

**Agenda**  
**Siouxland Libraries Board of Trustees**  
**Downtown Library, 200 N Dakota Ave, Sioux Falls**  
**Wednesday, November 8, 2023 – 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 13, 2023 regular meeting
4. Review of financial and statistical reports
5. Library Director and Staff reports
  - a) Director Report – Jodi Fick
  - b) Review Proposed Bulletin Board Policy
6. Public Input
7. Unfinished business
8. New business
  - a) Approval of 2024-26 Library Technology Plan
  - b) Approval of 2024 Library Board Meeting Schedule
9. Other
10. Next regular meeting: January 11, 2024 at 4:30 p.m. at the Downtown Library, 200 N Dakota Ave, Sioux Falls, SD.
11. Adjournment



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## MINUTES OF BOARD OF TRUSTEES MEETING

### Siouxland Libraries

Oak View Branch Library

Wednesday, September 18, 2023 – 4:30 p.m.

1. Roll Call and declaration of quorum. The meeting was called to order at 4:35 PM by Rosenthal. Members present: Adam Emerson, Lorie Hogstad, Anne Land, Justine Murtha, Joel Rosenthal, and Library Director Jodi Fick. Members absent: County Commissioner Jen Bleyenbergh Staff present: Alesia Boysen, Beth Berg, and Bri Schreurs.
2. Adoption of the agenda. Motion by Hogstad and second by Murtha to adopt the agenda. Motion carried.
3. Motion by Emerson and second by Hogstad to approve the minutes of the July 12, 2023, meeting. Motion carried.
4. Review of financial and statistical reports. 60 percent of the operating budget has been spent as of the end of August. Fick is projecting approximately \$300,000 extra in the operations budget due to open staff positions. This money will be used for additional furniture at the Downtown Library, several other special projects, as well as buying some of the 2024 approved items. The Ronning Concrete replacement is underway and is a part of the facilities budget. In the Capital Budget, the Collection category is 53% spent. Beth spoke to the delays we are seeing from Brodart. The library is giving Brodart until the end of the year to catch up. If they are not able to, other options will be explored. In the Technology area, the major project is the self-check, AMH, and security gate replacement. The last piece, the security gates, are being installed this week. We are also exploring purchasing additional self-checks for expanded access at some of the rural branches and purchasing additional RFID pads for branches. Statistical Report: Library card holder count is holding steady. The number of new cards issued is like last year. Large increase in app use and this is due to a change in Google analytics changes. Physical circ is staying strong with a slight drop in August. This could be related to the delays in new books arriving. Strong increase in the digital collection. Marketing events: we went to fewer events, but we had higher engagement as we were selective this year with the ones we attended.
5. Library Director and staff reports. Director Report: Staffing news: Amy Larsen has been promoted from Adult Programming Librarian to OV Branch Librarian. Amy has made significant contributions to adult programming: computer classes, Adults Discover, One Book Siouxland; revamped the author talks, and helping staff with book discussion programs. Director Fick sent replies to two Statements of Concern in August for the books Gender Queer and It's Perfectly Normal. Jodi reviewed the books and determined that the books should remain and are in the correct areas of the collection as they are within the Collection Development Policy guidelines.

Communications Report - Alesia Boysen and Bri Schreurs spoke about the work that has been happening throughout 2023 in library and Communications. Alesia and Bri have been using paid and earned media this year to promote library programs. The paid media for Summer Reading resulted in 900 clicks back to the library website. Alesia shared successes with Patron Point and email marketing software. She also spoke about the decision to add LinkedIn as a Social Media platform for library news.

6. Public Input. There was no public input.

7. Unfinished Business. Circulation policy: Beth spoke about why we have a collection policy. She addressed the proposed changes and additions. The policy includes more information for customers and increased transparency in library processes. The policy now has a section about how items are selected for children and teens. A timeline for reconsideration is now included, as well as a section about the library service area to reinforce that the library serves the local community and to eliminate outside influences on our collection.  
Rosenthal requested a motion to adopt the Collection Development Policy. Erickson moved to adopt and Hogstad second. Motion carried.
8. New Business.
  - a. Motion by Land and seconded by Murtha to amend the 2023 Library Holidays and Closures to include Friday, December 22. Motion carried.
  - b. Motion by Hogstad and seconded by Erickson to approve the 2024 Holidays and Closures list. Motion carried.
9. Other.
10. The next regular meeting will be on Wednesday, November 8 at 4:30 PM at the Downtown Library.
11. Adjournment. Murtha motioned Land second. All approved. The meeting was adjourned at 5:28 P.M.

