday: 10:00am - 7:00pm  
Wednesday: 10:00am - 7:00pm  
Thursday: 10:00am - 7:00pm  
Friday: 10:00am - 6:00pm  
Saturday: 10:00am - 4:00pm  
Sunday: CLOSED



## **Northwest Carroll Library**

164 West Forest Street  
Yeoman, IN 47997

dplibrary@delphilibrary.org  
765-965-2382  
Fax: 574-965-2382

### Hours of Operation:

Monday: CLOSED  
Tuesday: 10:00am - 6:00pm  
Wednesday: 10:00am - 6:00pm  
Thursday: CLOSED  
Friday: 10:00am - 6:00pm  
Saturday: 10:00am - 4:00pm  
Sunday: CLOSED

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# STRATEGIC PLANNING PROCESS

In Fall 2024, a community planning committee consisting of both library staff and active community members was formed in order to inform and draft the library's new strategic plan. This committee met once monthly, in-person or virtually, to discuss the needs of local residents, the state of current library services, and ways in which the library can strive to meet the community's needs.

A community input survey (see *Appendix A*) was also distributed to solicit direct feedback about library services. This survey was distributed in paper at each of the library's information desks, virtually on the library's website and social media pages, and appeared in the library's weekly newsletter. Responses were collected over a period of three months. Those responses, along with the committee discussions, were used to guide this plan for the library's next five years of service.

This plan was approved by the Delphi Public Library Board of Trustees on January 20th, 2025.

## MISSION

**The Delphi Public Library fosters a love of reading, learning, and the arts; supports businesses and encourages entrepreneurs; serves as a hub for information and connection; and serves as a leader in efforts to facilitate diversity and inclusion.**

The Delphi Public Library exists to provide library service to its community. It offers access to information to people of all ages and every occupation. The library purchases and maintains books, magazines, videos, audiobooks, and other library materials helpful for self-directed learning and for recreation, and will sponsor programs, classes, and other activities to further carry out its role.

# COMMUNITY NEEDS & GOALS

The Delphi Public Library serves a population of 7,783 residents in the Adams, Deer Creek, Jefferson, and Rock Creek Townships. The library boasts two branches (downtown Delphi and Yeoman) and twelve staff (seven full-time, five part-time) to serve those residents.

The city of Delphi specifically consists mostly of White, Non-Hispanic residents (84.4%), though there is also an active Hispanic population (15.6%). Other races (Black/African American, American Indian and Alaska Native, Asian) are present in the community but to a much smaller degree.

Residents under the age of 18 account for 26.8% of the total population, with 4.7% being under the age of 5. Young adults (18-24) make up 6.4%, middle adults (25-59) make up 36.9%, and senior adults (60 and up) make up 29.8% of the population. On the whole, the median age for a Delphi resident is 42, skewing slightly older than the state-wide median of 38.

Looking at education status for those age 25 and over, 14.4% have obtained less than a high school diploma. Nearly half (48%) of the population is a high school graduate. Those with some college or an associate's degree total 27.8%. Those with a bachelors or graduate degree total 9.7%.

The median income for a household in Delphi was \$55,385 in 2022. An estimated 28% of households make less than \$35,000. Nearly a quarter of the population in Delphi is employed in manufacturing, followed by 20% that are employed in educational services, health care, or social assistance.

In Fall 2024, a committee of representatives and library staff was formed and met monthly to determine a community vision and appropriate library service responses.

The following needs were identified throughout Delphi and/or Carroll County:

Residents of all ages are affected by a lack of available and affordable **housing** within the community. **Health resources**, including **mental health** and **drug rehabilitation**, are present but limited. While Delphi boasts a handful of grocery stores, **food security** is not a guarantee for many families. All of these needs are compounded by the absence of **reliable transportation**, private or public, for residents to travel within and outside of Carroll County.

Current **childcare facilities** are not enough to meet demand, though the upcoming addition of a center in Flora will open a significant number of seats. The older children in our community need access to **safe public places**, access to **educational resources**, and **programming** oriented to their age group. Families can be better supported by organizational assistance in **parenting** and related topics.

**Public spaces** dedicated to teen and young adult residents are scarce beyond the Upper Room Youth Center. There is a need for **teen cafes** and **entertainment** geared towards that age. **Volunteer and employment opportunities** are also limited in the immediate community. Like other age ranges, teens are in need of **mental health** resources.

Residents enjoying their middle years of life would appreciate **entertainment** options from their community including **rental spaces** that could be utilized for gatherings or for work. An increase in **coworking spaces** could increase local business and personal work satisfaction.

For our elderly residents, **affordable housing** and **food security** are prevalent needs. **Government application assistance** and navigation for programs such as Social Security and Medicare is a necessity for their quality of life. **Scam awareness** is a must as schemes involving the elderly rise. **Entertainment** and **volunteer opportunities** are also insufficient for this age group.

Businesses in the community require appropriately skilled applicants to their open **employment opportunities** and as such require resources for advertisements and interviewing resources. Business owners can benefit from **financial literacy** and **entrepreneurship courses** or trainings.

This list of community needs is not exhaustive and each need is not necessarily specific to the group associated here. In its discussions, the committee discovered that **information** is perhaps the largest need of all; there are existing organizations and services that target these community needs already. That does not mean, however, that the library cannot work to support or supplement these efforts.

As such, the following service responses, from the Public Library Association's *Strategic Planning for Results* process (see *Appendix C*), have been chosen to guide the library's next five years of service:

### **Visit a Comfortable Place: Physical and Virtual Spaces**

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

### **Stimulate Imagination: Reading, Viewing, and Listening for Pleasure**

Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.

### **Make Informed Decisions: Health, Wealth, and Other Life Choices**

Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.

### **Satisfy Curiosity: Lifelong Learning**

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

### **Know Your Community: Community Resources and Services**

Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

### **Build Successful Enterprises: Business and Nonprofit Support**

Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.

#### **Resources:**

Indiana State Library (2023). *Statistics of Indiana Public Libraries*.

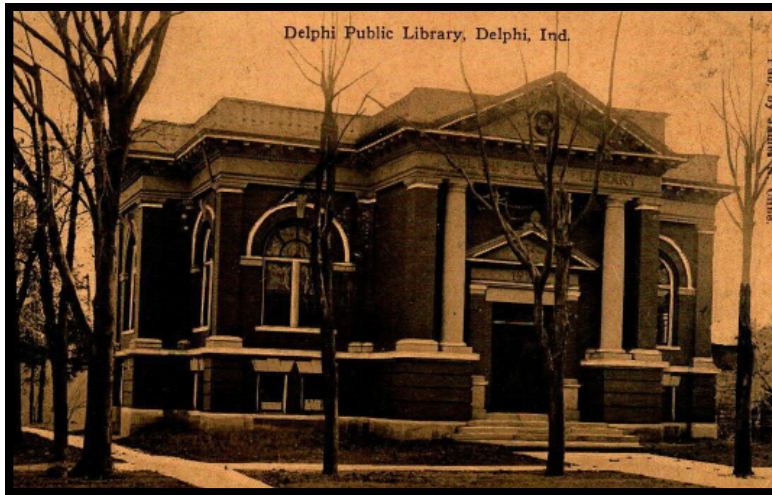
Nelson, S. (2008). *Strategic Planning for Results*. American Library Association.

