

**Agenda**  
**Siouxland Libraries Board of Trustees**  
**Downtown Library – 200 North Dakota Ave, Sioux Falls, SD**  
**Wednesday, November 13, 2024 – 4:30 p.m.**

1. Roll call and declaration of quorum  
(Members Present, Members Absent, Guests Present)
2. Adoption/amendment of agenda
3. Approval of minutes of September 11, 2024 regular meeting
4. Review of financial and statistical reports
5. Library Director and Staff reports
  - a) Director Report
6. Public Input
7. Unfinished business
8. a) Approval of Circulation Policy
9. New business
  - a) Approval of 2025-27 Technology Plan
  - b) Approval of 2025 Library Board Meeting Schedule
10. Other
11. Next meeting: January 8, 2025 at 4:30 p.m. at the Downtown Library, 200 North Dakota Ave, Sioux Falls.
12. Adjournment



200 NORTH DAKOTA AVENUE • P.O. BOX 7403 • SIOUX FALLS, SD 57117-7403

## MINUTES OF BOARD OF TRUSTEES MEETING

### Siouxland Libraries

Valley Springs Branch – 401 Broadway Ave, Valley Springs, SD  
Wednesday, September 11, 2024 – 4:30 p.m.

1. Roll Call and declaration of quorum. The meeting was called to order at 4:31 PM by Justine Murtha. Members present: Adam Emerson, Justine Murtha, Joel Rosenthal, County Commissioner Jen Bleyenbergh and Library Director Jodi Fick. Members absent: Lorie Hogstad, Anne Land. Staff present: Alysia Boysen, Dan Neeves, Sharon Hall. Guests present: Abby Brandsrud, former library intern.
2. Adoption of the agenda. Motion by Rosenthal and second by Emerson to adopt the agenda. Motion carried.
3. Motion by Emerson and second by Rosenthal to approve the minutes of the July 10 meeting. Motion carried.
4. Review of financial and statistical reports.
  - a. Jodi Fick: review of capital projects. 50% has been expended, the majority of which has been collections. Shelving project has been delayed and is currently scheduled for the week before and week after Thanksgiving. Operating budget is at 64% used, which is right in line with where it should be.
  - b. Statistical report: numbers are still good, but August activity was slightly lower. August circulation dropped a little, digital circulation is up. Alysia Boysen talked about data in the graphic report (January to August 2024). Slightly over half of circulation is for kids materials reflecting the library's emphasis on early literacy. Study Room/Meeting Room use trends upward, and we watch those trends to determine if we need to provide additional spaces. Electronic resources are the small number of resources that Siouxland Libraries pays for. LinkedIn Learning and Mango Languages are seeing good growth over the last year. Social Media trends were also discussed to show engagement with the community on the library's platforms: Facebook, Instagram, LinkedIn, YouTube, and X. The social media team has been doing great work. Jodi mentioned how Raising Awareness is a part of the library's strategic plan, which is why social media engagement is important. Joel noticed that statistics for public computers and meeting room use has had a big increase over the past year. Joel asked about Novelist, which is a reader's advisory tool to help readers find read-alikes and similar authors.
5. Library Director and staff reports.
  - a. Director Report: Oak View building project kickoff meeting has been rescheduled multiple times because the City will be using new codes, which has delayed the agreement with the architect firm. The Library is partnering with Minnehaha County regarding a legal database named Westlaw. The county is dissolving the law library and needs a location for the database where the public can access it. The county asked if Siouxland Libraries can accommodate. We are drafting a Memo of Understanding which will state that Siouxland will accommodate public access to the database on the Downtown Library's two microfilm computers. Minnehaha County will continue to pay for the database license. In staffing, we are hiring for three current Library Associates and one additional because of an upcoming retirement. On Monday, September 16, the management team will be at a Leadership Offsite at the Washington Pavilion. This is our first full-day offsite. On October 25, we will have our Fall staff in-service. SD Library Conference is Sept. 25-27 in Aberdeen and five Siouxland library staff will present. All staff picnic is Sunday, September 22. Last Monday – September 9, Jim Gill (nationally