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Alysia Boysen, Library Staff

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

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Jodi Fick, Board Secretary

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# CITY OF SIOUX FALLS



## YEAR-TO-DATE BUDGET REPORT

FOR 2023 10

ACCOUNTS FOR:	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
253 Capital Improvement Fund							
076 Collections	821,000	38,851	859,851	646,818.39	.00	213,033.07	75.2%
077 Operations	100,000	0	100,000	.00	.00	100,000.00	.0%
078 Technology	64,400	856,942	921,342	712,782.12	30,128.35	178,431.87	80.6%
TOTAL Capital Improvement Fund	985,400	895,794	1,881,194	1,359,600.51	30,128.35	491,464.94	73.9%

# CITY OF SIOUX FALLS



## YEAR-TO-DATE BUDGET REPORT

FOR 2023 10

ACCOUNTS FOR: 100 General Fund	ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
048 Facilities	2,012,548	0	2,012,548	1,661,671.23	.00	350,876.99	82.6%
076 Collections	242,600	0	242,600	261,340.80	.00	-18,740.80	107.7%
077 Operations	6,762,939	135,000	6,897,939	5,037,067.56	69,424.66	1,791,446.67	74.0%
078 Technology	688,504	0	688,504	515,821.34	40,437.06	132,245.60	80.8%
079 Program Support	53,856	0	53,856	42,443.33	5,150.00	6,262.67	88.4%
TOTAL General Fund	9,760,447	135,000	9,895,447	7,518,344.26	115,011.72	2,262,091.13	77.1%

## Siouxland Libraries Summary Report - October 2023

	This Month	This Month Last Year	This YTD	Last YTD	% Change YTD
<b>People Served / Visitors</b>					
Service area population			241,518	230,819	4.6%
New Cardholders	860	746	8,812	8,708	1.2%
Active Cardholders			86,612	87,651	-1.2%
<b>Total Walk-in Visitors</b>	<b>62,694</b>	<b>62,591</b>	<b>661,873</b>	<b>604,997</b>	<b>9.4%</b>
Website Sessions	37,347	36,579	368,181	357,029	3.1%
Library Catalog Sessions	9,293	28,480	255,213	298,703	-14.6%
Vega Library Catalog			92,400	-	
Mobile App Users	31,767	2,791	78,068	26,017	200.1%
<b>Total Digital Sessions</b>	<b>78,407</b>	<b>67,850</b>	<b>793,862</b>	<b>681,749</b>	<b>16.4%</b>
<b>Total Hours Open</b>	<b>1,966.00</b>	<b>1,938.00</b>	<b>19,534.50</b>	<b>19,190.60</b>	<b>1.8%</b>
<b>Resources Used</b>					
<b>Circulation</b>					
Baltic	594	667	8,627	8,505	1.4%
Bookmobile	4,314	569	35,676	47,348	-24.7%
Brandon	8,505	6,971	85,754	79,452	7.9%
Caille	25,796	25,058	268,548	266,526	0.8%
Colton	708	732	7,095	7,529	-5.8%
Crooks	1,061	1,206	11,896	14,389	-17.3%
Downtown	27,487	21,961	238,261	237,491	0.3%
Garretson	623	328	4,794	3,992	20.1%
Hartford	1,597	1,347	16,827	12,168	38.3%
Humboldt	328	349	4,911	3,655	34.4%
Oak View	9,652	8,854	97,104	118,290	-17.9%
Prairie West	19,595	19,266	205,202	194,060	5.7%
Ronning	27,882	27,008	281,065	213,191	31.8%
Valley Springs	186	125	1,189	1,547	-23.1%
Siouxland Use Garretson School	103	21	434	187	132.1%
<b>Total Physical Circulation</b>	<b>128,431</b>	<b>114,462</b>	<b>1,267,383</b>	<b>1,208,330</b>	<b>4.9%</b>
<b>Digital Resource Use</b>					
OverDrive eAudio	17,452	13,801	159,781	124,027	28.8%
Hoopla eAudio	3,979	2,536	34,075	23,822	43.0%
OverDrive eBook	15,155	12,731	152,811	126,413	20.9%
Hoopla eBook	1,182	1,072	12,195	9,763	24.9%
Hoopla Movie, TV, Music, Comic	984	837	10,028	9,177	9.3%
OverDrive Magazine	6,408	1,621	24,978	14,838	68.3%
<b>Total Digital Circulation</b>	<b>45,160</b>	<b>32,598</b>	<b>393,868</b>	<b>308,040</b>	<b>27.9%</b>
<b>Total Circulation All Materials</b>	<b>173,591</b>	<b>147,060</b>	<b>1,661,251</b>	<b>1,516,370</b>	<b>9.6%</b>
<b>Interlibrary Loans</b>					
Materials loaned	83	79	1,332	1,284	3.7%
Materials borrowed	637	523	5,661	5,216	8.5%
<b>Meeting &amp; Conference Room Use</b>					
<b>Total Meeting Room Use</b>	<b>406</b>	<b>433</b>	<b>3,465</b>	<b>2,888</b>	<b>20.0%</b>
<b>Total Study Room Use</b>	<b>1,111</b>	<b>862</b>	<b>9,037</b>	<b>6,463</b>	<b>39.8%</b>
<b>Total Computer Sessions</b>	<b>10,810</b>	<b>9,264</b>	<b>106,564</b>	<b>90,158</b>	<b>18.2%</b>
<b>Wi-Fi Use</b>	<b>59,813</b>	<b>52,912</b>	<b>534,331</b>	<b>155,522</b>	<b>243.6%</b>