United States Census Bureau (2022). *American Community Survey*.

# FACILITIES ASSESSMENT

The Delphi Public Library System consists of two buildings: Delphi Public Library (main) located in downtown Delphi and Northwest Carroll Library (branch) located in Yeoman.

The main Delphi Public Library, a Carnegie Library, was built in 1905 and still stands on the original location at the corner of Main and Indiana Streets. An addition was built in 1990 that roughly doubled usable space for both patrons and staff.



The Northwest Carroll Library branch is a log cabin that was converted to a library in the early 2000s. Recent remodeling was completed in 2024 that upgraded flooring and shelving fixtures.

Both facilities are generally well-maintained and in overall good repair.



Facility issues that should be addressed at the main location include the following:

- The accessible entrance, located on Indiana Street, is cracked and unstable. It should be replaced. Likewise, the brick sidewalk near this entrance needs replacement for improved accessibility.
- The outside stairs at the main entrance on Main Street are degraded from years of use and being salted in the winter. They should be repaired.
- The mechanism on the book drop at DPL is unreliable; often not locking, scraping the concrete, and hard to close. A new mechanism or new book drop should be considered.

Though the building is in excellent condition, time and resources should be spent to improve overall accessibility and optimal space utilization within the main library.

As Northwest Carroll Library was just remodeled there are no pressing matters to be addressed, aside from a few minor issues. Namely, the deck needs a fresh coat of paint with slip resistance added and the front storm door should be rehung for optimal accessibility.




# SERVICES ASSESSMENT

Delphi Public Library offers a wide variety of services to the community, with special focus on children's and early literacy programs. Children's programs are well-attended and serve to provide support for families with young children and for the homeschooling community in Delphi.

The library also boasts a dedicated young adult collection and teen-oriented programs including crafts, a book club at the high school, and tabletop gaming. In 2024, teen programs saw an attendance of 291 across all events. Increased marketing and targeted programming will be of benefit to increase overall teen material circulation and program attendance.

Adult can choose to attend crafts, monthly book clubs, or guest speakers. Red Brick Theatre, a collaboration with the Delphi Opera House, continues to produce at least three shows per year. In 2024, the library saw 851 attendees in adult programs. Increased marketing and targeted programming will be of benefit to increase overall adult circulation and program attendance, especially to gain more activity from middle-aged and young adults.

An outreach service offers access to the collection to those who are unable to physically come to the Library. Staff served 221 patrons through this service in 2024.






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WORLDWIDE FOOD SERVICE SAFETY, LEARN A FOREIGN  
LANGUAGE, NATIONAL CAT LOVER'S & NATIONAL  
GIVING MONTH**

**Delphi Public Library  
Hours**

Mon: 10am-7pm    Thur: 10am-7pm  
Tue: 10am-7pm    Fri: 10am-6pm  
Wed: 10am-7pm    Sat: 10am-4pm  
ph: 765-564-2929

**Northwest Branch (Yeoman)  
Hours**


Tue: 10am-6pm    Fri: 10am-6pm  
Wed: 10am-6pm    Sat: 10am-4pm  
ph: 574-965-2382

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 4:00-5:00pm Girls Who Code	3 3:00-6:00pm Youth/Teen Makerspace Hours	4 3:00-6:00pm Youth/Teen Makerspace Hours 5:00-7:00pm Holiday Portraits by Bre's Caricatures	5 2:30pm Outreach Visits 3:00-6:00pm Youth/Teen Makerspace Hours	6 3:00-6:00pm Youth/Teen Makerspace Hours <i>St. Nicholas Day</i>	7 12:00-1:00pm LEGO Club! 2:00-3:00pm Joyful Sound Community Handbell Choir Performance @ DOH
8	9 3:00-6:00pm Youth/Teen Makerspace Hours 4:45-5:45pm Diamond Painting Snowflake Ornaments	10 3:00-6:00pm Youth/Teen Makerspace Hours 5:00-6:00pm Simple Stitches - Beginner's Crochet Time	11 3:00-6:00pm Youth/Teen Makerspace Hours 5:30-6:30pm PM Book Club	12 <i>Fiesta of our Lady of Guadalupe</i>	13 3:00-6:00pm Youth/Teen Makerspace Hours	14
15	16 4:00-5:00pm Girls Who Code	17 3:00-6:00pm Youth/Teen Makerspace Hours 5:30-6:30pm All-idays!	18 3:00-6:00pm Youth/Teen Makerspace Hours	19 2:30pm Outreach Visits 3:00-6:00pm Youth/Teen Makerspace Hours 5:30-7:00pm Game Night	20 3:00-6:00pm Youth/Teen Makerspace Hours	21 10:00am-3:45pm Crafturdays <i>Winter Solstice</i>
22	23 3:00-6:00pm Youth/Teen Makerspace Hours	24 Library Closed <i>Christmas Eve</i>	25 Library Closed <i>Christmas Day Hanukkah Begins</i>	26 3:00-6:00pm Youth/Teen Makerspace Hours <i>Boxing Day Kwanzaa Begins</i>	27 10:30-11:30am Friday AM Book Club 3:00-6:00pm Youth/Teen Makerspace Hours	28
29	30 11:00am-12:00pm Noon Year's Eve 4:00-5:00pm Girls Who Code	31 Library Closed <i>New Year's Eve</i>	  		<p><b>EVENTS COLOR KEY</b></p> <p>Orange text = Children Red text = Teen Blue text = Adult Black text = All</p>	

Delphi Public Library  
222 E Main St  
Delphi, IN 46923

[www.delphilibrary.org](http://www.delphilibrary.org)

Northwest Branch  
164 W Forest St  
Yeoman, IN 47997



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The Library meets a need for access to a notary public, free of charge to all. This service was utilized 55 times in 2024 across both branches. Both locations continue to offer printing, copying, and faxing service to all visitors at minimal cost.

In 2024, 73,296 physical items circulated among our patrons. Books and DVDs continue to be the popular formats. Music CDs were removed from the collection due to lack of circulation. Newer material types such as video games and the Library of Things are slowly gaining attention but can benefit from increased marketing.

The digital collection offered through Libby and the Indiana Digital Library consortium continues to grow. Though still outpaced by the circulation of the library's physical collection, digital materials are well used, seeing a circulation of 22,249 items in 2024. Hoopla and Kanopy are also offered by the library but do not see the volume of usage reported for Libby.

The library offers two rooms for the public to reserve including the Gerber Globe Valve Program Room (seats 50) and Makerspace (seats 8). These rooms were reserved for non-library sponsored events a total of 65 times in 2024, hosting a reported 691 community members.

In total, DPL has issued over 4,000 digital cards to students at Delphi Community Schools, granting those students access to all digital resources. Through this community partnership, the library has provided physical cards to 137 students who would otherwise be unserved.