- renowned early literacy expert) trained library storytellers along with local librarians from neighboring communities. The landraumat libraries has been expanded and is now called Book Nooks. Books will be placed at places where children often wait. Places include healthcare facilities and car maintenance locations, and the Union Gospel Mission. Jodi encouraged the board to read through the blog posts on the library's website.
- b. Rural East Branch – Sharon Hall, Branch Librarian. Since Sharon has last met with the library board, significant staff changes have occurred due to retirements of longterm employees. We are in the process of filling one vacant FT position. The new PT employees along with FT employee from Rural West are fitting in wonderfully. Rural East had a busy summer. While Baltic is rebounding from the loss of a longterm employee and retirement of teachers that used the library extensively, staff are beginning to bring more programs in to boost usage. Garretson paid to repaint the library and replace carpet over the past year. Visits in Garretson are up 7% and circulation is up 17%. Valley Springs is rebounding after six weeks closure last year. Circulation has increased 42%. Brandon Library circulation is up 9%. All the Rural East locations except Valley Springs have begun Expanded Access, and 70 customers have registered to use this option.
6. Public Input. (There was no public input.)
7. Unfinished Business. (There was no unfinished business.)
8. New Business.
- a. Approval of 2025 Library Holidays and Closures  
Emerson moved to adopt the 2025 Library Holidays as presented. Rosenthal seconded. Motion carried.
- b. Review of recommended revisions to the Internet Use and Safety Policy  
Jodi explained a revision to the policy to accurately reflect practices. Motion to adopt by Rosenthal and seconded by Emerson to be in place effective immediately. Motion carried.
- c. Review of recommended revisions to the Collection Development Policy  
The last update was approved in September 2023. This recommended change is due to the new SD codified law. A statement was added to the policy based on recommendations by the State Library and with City Attorney Office review to indicate that Siouxland Libraries makes thorough efforts to not obtain obscene materials. Motion to adopt by Emerson and seconded by Rosenthal to be in place effective immediately. Motion carried.
- d. Review of Circulation Policy  
This is a new policy to Siouxland Libraries. Jodi explained the different parts of the recommended policy. Joel raised concerns over the student success cards. Motion to table a decision by Rosenthal and seconded by Emerson until the next meeting. Motion carried.
9. Other.
- a. (There was no other business.)
10. The next regular meeting will be on Wednesday, November 13, 2024 at 4:30 PM at the Downtown Library, 200 North Dakota Ave, Sioux Falls.
11. Adjournment. The meeting was adjourned at 5:53 P.M.

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Daniel Neeves, Library Staff

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

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Jodi Fick, Board Secretary

CITY OF SIOUX FALLS

YEAR-TO-DATE BUDGET REPORT



FOR 2024 10

ACCOUNTS FOR:	General Fund	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
100								
048 Facilities		2,134,938	0	2,134,938	1,795,442.19	.00	339,495.56	84.1%
076 Collections		238,350	0	238,350	240,640.83	11,000.00	-13,290.83	105.6%
077 Operations		7,084,363	0	7,084,363	5,275,498.94	30,307.70	1,778,556.36	74.9%
078 Technology		815,082	0	815,082	749,281.16	10,948.88	54,851.50	93.3%
079 Program Support		62,200	0	62,200	41,663.72	525.00	20,011.28	67.8%
TOTAL General Fund		10,334,932	0	10,334,932	8,102,526.84	52,781.58	2,179,623.87	78.9%

CITY OF SIOUX FALLS

YEAR-TO-DATE BUDGET REPORT



FOR 2024 10

ACCOUNTS FOR:	Capital Improvement Fund	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
253								
076 Collections		921,000	-63,782	857,218	694,040.42	.00	163,177.58	81.0%
077 Operations		0	175,000	175,000	.00	63,333.00	111,667.00	36.2%
078 Technology		0	194,615	194,615	26,588.00	.00	168,027.00	13.7%
TOTAL Capital Improvement Fund		921,000	305,833	1,226,833	720,628.42	63,333.00	442,871.58	63.9%

## Siouxland Libraries Summary Report - October 2024

	This Month	This Month Last Year	This YTD	Last YTD	% Change YTD
<b>People Served / Visitors</b>					
Service area population			250,551	241,518	3.7%
New Cardholders	458	860	7,730	8,813	-12.3%
Active Cardholders			81,925	86,612	-5.4%
<b>Total Walk-in Visitors</b>	<b>77,378</b>	<b>69,038</b>	<b>705,352</b>	<b>676,541</b>	<b>4.3%</b>
Website Sessions	41,969	37,347	381,591	392,470	-2.8%
Library Catalog Sessions	5,952	9,293	97,837	242,593	-59.7%
Vega Library Catalog	25,300	24,700	286,789	139,600	105.4%
Mobile App Users	16,415	13,767	170,986	60,068	184.7%
<b>Total Digital Sessions</b>	<b>89,636</b>	<b>85,107</b>	<b>937,203</b>	<b>834,731</b>	<b>12.3%</b>
<b>Total Hours Open</b>	<b>2,093.00</b>	<b>1,938.00</b>	<b>20,239.75</b>	<b>19,163.60</b>	<b>5.6%</b>
<b>Resources Used</b>					
<b>Circulation</b>					
Baltic	736	594	6,241	8,627	-27.7%
Bookmobile	6,427	4,314	45,573	35,676	27.7%
Brandon	9,558	8,505	94,524	85,754	10.2%
Caille	25,067	25,796	267,986	268,548	-0.2%
Colton	893	708	7,795	7,095	9.9%
Crooks	1,312	1,061	13,556	11,896	14.0%
Downtown	20,960	27,487	223,479	238,261	-6.2%
Garretson	683	623	5,556	4,794	15.9%
Hartford	1,243	1,597	14,930	16,827	-11.3%
Humboldt	325	328	4,439	4,911	-9.6%
Oak View	9,223	9,652	100,262	97,104	3.3%
Prairie West	19,352	19,595	208,175	205,202	1.4%
Ronning	29,336	27,882	307,504	281,065	9.4%
Valley Springs	185	186	1,570	1,189	32.0%
Siouxland Use Garretson School	101	103	596	434	37.3%
<b>Total Physical Circulation</b>	<b>125,401</b>	<b>128,431</b>	<b>1,302,186</b>	<b>1,267,383</b>	<b>2.7%</b>
<b>Digital Resource Use</b>					
OverDrive eAudio	21,714	17,452	207,811	159,781	30.1%
Hoopla eAudio	4,813	3,979	47,589	34,075	39.7%
OverDrive eBook	15,817	15,155	165,904	152,811	8.6%
Hoopla eBook	1,960	1,182	18,531	12,195	52.0%
Hoopla Movie, TV, Music, Comic	1,084	984	9,964	10,028	-0.6%
OverDrive Magazine	5,083	6,408	52,289	24,978	109.3%
<b>Total Digital Circulation</b>	<b>50,471</b>	<b>45,160</b>	<b>502,088</b>	<b>393,868</b>	<b>27.5%</b>
<b>Total Circulation All Materials</b>	<b>175,872</b>	<b>173,591</b>	<b>1,804,274</b>	<b>1,661,251</b>	<b>8.6%</b>
<b>Interlibrary Loans</b>					
Materials loaned	75	83	748	800	-6.5%
Materials borrowed	605	637	6,027	6,193	-2.7%
<b>Meeting &amp; Conference Room Use</b>					
<b>Total Meeting Room Use</b>	<b>508</b>	<b>406</b>	<b>4,504</b>	<b>3,465</b>	<b>30.0%</b>
<b>Total Study Room Use</b>	<b>1,278</b>	<b>1,111</b>	<b>12,538</b>	<b>9,037</b>	<b>38.7%</b>
<b>Total Computer Sessions</b>	<b>11,557</b>	<b>10,871</b>	<b>118,470</b>	<b>106,706</b>	<b>11.0%</b>
<b>Wi-Fi Use</b>	<b>42,568</b>	<b>52,912</b>	<b>467,478</b>	<b>521,328</b>	<b>-10.3%</b>