## Siouxland Libraries Summary Report - October 2023

	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>	34	863	19	207	239	4,432	189	3,398	26.5%	30.4%
<b>Total Teen programs</b>	10	112	5	52	87	1,248	61	887	42.6%	40.7%
<b>Total Children's programs</b>	16	505	21	759	230	7,832	114	4,904	101.8%	59.7%
<b>Total Early Learning programs</b>	110	2,808	82	2,171	841	23,994	678	17,331	24.0%	38.4%
<b>Total programs</b>	170	4,288	127	3,189	1,397	37,506	1,042	26,520	34.1%	41.4%
<b>Total One-to-One Programs</b>	65		76		749		1,812		-59%	
<b>Collection Statistics</b>										
Items added	4,005		2,016		18,224		19,331		-5.7%	
Items discarded	1,402		846		16,904		17,776		132.3%	
Total physical items in collection					273,441		267,979		2.0%	
Digital eBooks & eAudio added	981		538		9,662		5,945		62.5%	
Digital eBooks & eAudio discarded	1,588		515		7,486		3,361		122.7%	
Total Digital eBooks & eAudio					41,290		38,203		8.1%	
<b>Total collection size</b>					<b>314,731</b>		<b>306,182</b>		2.8%	
<b>Outreach</b>										
Library volunteer hours	172.65		132.75		1,456.65		1,085.00		34.3%	
Marketing events (booths, etc.)	3		4		40		69		-42.0%	
# of contacts at Marketing events	7,164		3,047		11,677		7,128		63.8%	

# Bulletin Board Policy

## **Purpose:**

Siouxland Libraries recognizes its role as a source of community information. Most locations have bulletin boards to provide display space for relevant community information.

## **Policy:**

Bulletin boards will be used for the following types of information:

- Postings of library programs or programs co-sponsored by the Library.
- Postings of forthcoming educational, social, civic, charitable, cultural, or recreational activities
- Postings by nonprofit organizations, groups, agencies, or by any federal, state, or local government agency providing services to citizens
- Postings announcing community service and volunteer opportunities
- Nonpartisan election information

Bulletin boards may not be used for the following types of information:

- Commercial notices, solicitations, business cards, third-party job postings, and retail advertising
- Personal notices of items for sale
- Personal solicitations for fundraisers (i.e., walkathons, auctions, dinners, galas, etc.)
- Materials that support or oppose any political candidate or ballot measure
- Materials that support or oppose a specific religious conviction

## **Posting Guidelines:**

- All postings must be approved by the branch manager or designated staff member.
- All postings must be appropriate for viewing by all ages.
- All postings must be of a reasonable size, preferably 8 ½ x 11 or smaller.
- Due to limited space, priority is given to library postings.
- The library reserves the right to remove any posted item. Materials posted or left for free distribution without approval will be discarded.
- The library may limit the length of time any item may remain on display.
- The library does not assume responsibility for material that is damaged or stolen.

Permission to post does not in any way constitute library endorsement of a group's policies or beliefs. The purposes, objectives, or views of groups using the bulletin board space shall not be advertised in any way to suggest that they are endorsed by Siouxland Libraries.





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**2024 MEETING SCHEDULE**  
**Siouxland Libraries Board of Trustees**

January 10	Regular Meeting – Caille Branch – 4:30 p.m.
March 13	Regular Meeting – Downtown Library – 4:30 p.m.
May 8	Regular Meeting – Hartford Branch – 4:30 p.m.
July 10	Regular Meeting – Ronning Branch – 4:30 p.m.
September 11	Regular Meeting – Valley Springs Branch – 4:30 p.m.
November 13	Regular Meeting – Downtown Library – 4:30 p.m.