# TECHNOLOGY ASSESSMENT

The Delphi Public Library features up-to-date technology that can be used for many purposes such as education and entertainment. Service includes access to computers, devices, and equipment that can either be used with or without staff assistance. Laptops and mobile hotspots are popular items available for in-house or home use at no charge to patrons.

The library also provides patrons with access to larger equipment such as the 3D printer and Cricut machine. Staff are available to assist patrons with such technology as well as using it to facilitate timely programming. Exposing patrons to innovative emerging technologies such as virtual reality is a priority, though more efforts are needed in terms of programming and circulating materials.

Generally, equipment is replaced on a five-year schedule.

Electronic resources are available for staff and patron use. Digital circulating collections are available from Libby, Hoopla, and Kanopy. Databases and learning resources include Ancestry (in-library use only), EBSCO, and Encyclopedia Britannica, among others. Local history that has been digitized is available on the library's website, as well.

Library staff stay current on technology by individual use and patron assistance. Individual and team efforts for technology education and improvement would be useful as technology continues to change. This staff training would in turn improve the instruction offered to patrons.

# OPERATIONS ASSESSMENT

The Library currently employs a total of twelve staff members who work across both locations. Under normal working conditions, the staff are able to keep the library operating efficiently and effectively. However, staff are stretched quite thin on days with just a few unexpected absences. It is also difficult for staff to find time and appropriate workspace to spend off-desk for professional development, virtual meetings, or other obligations. Revisions in scheduling practices and hiring of additional employees will be a priority moving forward. Future renovations hope to solve the lack of dedicated off-desk workspace for all staff.

Staff training is also an area that will receive more attention in future years. Cross-training across departments at the basic level would improve confidence and skill when low-staffed. Current department head staff are experienced in successful library operations but can benefit from higher-level professional development and opportunities to contribute to the field as a whole.

The Northwest Carroll Library is a valuable asset to the Yeoman community but sees a small number of visitors. Improved marketing and special programming at that location have potential to increase the amount of foot traffic.

# **SERVICE RESPONSE #1:**

## **VISIT A COMFORTABLE PLACE: PHYSICAL AND VIRTUAL SPACES**

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

**GOAL: Residents of all ages will have easy free access to space (both physical and virtual) for individuals or groups to connect.**

Objective #1: By 2030, the library's year-end visitor count will increase by 5% across both locations.

Objective #2: By 2030, the number of meeting room reservations will increase by 5%.

Objective #3: By 2030, the library's website and social media pages will see a 5% increase in public engagement.

Activities:

- Increase social media/general promotion of open meeting room spaces
- Increase marketing of Branch collections and services
- Redesign current website to meet accessibility standards by 2027
- Create a social media policy and correlating post schedule among staff

Community Collaboration:

- Increase general communication and program collaboration with surrounding libraries (Flora PL, Camden PL, Monticello PL)
- Increase outreach to schools/teachers and provide education about public library services (Delphi Community School Corporation)
- Share information with nonprofits, businesses, etc. about meeting room access (Carroll County Chamber of Commerce)
- Evaluate to improve current marketing practices including newsletter/newspaper use (Carroll County Comet)

## **SERVICE RESPONSE #2:** **STIMULATE IMAGINATION:** **READING, VIEWING, AND LISTENING FOR PLEASURE**

Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.

**GOAL: Library visitors will find materials of interest in print and/or digital formats.**

Objective #1: By 2030, library-wide physical circulation will increase by 5%.

Objective #2: By 2030, library-wide digital circulation will increase by 5%.

Activities:

- Increase patron awareness of materials request form
- Consider membership in resource sharing consortium
- Evaluate current digital lending practices to maximize eBook spending
- Continue skilled curation of the physical book collection including bestsellers and new releases

Community Collaboration:

- Consider potential community locations for external book returns
- Evaluate to improve student card partnership (Delphi Community Schools)
- Promote homebound outreach services and digital resources (Delphi Senior Center)



# **SERVICE RESPONSE #3:** **MAKE INFORMED DECISIONS:** **HEALTH, WEALTH, AND OTHER LIFE CHOICES**

Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions.

**GOAL: The library will facilitate access to credible information related to important life decisions.**

Objective #1: Staff will host relevant guest speakers on topics related to health, financial wellness, education, and similar informational needs at least twice yearly.

Objective #2: Collections (both print and digital) will be kept current with annual updates to resources relating to such topics.

Activities:

- Host informational guest speakers in accordance to patron needs and interests
- Design or display ready print brochures for quick resource reference
- Continue updating the print and digital collection to host the most current resource information

Community Collaboration:

- Invite guest speakers on necessary topics for presentations or workshops (Purdue Extension Carroll County)
- Train library staff on community and statewide resources (Family Health Clinic, Indiana Legal Services, Mental Health America)
- Consult local professionals for current news impacting consumers and recommendations for necessary resources to add to the circulating collection

## **SERVICE RESPONSE #4:** **SATISFY CURIOSITY:** **LIFELONG LEARNING**

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

**GOAL: The library will provide learning opportunities for residents of all ages.**

Objective #1: Each department will plan and implement workshops of patron interest at least once monthly.

Objective #2: Digital learning resources available from the library will see increased promotion of at least one monthly post on all platforms.

Activities:

- Hold workshops related to patron interests: crafts, gaming, computers, cooking, book clubs, etc.
- Use results of community input survey to guide programming selections
- Increase promotion of online databases (Ancestry, INSPIRE, Mango, etc.)

Community Collaboration:

- Increase promotion of digital learning resources to schools and homeschooling families (Delphi Community Schools)
- Invite local businesses and organization to present on their expertise (Chapel Gallery, Delphi Preservation Society)

## **SERVICE RESPONSE #5:**

# **KNOW YOUR COMMUNITY: COMMUNITY RESOURCES & SERVICES**

Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

**GOAL: Residents will have access to ready information about community resources.**

Objective #1: Staff will complete annual training to learn about community resources and best practices for informing patrons.

Objective #2: Staff will develop and ready quick reference information about available resources including organizations, materials, or contacts.

Activities:

- Curate a community resources page on the library website
- Invite guest speakers from community organizations to speak to staff and/or present to patrons

Community Collaboration:

- Increase communication and promotion of relevant community resources (Carroll County Chamber of Commerce, Family Health Clinic, Delphi Senior Center)

## **SERVICE RESPONSE #6:**

# **BUILD SUCCESSFUL ENTERPRISES: BUSINESS & NONPROFIT SUPPORT**

Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.

**GOAL: The library will support resident entrepreneurs by providing resources, information, and meeting space.**

Objective #1: The library will promote business resources at least twice yearly on its social media and website pages.

Objective #2: The library will continue to update its relevant print and digital materials on an annual basis.