## Siouxland Libraries Summary Report - October 2024

	This Month		This Month Last Year		This YTD		Last YTD		% Change YTD	
<b>Programming</b>										
	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended
<b>Total Adult programs</b>	38	886	35	871	262	5,326	240	4,440	9.2%	20.0%
<b>Total Teen programs</b>	10	103	10	112	124	1,321	87	1,248	42.5%	5.8%
<b>Total Children's programs</b>	29	2,706	16	505	270	11,130	230	7,832	17.4%	42.1%
<b>Total Early Learning programs</b>	138	3,405	110	2,808	1,039	24,725	855	23,994	21.5%	3.0%
<b>Total programs</b>	215	7,100	171	4,296	1,695	42,502	1,412	37,514	20.0%	13.3%
<b>Total One-to-One Programs</b>	203		65		3,121		749		317%	
<b>Collection Statistics</b>										
Items added	2,863		4,005		23,030		17,719		30.0%	
Items discarded	2,798		1,402		23,971		16,009		179.1%	
Total physical items in collection					271,180		268,037		1.2%	
Digital eBooks & eAudio added	2,879		981		27,525		9,662		184.9%	
Digital eBooks & eAudio discarded	3,176		1,588		21,518		7,486		187.4%	
Total Digital eBooks & eAudio					44,689		38,259		16.8%	
<b>Total collection size</b>					<b>315,869</b>		<b>306,296</b>		<b>3.1%</b>	
<b>Outreach</b>										
Library volunteer hours	165.00		172.65		1,816.60		1,456.65		24.7%	
Marketing events (booths, etc.)	2		3		33		45		-26.7%	
# of contacts at Marketing events	500		7,164		5,858		11,882		-50.7%	

# Siouxland Libraries Circulation Policy

## Introduction

The purpose of the Circulation Policy is to establish who may obtain a library card at Siouxland Libraries, the privileges associated with different types of cards, and the conditions under which those privileges may be suspended. A valid library card provides library guests with services which may include borrowing materials, placing holds, requesting interlibrary loans, and access to digital resources. The Circulation Policy indicates the expectations for guests prior to, during, and after borrowing items from the library.

Siouxland Libraries is free and open to all for in-house use of resources. Guests without a library card may use public computers via a guest pass. For those using their own devices, free Wi-Fi is available. Guests using computers/Wi-Fi at the library must follow the Internet Use and Safety Policy.

## Library Cards

### Resident

Every person who owns or rents physical property in the Siouxland Libraries' service area is entitled to a free resident library card. Siouxland Libraries serves persons in the City of Sioux Falls and Minnehaha County unless they are serviced by the Dell Rapids Carnegie Library. Residency or property ownership within this area is required and must be verified through photo identification and proof of address. RVs, PMBs, and P.O. Boxes do not qualify as physical property.

Resident Cards allow the holder to check out up to fifty library materials at a time and to access digital resources. Resident Cards are valid for three years. There is no age restriction for possessing a library card. However, individuals under 18 must have consent from a parent/legal guardian to receive a full access card and the parent/legal guardian must accept responsibility for the minor's use of the library.