# Technology Plan



## ***Siouxland Libraries***

***JANUARY 1, 2024 THROUGH DECEMBER 31, 2026***

### **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 241,518.
- In 2023, there were 87,746 cardholders, representing approximately 36% of the population.
- The average median household income in Minnehaha County is \$63,699, with 8.1% of the population under the poverty level.
- Sioux Falls has a 1.9% unemployment rate, lower than the national average of 3.5%.

### **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 customers 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 customers 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	21	7	3	5	4	4	5	8	8	65
Laptop	9	1	3	3	2	2	3	1	1	25
Public Laptop	0	0	0	0	0	0	0	0	0	0
Public Desktop	47	0	0	13	17	12	9	10	7	115
Public Catalog	8	0	0	4	3	3	3	2	0	23
Self-Check Station	3	0	0	3	2	3	3	1	2	17
Print Kiosk	3	0	0	1	1	2	1	1	0	9
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	26	0	0	4	7	10	6	0	7	60
Webcam	12	3	5	1	2	1	1	5	4	34
Camera	2	0	0	0	0	0	1	0	0	3
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	3	8	4	4	3	29

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), Patron Point, 90.io 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
- 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 has the option of appropriating 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**

- Evaluate LibStaffer and determine if it is a time-saving and cost-effective way to schedule staff at all library locations. (TARGET: Quarter 1 2024)
- Determine cost and timeline for starting notifications through Patron Point. (TARGET: Quarter 1 2024)
- Assess security camera coverage and replacement plan. (TARGET: Quarter 2 2024)
- Evaluate Lending Key to circulate Book Club to Go Kits, State Park Passes, and in-house technology and programming supplies. (TARGET: Quarter 2 2024)
- Evaluate Communico, agreement at the end of 2025. (TARGET: Quarter 3 2024)
- Evaluate Manifesting and determine if we should continue the service in 2025. (TARGET: Quarter 4 2024)
- Evaluate adding HelpNow, currently, the SD Department of Education provides a free option to all students in South Dakota. (TARGET: Quarter 1 2025)
- Evaluate JobNow, agreement at the end of 2025. (TARGET: Quarter 2 2025)
- Evaluate Mango, agreement at the end of 2025. (TARGET: Quarter 4 2025)
- 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)

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

- Install Cisco phones at Baltic, Colton, Garretson, Humboldt, and Valley Springs. (TARGET: Quarter 1 2024)
- Install self-checks at Baltic, Colton, Garretson, and Humboldt. (TARGET: Quarter 1 2024)
- Install Expanded Access at Colton and Garretson. (TARGET: Quarter 2 2024)
- Evaluate developing a maker space using high-tech and low-tech equipment. Including the option for additional technology in study room spaces. (TARGET: Quarter 3 2024)
- Evaluate the placement of Digital Displays and determine if additional displays are needed. (TARGET: Quarter 1 2025)

- Evaluate options for hold pickup lockers in Sioux Falls and at rural sites. (TARGET: Quarter 1 2025)\*
- Evaluate technology to determine strategies for library fleet optimization. (TARGET: Quarter 2 2025)\*
- Evaluate the Innovative option for the library app (TARGET: Quarter 3 2025)
- Explore possible technology adds that create efficient tools for staff (TARGET: Quarter 4 2025)
- Evaluate the need for laptop lending (TARGET: Quarter 1 2026)

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

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

- Establish standards for evaluating and/or measuring website, app, and social media analytics, including specific page hits and statistics, to determine usage and viewership (TARGET: Quarter 1 2024)

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

- Investigate the ability to add Instagram reels to YouTube Shorts (TARGET: Quarter 2 2024)
- Utilize Patron Point communication to reengage customers who have not been active with the library in one year or more. (TARGET: Quarter 1 2025)
- Evaluate adding NextDoor App (TARGET: Quarter 3 2025)
- Update and implement social media guidelines and processes (TARGET: Quarter 3 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 customers of all ages on a variety of topics**

- Implement on-demand tech help sessions at Downtown Library (TARGET: Quarter 2 2024)
- Evaluate expanding class offerings by partnering with other community organizations (TARGET: Quarter 3 2024)

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

- Develop plans for ongoing staff training and development (TARGET: Quarter 4 2024)

## 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, Microsoft Office applications, 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 classes.