#### Activities:

- Update circulating collections, both print and digital, to have updated business resources
- Evaluate and highlight business-centric online databases
- Market library resources, including meeting rooms, for external organization use

#### Community Collaboration:

- Increase communication with major organization supports (Carroll County Chamber of Commerce)

# COMMUNICATION PLAN

This document will be made available digitally for patrons and community stakeholders to view on the library's website, replacing the previous strategic plan. An announcement will be sent as part of the library's weekly newsletter to inform subscribers. Similarly, a social media post will announce the implementation of the new plan. Print copies of this plan will be available at both library locations.

Patrons and community stakeholders are encouraged to review this document and bring any questions to the library director.

## EVALUATION PROCESS

Each staff member will receive a copy of this strategic plan and will be expected to take goals and objectives into consideration when planning programs and selecting materials. Individual contributions will be reviewed and assessed at employee annual reviews.

Library-wide progress will be assessed annually at a designated board meeting. At that time, any revisions or updates will be taken into consideration.

## COLLABORATION STATEMENT

The service responses within this strategic plan each indicate potential areas for collaboration with community organizations.

The library has a strong history of collaborating with schools, community organizations, and other libraries. Example initiatives include book clubs, author visits, theatrical performances, and informational presentations. The outcomes of such efforts have been largely positive and such initiatives will continue.

At any time, potential community partners are welcome to connect with library staff to pitch their ideas for collaboration.

# FINANCIAL RESOURCES & SUSTAINABILITY

The Delphi Public Library is supported primarily through a combination of county taxes. The management of such funds is done with integrity and careful consideration to the library's mission and the needs of the community.

In addition to its operating fund, the library maintains a Library Improvement Reserve Fund that may be used for capital improvements. During years where expenses may be less than anticipated, the library may transfer up to 10% of its annual budget into a Rainy Day Fund. As such, the library is in decent position to implement building improvements while also keeping its ability to weather through any periods of funding disruptions or major unexpected expenses.

The Friends of the Delphi Public Library also provides support for library services and initiatives, the most recurring support being that of sponsorship for non-resident library accounts.

As applicable, the library will also continue to pursue grants from local, state, and national organizations for the purpose of implementing unique and innovative library services and collections. The director will evaluate such opportunities as they relate to the library's mission and community needs.



# EQUIPMENT REPLACEMENT SCHEDULE

2025		2026		2027	
Children Patron Computer 1	Computers	Circulating Laptop 1	Computers	Adult Clerk Computer	Computers
Children Patron Computer 2	Computers	Circulating Laptop 2	Computers	Children's Circulation Computer	Computers
Children Patron Computer 3	Computers	Circulating Laptop 3	Computers	Children's Circulation 2 Computer	Computers
Library of Things Equipment as needed		Circulating Laptop 4	Computers	Branch Circulation	Computers
		Library of Things Equipment as needed		Library of Things Equipment as needed	
2028		2029			
Director's Computer	Computers	Children's OPAC	Computers		
Tech Services Computer	Computers	Adult OPAC	Computers		
Accounting Computer	Computers	Branch Patron Desktop	Computers		
Main Circ Computer	Computers	Branch Patron Laptop	Computers		
Adult Services Computer	Computers	Staff Laptop 1	Computers		
Reference Desk Computer	Computers	Staff Laptop 2	Computers		
Adult Patron Computer 1	Computers	Staff Laptop 3	Computers		
Adult Patron Computer 2	Computers	Staff Laptop 4	Computers		
Adult Patron Computer 3	Computers	Sebo Vacuum	Equipment		
Adult Patron Computer 4	Computers	First Aid Kits	Other		
Chromebook 1	Computers	Library of Things Equipment as needed			
Chromebook 2	Computers				
Chromebook 3	Computers				
Chromebook 4	Computers				
Chromebook 5	Computers				
Chromebook 6	Computers				
Library of Things Equipment as needed					

# PROFESSIONAL DEVELOPMENT STRATEGY

The Delphi Public Library understands the need for its staff to advance their own knowledge and professional expertise in order to keep up with new service trends and technologies. To this end, the library will continue to offer learning opportunities such as training, workshops, conferences, and webinars.

The library will cover most professional development costs as approved by the director. This allows every staff member the chance to participate in learning opportunities. These events will be considered to be part of the employee's work week.

With board approval, the library will close one day per year for an all-staff development day. This day will feature aspects such as first aid training, professional updates, in-house procedure refreshers, tours at other libraries, and talks with community organizations.

In addition, library staff are encouraged to attend a larger library conference such as ALA or ILF. Staff are chosen in order of seniority and as budget allows.

# APPENDIX A: SURVEY QUESTIONS



## Community Input Survey

Please help us plan the future of Delphi Public Library! Fill out this form and return it to library staff or the bookdrop. An electronic version is available on our website.

1. What is your age group?  
 Under 18     18 to 22     23 to 34     35 to 44  
 45 to 54     55 to 64     65 to 74     75+
  
2. How often do you visit Delphi Public Library?  
 Multiple times per week     Every week  
 2-3 times per month     4-6 times per year     Never
  
3. Which location do you use most often?  
 Main Library (Delphi)     Northwest Carroll (Yeoman)
  
4. If you do not use DPL regularly, why not?
  
  
  
  
  
  
  
  
  
  
5. How do you typically use the library? Check all that apply.  
 Borrow items     Access wi-fi     Access eBooks  
 Use computers or copier     Research     Attend events  
 Work, study, or read     Meet or socialize with others  
 Stay warm/cool     Other:
  
6. How do you prefer to learn about library services?  
 Flyers in the library     Word of mouth     Facebook  
 Library website     Newspaper     Other:

**Please flip this page over to complete the rest of the survey.**

7. Select up to 5 services that you think are most important for the library to offer:

- Access to computers/wifi
- Copy/scan/fax
- Community meeting space
- eBook access
- Local history collections
- Interlibrary Loan
- Programs
- Services for children
- Services for teens
- Other:

8. Select up to 5 program topics that would interest you most:

- Art
- Author Visits
- Concerts
- Crafts
- Current Affairs
- Environment
- Films
- Finance
- Gardening
- Genealogy
- Local History
- Mind/Body
- Music
- Parenting/Family
- Literature
- Science
- Technology
- Writing Workshops
- Other:

9. How would you rate your satisfaction with DPL as a whole?

- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

10. What three words would you use to describe the library?

11. What is a problem you wish the library could solve?

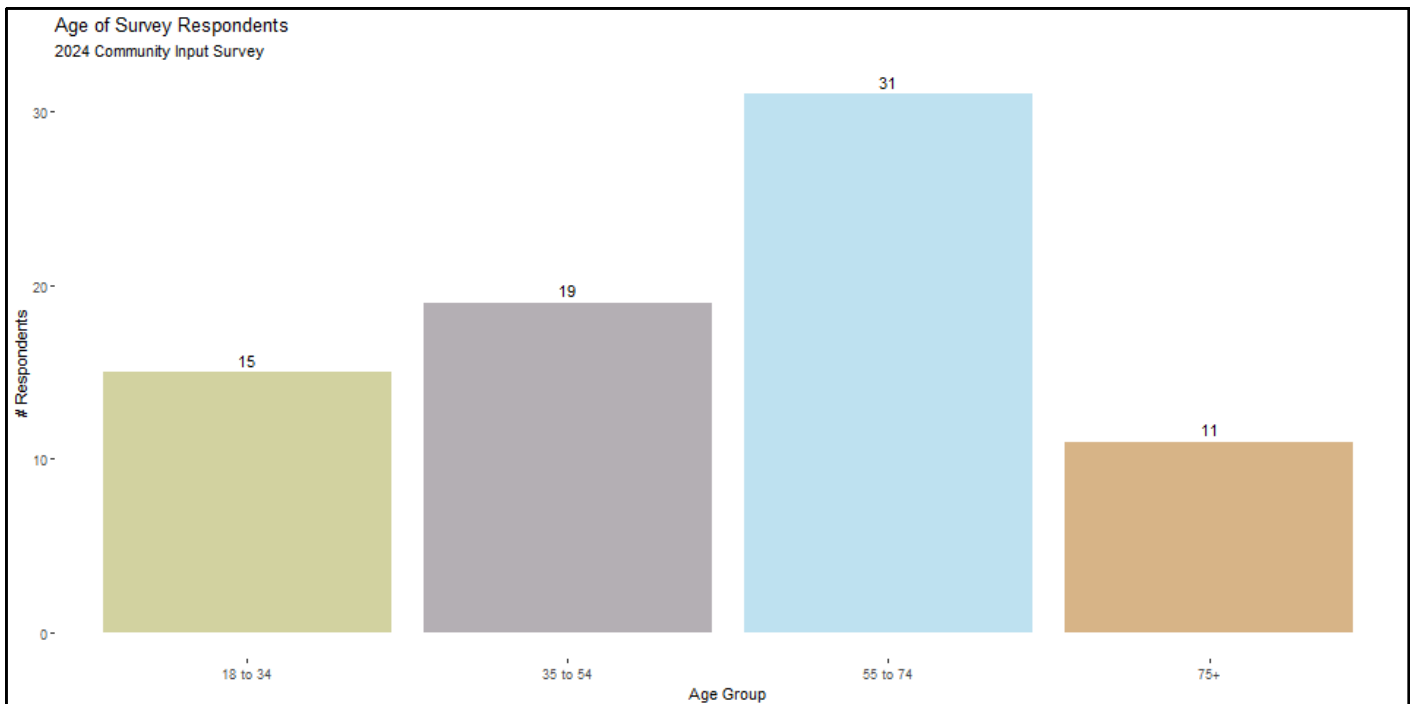
12. What would you like to see the library focus on over the next five years?

**Thank you for completing this survey!**

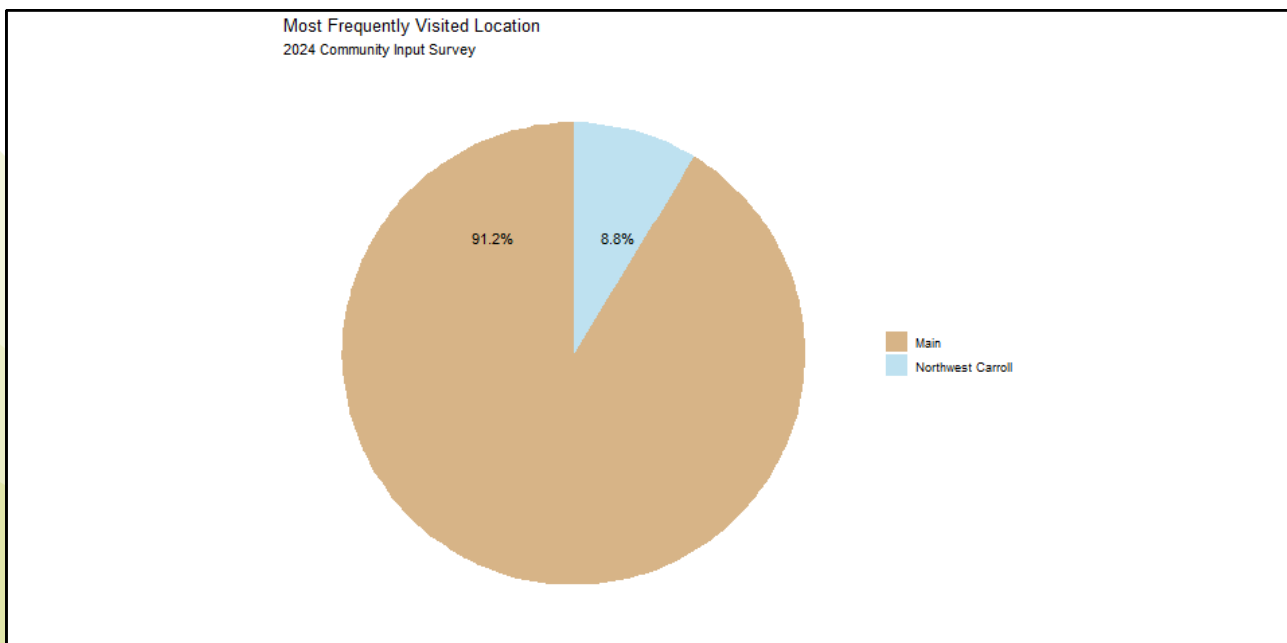
# APPENDIX B: COMMUNITY INPUT SURVEY STATISTICS

The following charts have been assembled from the responses to the 2024 Community Input Survey.