### Non-Resident

Library card applicants who do not live in the library service area will be required to purchase a Non-Resident Card that enables full borrowing privileges. The fee is based on Sioux Falls City Ordinance 133-99. Non-Residents may be exempt from the fee if they meet one of these exceptions as established by the Library Board:

- Non-residents who pay property taxes in the library service area



- Any non-resident student, teacher, or school staff who attends or is employed by the school districts in the libraries' service area
- Any non-resident student who attends and resides at a university or technical college in the libraries' service area
- City of Sioux Falls and Minnehaha County employees

### **3-Item Limit Card**

Library card applicants who reside in the City of Sioux Falls or Minnehaha County without a permanent address or proof of address may apply for a 3-Item Limit Card. This card allows the holder to check out up to three library materials at a time and to access digital resources. These cards are valid for one year.

### **Student Success Cards**

Students within the school districts of the libraries' service area may apply for a Student Success Card, a limited access card. This card allows the holder to check out up to two items at a time, and these items are limited to physical books and magazines. Digital and audiovisual materials such as DVDs, Wonderbooks, VOX Books, and audiobooks may not be checked out with a Student Success card. These cards expire on August 31 of each school year.

Elementary Student Success Card holders may only check out materials from the children and middle reader sections. Teen Student Success Card holders may only check out materials from the children, middle reader, and teen sections.

### **Business Cards**

Any institution, business, or school located in the Siouxland Libraries service area can apply for a Business Card. These cards allow authorized guests full access to library materials and services. Business Cards are valid for one year.

### **Registration**

Guests may apply for a library card on Siouxland Libraries' website or in-person by visiting any library branch.

Applicants who request a library card from Siouxland Libraries must show government issued photo identification and verification of residency or proof of renting/ownership of physical property in Sioux Falls or Minnehaha Country.

Examples of acceptable photo identification:

- Driver's license
- Military identification

- Passport
- Tribal ID

Examples of acceptable address verification:

- Valid government-issued ID with current address
- Current bank statement, utility bill, paycheck, or mail with name
- Vehicle registration
- Post office verification of address
- Current preprinted checks

Non-Resident applicants must either pay the non-resident fee or show proof of their exempt status. Examples of acceptable proof of exempt status:

- Current tax receipt, showing property taxes paid to the City of Sioux Falls or Minnehaha County
- Current employment identification at the City of Sioux Falls or Minnehaha County or a school district in the library's service area
- Current student identification showing enrollment at a school district in the library's service area
- Current receipt of housing fees and student identification showing enrollment at a university or technical school in Sioux Falls or Minnehaha County

By accepting a library card, the guest agrees to:

- Accept responsibility for all activity and transactions in the library
- Abide by all Siouxland Libraries policies
- Pay any fees due to lost or damaged materials
- Provide timely notification to Siouxland Libraries of a change of address, change of contact information, or loss of card
- For minors, parent/legal guardian assumes full responsibility for child's access and borrowing of library materials.

### **Converting a 3-Item Limit or Student Success Card into a Resident Card**

To convert a 3-Item Limit Card into a Resident Card, the card holder must show proof of Sioux Falls or Minnehaha County residency.

To convert a Student Success Card into a Resident Card, a parent/legal guardian must show proof of Sioux Falls or Minnehaha County residency along with valid ID. The parent/legal guardian assumes full responsibility for the child's access and borrowing of library materials and any fees charged to the card.

### **Library Card Renewal**

Once a card expires, the card holder will not be able to checkout, renew library materials, or access digital library resources.

Cards may be renewed in-person at any Siouxland Libraries branch or over the phone. Renewals require identity verification. All fees must be paid before a card can be renewed.

### **Updating Account Information**

The library must be notified of any changes to guest's name and addresses. Updating account information, such as name, address, or email address, can be changed in-person at any library branch or over the phone. Guests may submit a request online to change information. In-Person information updates require the library card or photo ID. Information updates over the phone require the library card number and verifying identification.

### **Lost Library Card**

Guests are expected to report lost cards promptly. Identity verification is required to receive a replacement library card.

### **Checkout Privileges**

Any individual with a Siouxland Libraries card that is in good standing may check out library materials. To be in good standing, guests must have no more than \$10 in charges or no lost material regardless of the value of the lost material.

All materials will have an assigned due date based on the item. Items checked out from one Siouxland Libraries branch may be returned to any other Siouxland Libraries branch.

### **Non-Circulating Materials**

Newspapers, reference and genealogy materials, and Caille Room materials are not available for checkout. These materials are available for use within the library only.

### **Holds**

Guests may place a hold on circulating materials by requesting the item online, calling, or asking a staff member to place the hold. This process reserves the item for pickup when it becomes available. Guests will receive a courtesy notice that the item is ready for pickup at the selected branch. The library will make two efforts to notify guests that a hold is available. Guests may check their accounts online to view the status of a hold. To place a hold, a Siouxland Libraries card and PIN will be needed.

Held items must be checked out before leaving the library. If items are not picked up after seven open days, the item will be loaned to the next guest on the hold list or returned to the shelf. A guest may request a new hold be placed on the item and they will be added to the bottom of the hold list.