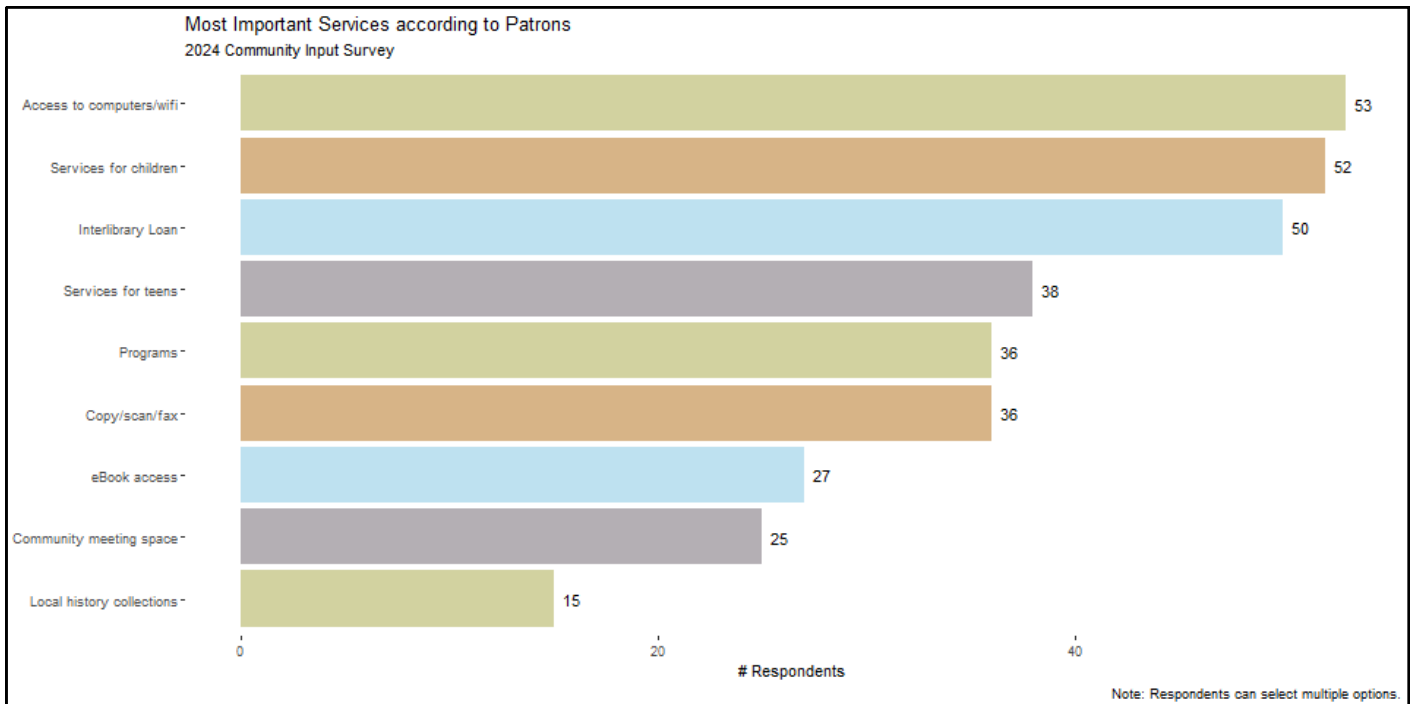
Of those that provided demographic information, the highest number of responses came from those in the **55-74 year old** range.



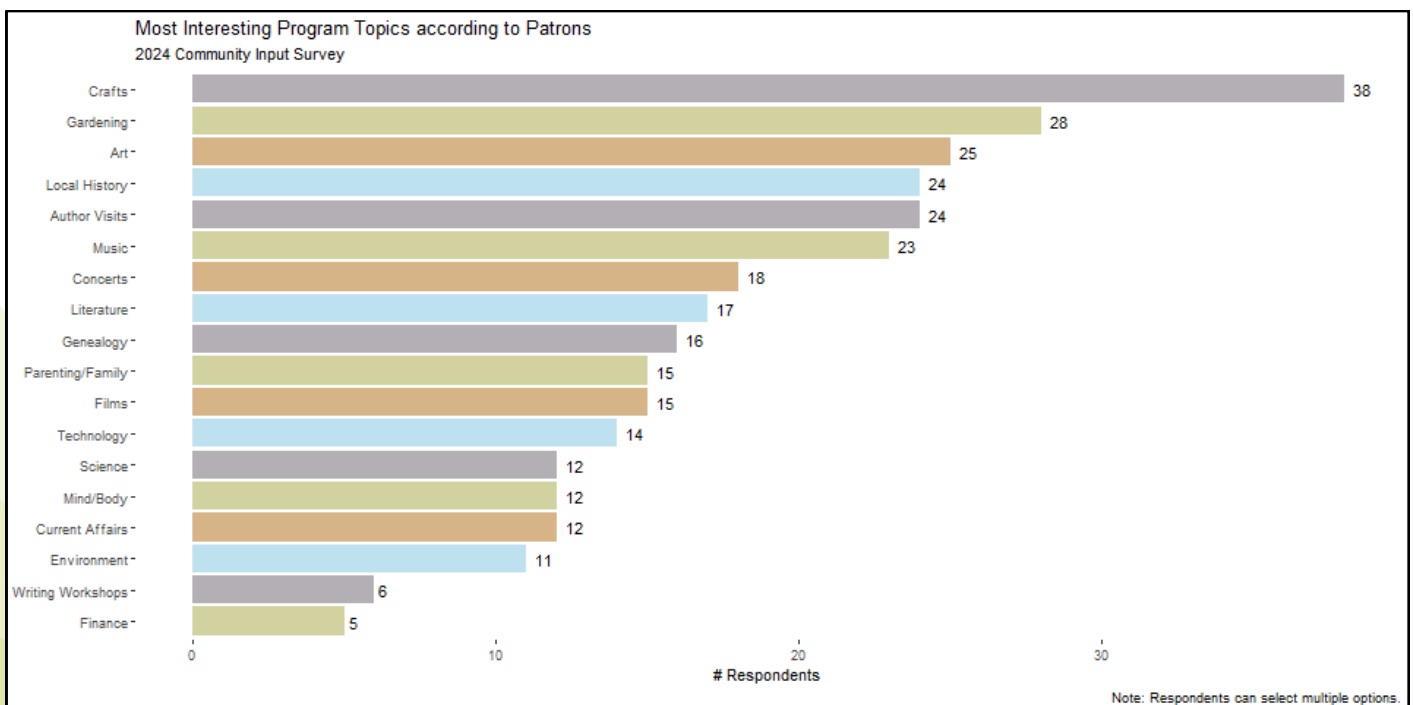
Most respondents prefer to visit the **main library** (91.2%), with 8.8% preferring the **Northwest Carroll Library** instead.



When asked about which library services are most important, **Access to Computers & Wifi**, **Services for Children**, and **InterLibrary Loan** rank highest and close.