## **Renewals**

Most items may be renewed up to three times provided the library card is in good standing and no other guests have a hold on the item. Siouxland Libraries allows for automatic renewals, which will occur on the due date. Items may be renewed by phone, in-person, or online.

## **Interlibrary Loan**

The Interlibrary Loan Policy provides guidelines for the requesting and borrowing of materials between libraries.

## **Library Notices**

At checkout, a receipt will be offered that lists the due date for items. Guests may also check their due dates online with their library card number and PIN.

Overdue notices are a courtesy that Siouxland Libraries gives to guests. Failure to receive a notice does not exempt guests from fees or the obligation to return library materials. The library attempts to notify the guest three days before an item is due. Once library material is overdue, a notice will be sent 7 and 14 days after the item was due. At 30 days overdue, the item will be considered lost, and the guest will be sent a bill notification that requests the return of the item or payment for its cost.

## **Library Fines & Fees**

### **Late Fees**

Siouxland Libraries does not charge late fees on any library material. In respect to this, guests are expected to be aware of due dates and return library materials promptly.

### **Lost Materials**

Library materials will be declared lost if they are not returned to the library within 30 days after the date it was due. Once an item is declared lost, the guest will be billed the price of the item.

If the item is returned within 30 days of being declared lost, the charge will be removed from the guest's record.

If a guest pays for a lost item, the item is theirs to keep. The library will not provide refunds once payment is made for a lost item. Guests are urged to search thoroughly for items before paying the replacement fee.

### **Damaged Materials**

An item is considered damaged when it is not returned to the library in the condition in which it was borrowed, excluding normal wear and tear.

It is the guest's responsibility to return items in the same condition in which they were borrowed or be subject to a replacement fee for the damaged item. It is the responsibility of the guest to report any existing damage when an item is checked out. Once a guest has paid for damaged materials, the guest is allowed to keep those materials. Library staff will decide if the same item(s) or another selection will be bought. A guest must seek library approval before purchasing a new copy as a replacement.

### **Missing Parts**

If items are returned with a missing part or parts, guests will be billed for the replacement of the missing items. The return of missing parts will result in the associated fees being cleared.

### **Return Disputes**

If a guest believes they have returned materials that are overdue on their account, staff can place the item in the status "Claims Returned." Items stay on Claims Returned for 60 days from when the guest notified the library. While staff search for the materials during this 60-day period, the guest may continue to check out library materials. Guests will be restricted from borrowing if they have three or more items in the Claims Returned status. Items that are not found after 60 days will be considered lost. The library will send a bill indicating the amount due to replace the item.

### **Collection Agency**

Accounts owing \$75.00 or more will be sent to the library's collection agency 30 days after the balance reaches \$75. A \$20 collection fee will be charged to the guest's account. Accounts sent to the collection agency must be paid in full before further borrowing, auto-renewal, and online privileges are restored. The collection notice will come from the collection agency, but payments should be made directly to Siouxland Libraries, not the collection agency. Accounts sent to the collection agency are not reported to credit bureaus.

## **Payment Plans**

Guests may set up a payment plan for any fee owed to Siouxland Libraries. To start a payment plan, a 30% down payment will be required. The remaining fees will be divided into twelve monthly payments.

For the duration of a payment plan, the guest's checkout privileges will be restricted to three items. If a year passes without any payments, a new payment plan will need to be started.

## **Health and Safety Suspensions**

It is the responsibility of Siouxland Libraries to maintain a clean and healthy environment for all library guests and to protect the city and county's investment in library collections, equipment, and property. To fulfill this responsibility, the library may restrict a guest's ability to borrow materials and/or visit the library facilities when such use may jeopardize the health and safety of library guests and property.

Situations where the borrowing of materials may be suspended due to health and safety include, but are not limited to:

- Evidence that items on loan to a guest have been returned with insects that are known to be damaging to library materials or that can result in pest infestations in library facilities, e.g. roaches, silverfish, bed bugs, and some types of beetles
- Evidence that items on loan to a guest have been returned with excessive staining or exposure to bodily fluids or pet matter

## **Access to Library Materials**

Siouxland Libraries supports the right of all members of the community to have free and equal access to the entire range of library resources, regardless of content, approach, format or amount of detail.

## **Minors Accessing Library Materials**

Individuals under 18 must have parental consent to possess a library card.

Siouxland Libraries selects and provides access to materials that are appropriate and suitable to the informational desires and needs of the community. The decision of what a minor may read and access is the full authority of their parent or legal guardian. It is the right and responsibility of parents/legal guardians to guide and establish appropriate use of the library for their child. Parents/Legal Guardians are

accountable for selecting materials for their child that are consistent with personal and family values and are expected to monitor and supervise their child's use of the library's resources. Parents/Legal Guardians are cautioned that the libraries' resources may contain materials that some find controversial.

Siouxland Libraries' Collection Development Policy provides a comprehensive explanation of the library's guidelines for the selection of suitable and worthy materials as defined by local community standards.

## **Privacy Statement**

Siouxland Libraries values the privacy of its users and safeguards confidential information to the greatest extent possible in accordance with South Dakota Codified Law 14-2-51. All library records containing personally identifiable information are confidential. Any information contained in library records may not be released except by court order or upon the request of a parent/legal guardian of a minor who is under eighteen years of age.

No library records or information derived during the use of library resources shall be made available to members of the public, the press, or any agency of state, federal, or local government, except pursuant to such process, order, or subpoena as may be authorized under the authority of federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

The library does not collect data on a guest's reading history by default. Guests have the option to start recording their reading history.

## **Policy History**

Effective on XXXXXXX

Approved by the Library Board of Trustees on XXXXXXX

# Technology Plan



## ***Siouxland Libraries***

***JANUARY 1, 2025 THROUGH DECEMBER 31, 2027***

### **1. INTRODUCTION**

Siouxland Libraries' Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, upon the lives of the residents we serve in Minnehaha County and the city limits of Sioux Falls. In order to continue to provide a high standard of public service, Siouxland Libraries offers various electronic services. This document presents the current and planned Technology necessary to deliver these services.

### **2. MISSION STATEMENT**

Connecting you to a world of ideas and information to enrich your life.

### **3. TECHNOLOGY VISION**

The vision for technology, mirroring the library's mission of connecting, is to provide adequate and equitable access to technology and the broader world of online resources beyond the library walls.

### **4. DEMOGRAPHICS**

- Siouxland Libraries' service area includes a population of 250,551.
- In 2024, there were 84,935 cardholders, representing approximately 34% of the population.
- The average median household income in Minnehaha County is \$73,110, with 8.7% of the population under the poverty level.
- Sioux Falls has a 2% unemployment rate, lower than the national average of 3.9%.

### **5. GUIDING PRINCIPLES**

Siouxland Libraries strives to be an integral and vibrant center for our community by providing access to computers, high-speed internet, up-to-date online databases, and software to help users meet their educational, occupational, informational, and entertainment needs. In addition to supporting the library's mission statement above, the following principles are inherent in each of the library's technology goals:

- We ensure that the needs of the community are the driving force in our decision-making processes.
- We use proven, cost-effective methods to maintain, upgrade, and enhance technologies and to introduce new ones.
- We standardize equipment and configurations whenever possible to simplify maintenance and upgrades.
- We comply with state and national standards and encourage vendor compliance with standards.
- We make public access computers available to all sectors of the population.



- We regularly evaluate and adapt the goals, strategies, and tasks to ensure the success of the plan.
- We continually monitor and review currently installed technologies for relevance and effectiveness.
- We monitor technology trends and implement them if feasible and appropriate.
- We regularly evaluate statistics and services to best answer the needs of our users.
- We provide hands-on, one-on-one, and group learning opportunities to help our guests learn the skills they need to become digitally literate.
- Library staff is provided with the necessary training to remain current with the new technologies so they may train our guests to use them.
- We strive to cooperate with other libraries, governmental units, schools, and community organizations to improve the quality and efficiency of electronic services.

## 6. TECHNOLOGY ASSESSMENT

Inventory	Downtown	System Support	Admin	Caille	Oak View	Prairie West	Ronning	Rural East	Rural West	Total
Desktop	19	7	3	5	4	5	4	8	8	63
Laptop	9	1	3	3	2	2	4	1	1	26
Public Laptop	0	0	0	0	0	0	0	0	0	0
Public Desktop	37	0	0	13	18	12	9	10	7	106
Public Catalog	8	0	0	4	2	3	3	2	1	23
Self-Check Station	3	0	0	3	2	3	3	1	4	19
Print Kiosk	3	0	0	1	2	2	1	1	0	10
Tablets/iPad	2	1	0	1	1	1	1	2	5	14
Printer	4	1	1	1	1	1	1	1	0	11
Public Printer/Copier	2	0	0	1	1	1	1	4	4	14
Scan Station	1	0	0	1	1	1	1	0	0	5
Security Camera	35	0	0	4	7	10	6	0	7	69
Webcam	8	3	5	1	2	1	1	5	4	30
Camera	1	0	0	0	1	1	1	0	0	4
Label Printer	0	4	0	0	0	0	0	0	0	4
Hub Printer	0	1	0	0	0	0	0	0	0	1
Barcode Printer	0	1	0	0	0	0	0	0	0	1
3-D Printer	0	1	0	0	0	0	0	0	0	1
Cricut	0	1	0	0	0	0	0	0	0	1
AWE Computer	3	0	0	4	4	8	4	4	3	30

All technology assets are tagged and documented in the Asset Management software. When an item is decommissioned, it will be de-accessioned in the software.

Equipment deemed no longer useful or in use is disposed of in accordance with the Surplus Property Disposition Policy.

Leased equipment per lease contract.