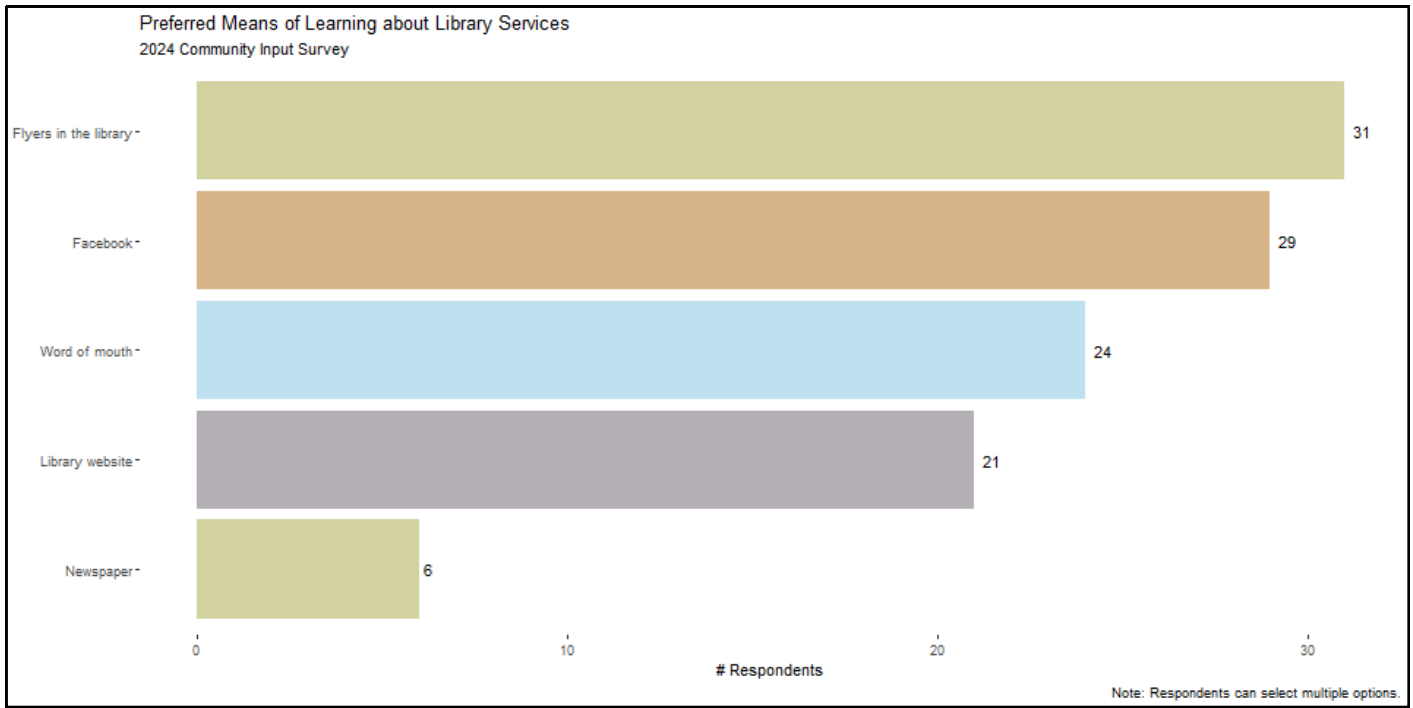


The most interesting program topic, by a large margin, is **Crafts**. On the other end, patrons report being interested least in **Writing Workshops** and **Finance**.

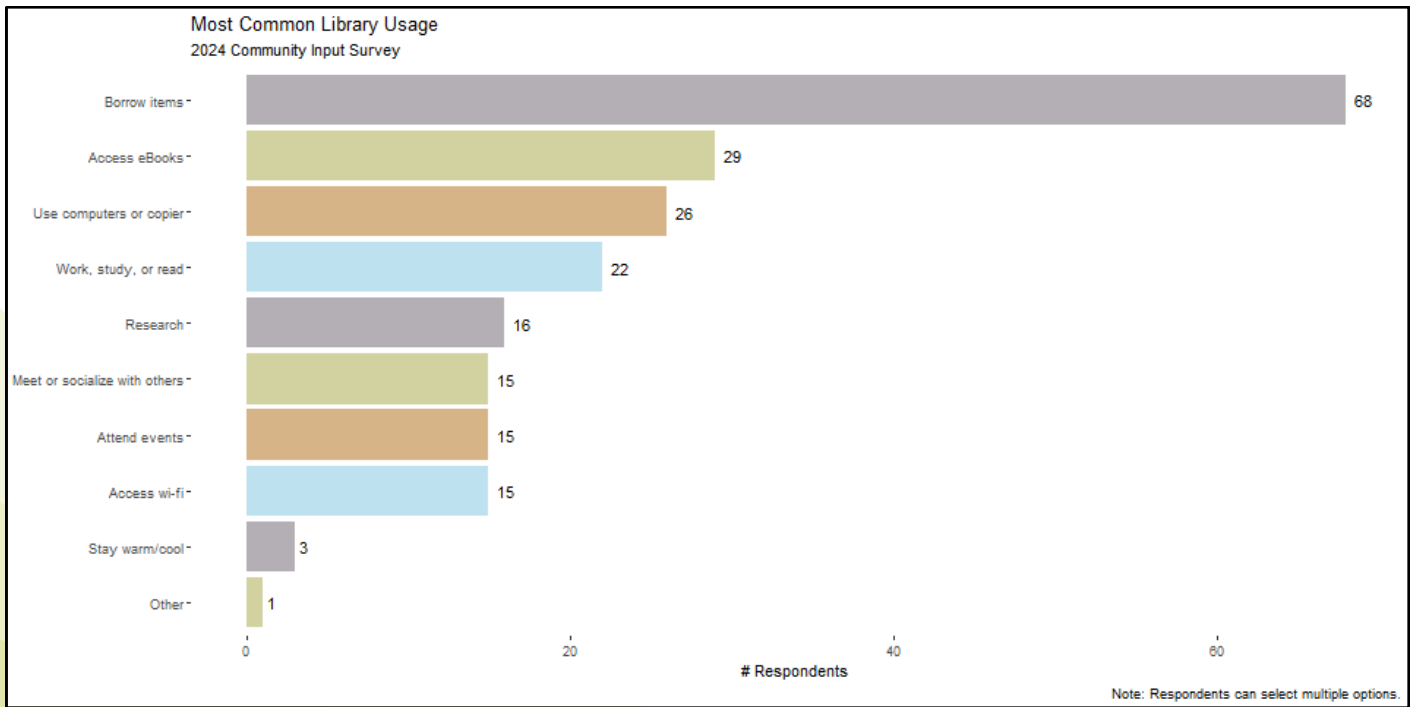




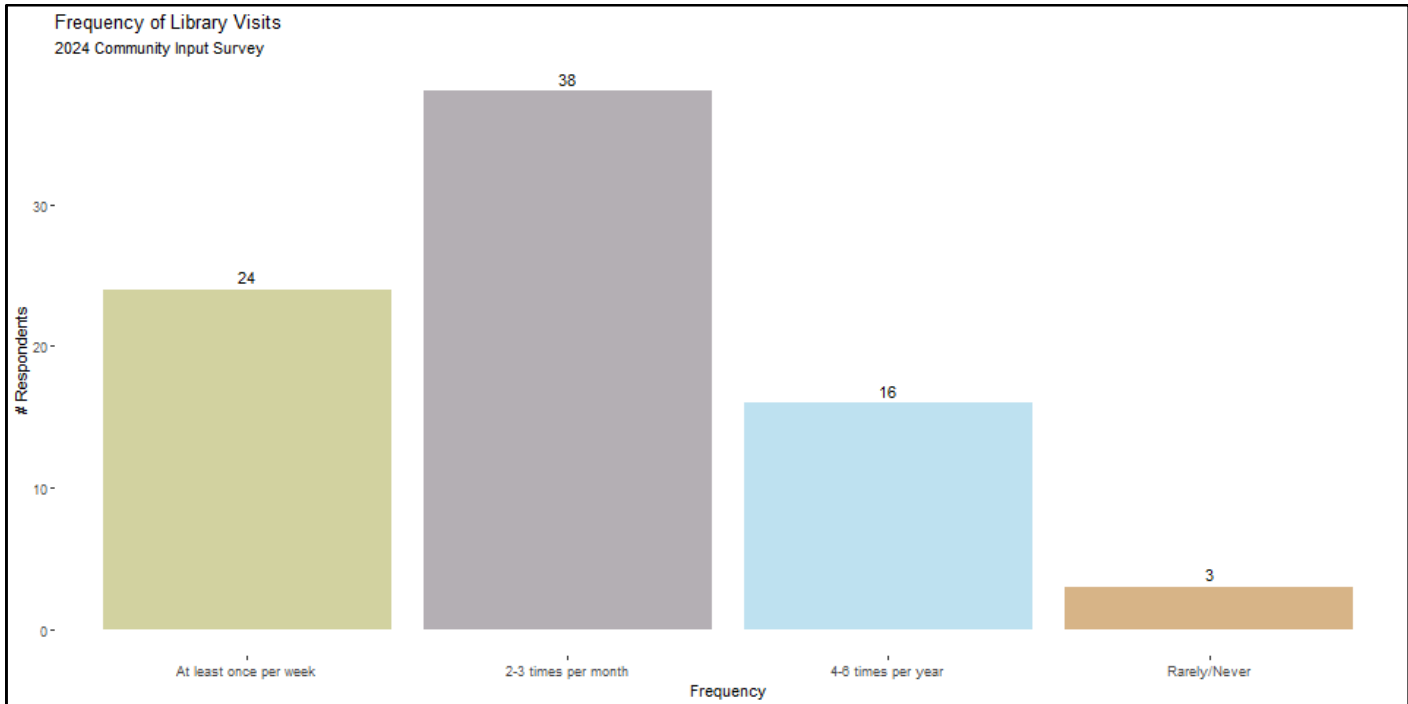
Reading **Flyers in the Library** and seeing advertisements on **Facebook** are the most preferred means of learning about library services. Newspaper is the least preferred medium.