### Computer Software

- Microsoft Windows Server 2016/2019
- Microsoft Windows 10 and will transition to Windows 11 on the workstations
- Microsoft Office 2016, Office 365, DeepFreeze, Polaris ILS, FE Tech, READsquared, Communico, PITS, ILLiad, JAWS, MyPC(TBS), PaperCut, E-PrintIt, Patron Point, 90.io, Mango, BrainFuse, LinkedIn Learning, LibraryAware, ValueLine, Niche Academy, Libby

by OverDrive, Hoopla, Vega Discovery, Library Live, Sort Assist, Survey Monkey, and security suites for network security.

## **Network and Infrastructure**

The City of Sioux Falls, Midco, and Alliance Communication provide all network connectivity, public and staff wireless internet access, telephone, security software, and additional technical services. Siouxland Libraries provides library automation and catalog services.

- Alliance for Garretson and Valley Springs
- Midco for Colton, Crooks, Humboldt, Baltic, Hartford.
- City Fiber for Downtown, Oak View, Prairie West, Caille, and Ronning
- City Radio for Brandon
- Verizon for Bookmobile

The phone lines:

- Brandon Valley School District provides phone and fax service for the Brandon Branch.

## **Servers and Backups**

City of Sioux Falls provides and maintains virtual servers managed by the City of Sioux Falls.

City of Sioux Falls also provides backup and recovery for most files, systems, and servers. In the instances when the City of Sioux Falls does not support backup and recovery, all hosted services are backed up by the vendor.

The City of Sioux Falls maintains additional servers in support of the following services:

- Self-check systems
- Domain Controller and Backup Domain Controller
- Financial Management Systems
- Security and Access Control systems
- HVAC systems
- File and Printer shares
- One Drive & SharePoint
- ILLiad
- TBS (Today's Business Solutions)

## **7. BUDGET**

The City of Sioux Falls council and Minnehaha County Commission approved annual appropriations, including telecommunications and technology funding. Currently, the library operates on a four-to-five-year replacement cycle for computer-related equipment. In addition to yearly expenditures, the council/commission can appropriate additional money for large-scale technology projects.

The library may participate in the Federal Communication Commission's Universal Service Discount (E-rate) Program for affordable access to advanced telecommunication services.

## **8. TECHNOLOGY GOALS AND OBJECTIVES**

Siouxland Libraries will use Technology to help meet the library's standards and organizational goals. This section of the Technology Plan sets forth specific action steps, which are defined and measurable, to ensure successful implementation. Objectives with significant budgetary implications will be marked with an asterisk (\*).

## **GOAL A: Provide resources to support the improved delivery of services**

### **Objective A1: Upgrading and Implementing Hardware and Software**

- Add text notifications as SMS messaging to replace SMTP-to-SMS messaging (TARGET: Quarter 1 2025)\*
- Determine the next model and features for public computers (TARGET: Quarter 2 2025)
- Evaluate JobNow, agreement at the end of 2025. (TARGET: Quarter 2 2025)
- Evaluate adding HelpNow, currently, the SD Department of Education provides a free option to all students in South Dakota. (TARGET: Quarter 3 2025)
- Determine if the library will continue to offer Microsoft Office software on Public Computers. (TARGET: Quarter 3 2025)
- Complete agreements for new app and equipment/calendar/meeting room scheduling. (TARGET: Quarter 3 2025)
- Evaluate Mango, agreement ends 12/31/25. (TARGET: Quarter 4 2025)
- Transition Illiad hosting from on-site to vendor. (TARGET: Quarter 4 2025)
- Install new public computers at all library locations. (TARGET: Quarter 1 2026)
- Launch Innovative equipment/calendar/meeting room scheduling and app (TARGET: Quarter 1 2026)
- Evaluate Patron Point as a communication tool. (TARGET: Quarter 2 2026)
- Evaluate Novelist and determine if TeachingBooks Reader's Advisory is a better alternative (TARGET: Quarter 3 2026)
- Update the paging equipment at the Downtown Library. (TARGET: Quarter 4 2026)

### **Objective A2: Leverage new Technology**

- Evaluate options for hold pickup lockers for a possible southside Sioux Falls location and at rural sites. (TARGET: Quarter 1 2025)\*
- Evaluate adding WiFi hotspots through e-rate funding (TARGET: Quarter 2 2025)

- Evaluate technology to determine strategies for library fleet optimization. (TARGET: Quarter 2 2025)\*
- Evaluate the placement of Digital Displays and determine if additional displays are needed. (TARGET: Quarter 3 2025)
- Add technology into Study Rooms that allows for video calls by guests (TARGET: Quarter 4 2025)\*
- Add digital signage to at least one library branch (TARGET: Quarter 1 2026)
- Implement Verify through Patron Point (TARGET: Quarter 2 2026)\*
- Evaluate the need for laptop lending (TARGET: Quarter 3 2026)
- Implement electronic access to study rooms. (TARGET: Quarter 1 2027)\*

## **GOAL B: Use Technology to communicate more effectively with the public**

### **Objective B1: Ensure the library website is current and convenient for the public**

- Remediate any sites hosted or leased by Siouxland Libraries that do not meet ADA digital compliance (TARGET: Quarter 1 2025)

### **Objective B2: Ensure the library's online presence is timely and effectively engaging to the community**

- Utilize Patron Point communication to reengage guests who have not been active with the library in one year or more. (TARGET: Quarter 1 2025)
- Determine if adding Threads as a social media platform meets library needs (TARGET: Quarter 3 2025)
- Update and implement social media guidelines and processes (TARGET: Quarter 4 2025)

## **GOAL C: Promote Digital Literacy through educational programs and/or assistance to the community and staff with the use of information technology**

### **Objective C1: Provide computer/technology learning opportunities for guests of all ages on a variety of topics**

- Survey guests on the type of courses they would like Siouxland Libraries to offer. (TARGET: Quarter 2 2025)

**Objective C2: Provide staff development opportunities to ensure all staff meet expected technology competency levels**

- Update plans for ongoing staff training and development (TARGET: Quarter 4 2025)

**9. TRAINING****Staff Training**

Staff receives training on an ongoing basis by attending workshops from a variety of providers. All staff members will receive training on the Polaris automation system enhancements as Siouxland Libraries provides upgrades. Ongoing training on productivity software, information security, and emerging technologies is also offered.

**Public Classes**

Public Classes include the following topics: basic computer skills, internet browsing and searching, cloud computing, library databases, and using e-books, e-readers, and other downloaded or streaming media. Software classes are developed and conducted by the Library Programmers. Library partner organizations may also offer courses. For more advanced topics Siouxland Libraries refers guests to the library database LinkedIn Learning.

**10. TECHNOLOGY MAINTENANCE****Technology Management Plan**

Ongoing and routine maintenance of Technology will be documented and managed based on the Technology Management Plan, which will be administered by the Senior Librarian of Technology/Communications in consultation with the Library Technology Committee. The Technology Management Plan will be reviewed annually and updated as necessary.

**Continuity of Operations Plan**

The Library's Continuity of Operations Plan outlines disaster preparedness and recovery for library technology. The Plan is reviewed and updated as necessary and on an annual basis by the Library Administration and IT staff.

**11. 2024 TECHNOLOGY PLAN ACCOMPLISHMENTS**

- Evaluated LibStaffer and a committee of management staff determined it would not be able to meet the needs of schedule for the library
- Notification in Patron Point is included in the current agreement. The digital services librarian is coordinating the switch.
- An evaluation of the current security cameras at all City locations was completed. A priority list was created, and it is scheduled to be completed in 2024.
- Lending Key was evaluated and determined not to be a good fit for Book Club to Go kits. It would be a good solution for State Park passes but the cost did not justify the purchase.
- Evaluation of SpringShare, WhoFi, LibraryCalendar and Innovative room booking and event calendars are on schedule to be completed by the end of 2024
- It was determined that the manifesting feature on the FE Tech materials handling was not a time-saving option for check-in and was discontinued.

- Cisco phones were installed at Baltic, Colton, Garretson, Humboldt, and Valley Springs.
- Self-checks were installed at Baltic, Colton, Garretson, and Humboldt.
- Expanded Access was implemented at Baltic, Colton, Garretson, and Humboldt.
- Standard operating procedures were developed for the library website, blog, and social media.
- A Library Associate was added to the Social Media team to work on adding content to YouTube and working with the Instagram content creators to add videos across multiple platforms.
- All library locations offer on-demand tech help, and staff are tracking the use of this service.
- Determined that the downtown library should offer at least one space where guests can take Zoom meetings, telehealth calls, etc.

## 12. Definitions

- **Communico:** A suite of services for libraries. Siouxland libraries utilize Connect, Attend, and Reserve. Connect is our app. Attend and Reserve allows for the promotion of programs through an event calendar and the reserving of spaces for public meetings or library programs.
- **Evaluate:** Taking into consideration guest feedback, costs, and availability of library budget.
- **Expanded Access:** A service by Siouxland Libraries allows approved guests to enter specific locations without library staff present.
- **Lending Key:** Reservation software allows guests to select the timeframe and when they want to check out a nontraditional (Kits, Book Club to Go, etc.) item from the library.
- **Library Notifications:** The way libraries let guests know when they have an item almost overdue, overdue, on hold, or an item on their account has been assumed lost.
- **LibStaffer:** Online service point scheduling software.
- **Manifesting:** the logging of items in each tote and the ability to use Tote Management software to check in all items at once instead of one at a time through workstations or AMH.
- **Patron Point:** Library marketing tool allowing Siouxland Libraries to engage with our guests and drive awareness and usage of the library.
- **Self-checks:** A device that allows guests to checkout library materials without library staff present.

Pending Approval by the Siouxland Libraries Board of Trustees November 13, 2024



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## **PROPOSED 2025 MEETING SCHEDULE**

### **Siouxland Libraries Board of Trustees**

January 8	Regular Meeting – Downtown Library – 4:30 p.m.
March 12	Regular Meeting – Oak View Branch – 4:30 p.m.
May 14	Regular Meeting – Garretson Branch – 4:30 p.m.
July 9	Regular Meeting – Prairie West Branch – 4:30 p.m.
September 10	Regular Meeting – Hartford Branch – 4:30 p.m.
November 13	Regular Meeting – Downtown Library – 4:30 p.m.