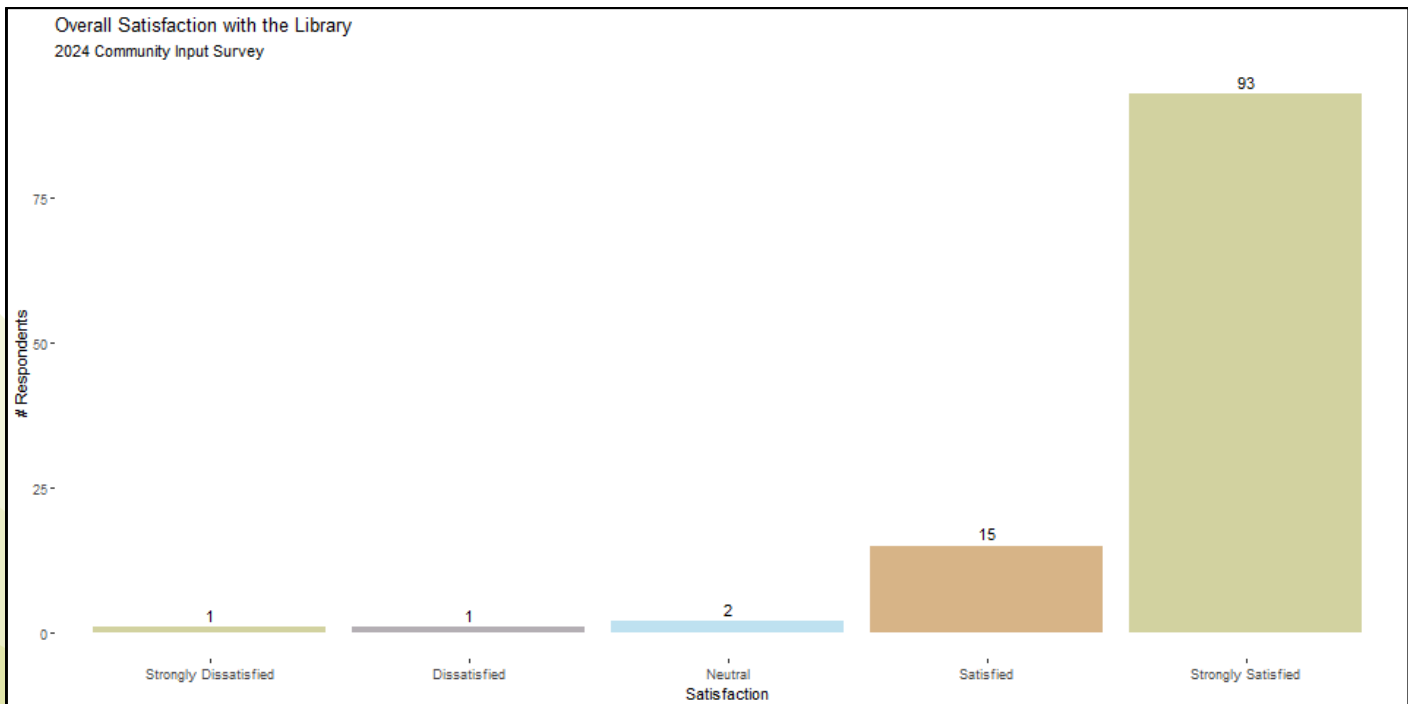
**Borrowing items** is the most common use of the library, followed by **Accessing eBooks**.



Respondents commonly visit the library **2-3 times per month**. Three respondents indicated that they **rarely or never** visit the library.



The majority of respondents (83%) indicated that they are **strongly satisfied** with the library.



This word cloud indicates the frequent responses when respondents were asked to identify three words to describe the Delphi Public Library:



# APPENDIX C: PLA SERVICE RESPONSES

From Nelson, S. (2008). *Strategic Planning for Results*. American Library Association.

## **1. Be an Informed Citizen: Local, National, and World Affairs**

Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision-making.

## **2. Build Successful Enterprises: Business and Non-Profit Support**

Business owners and nonprofit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations.

## **3. Celebrate Diversity: Cultural Awareness**

Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community.

## **4. Connect to the Online World: Public Internet Access**

Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

## **5. Create Young Readers: Early Literacy**

Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn, write, and listen.

## **6. Discover your Roots: Genealogy and Local History**

Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.

## **7. Express Creativity: Create and Share Content**

Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.

## **8. Get Facts Fast: Ready Reference**

Residents will have someone to answer their questions on a wide array of topics of personal interest.

## **9. Know Your Community: Community Resources and Services**

Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

## **10. Learn to Read and Write: Adult, Teen, and Family Literacy**

Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens, and workers.

## **11. Make Career Choices: Job and Career Development**

Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

## **12. Make Informed Decisions: Health, Wealth, and Other Life Choices**

Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions.

## **13. Satisfy Curiosity: Lifelong Learning**

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

#### **14. Stimulate Imagination: Reading, Viewing, and Listening for Pleasure**

Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices among the options.

#### **15. Succeed in School: Homework Help**

Students will have the resources they need to succeed in school.

#### **16. Understand How to Find, Evaluate, and use Information: Information Fluency**

Residents will know when they need information to resolve and issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

#### **17. Visit a Comfortable Place: Physical and Virtual Spaces**

Residents will have safe and welcoming physical spaces to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

#### **18. Welcome to the United States: Services for New Immigrants**

New immigrants will have information on citizenship, English Language Learning (ELL), employment, public schooling, health and safety, available social sciences, and any other topics they need to participate successfully in American life.