## 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. 2023 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Install Automatic Materials Handling system.
- Manifesting a logging of books feature from FE Tech was piloted. Still working through the software and determining if it is a good fit.
- Installed Scan Stations at Prairie West and Ronning.
- Implemented Patron Point Newsletter.
- Evaluated Patron Incident Tracking Software, PITS. Will continue with the current system.
- Evaluated adding notification and survey module in Patron Point. Reprioritized and added Recommends in September 2023. The survey module was determined not to be a good fit for us now. Notifications will be reevaluated in Q1 of 2024.
- Relocated wiring rack to enable better flexibility for cable management at the Baltic Branch.
- Moved networking closet to enable better flexibility for cable management and expanded networking capacity at the Ronning Branch. All equipment will be moved as it is replaced.

- Installed a monitor in public space for a digital bulletin board at Downtown Library and Crooks Library. A digital display was installed in the staff area of the Downtown Library for staff announcements and daily schedules.
- Migrated to new meeting room software/technology for Brandon, Caille, Ronning, and Oak View.
- The library stopped phone notifications.
- Evaluated WebEx kits for Downtown meeting rooms A & B and was determined not to be a good fit for the space.
- TikTok is no longer an option for library social media. The library's LinkedIn Platform was launched in September 2023.
- Evaluated switching Baltic, Colton, Garretson, Humboldt, and Valley Springs to Cisco phones. It was determined to be the best option for customers and staff.
- Received quotes for adding Expanded Access to Humboldt, Colton, Garretson, and Baltic.
- A new website for the library was designed and launched.
- Instead of implementing AARP OATS technology courses, library staff developed and are teaching tech classes.
- Library staff evaluated the use of hold pickup lockers in Sioux Falls and rural branches. At this time, we do not have the staffing to maintain the lockers but we determined that high-traffic areas such as grocery stores or the Midco Aquatic Center could be good options.
- Staff evaluated the print management needs of the rural sites and determined that locations didn't need to add print kiosks to manage printing. Even sites without staff are not seeing theft of printing.
- It was determined that the study rooms at the downtown library are getting a significant number of bookings and use that we will need to pursue another space, such as a mobile meeting pod. The library will continue to pursue the meeting pods in future budget years.
- We are currently not having requests for in-house laptop use. The public desktop computers are currently filling the needs of our customers.
- Purchased four additional Shelf-check machines for rural branches.
- A message was posted on Twitter/X letting customers know this social media channel will only be used for emergency information, including but not limited to branch closures.

## 12. Definitions

- **Communico:** A suite of services for libraries. Siouxland libraries utilize Connect, Attend, and Reserve. Connect is our app. Attend and Reserve allows promoting programs through an event calendar and reserving spaces for public meetings or library programs.
- **Evaluate:** Taking into consideration customer feedback, costs, and availability of library budget.
- **Expanded Access:** A service provided by Siouxland Libraries that allows approved customers to enter certain locations without library staff present.
- **Lending Key:** Reservation software allows customers 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 customers 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 customers and drive awareness and usage of the library.
- **Self-checks:** A device that allows customers to checkout library materials without library staff present.

Approved by the Siouxland Libraries Board of Trustees

November XX, 2023

DRAFT

Library 2023 Technology Plan

	2024				2025				2026			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Objective A1: Upgrade Hardware and Software</b>												
Evaluate LibStaffer												
Evaluate adding notification in Patron Point												
Assess security camera coverage and replacement plan												
Lending Key												
Evaluate Communico												
Evaluate Manifesting												
Adding HelpNow to the database offerings												
Evaluate JobNow, 2023 was the first year of service												
Evaluate Mango, 2023 was the first year of service												
Evaluate Patron Point as a communication tool												
Evaluate Novelist												
<b>Objective A2: Leverage new Technology</b>												
Self-checks installation at Baltic, Colton, Garretson, and Humboldt												
Adding Cisco Phones at Colton, Humboldt, Garretson, Valley Springs, and Baltic.												
Adding Expanded Access to Humboldt, Colton, Garretson, and Baltic.												
Evaluate developing Maker Space												
Evaluate Digital Displays												
Evaluate options for hold pickup lockers in Sioux Falls and at rural sites												
Evaluate technology to determine strategies on library fleet optimization												
Evaluate the Innovative option for the library app												
Explore possible technology adds that create efficient tools for staff												
Evaluate laptop lending for flexible and convenient on-site public computer use												
<b>Objective B1: Ensure the library website is current and convenient for the public</b>												
Establish standards for evaluating and/or measuring website, app, and social media analytics												
<b>Objective B2: Ensure the library's social media presence is timely and effectively engaging to the community</b>												
Investigate the ability to add Instagram reels to YouTube Shorts												
Utilize Patron Point Communication to reengage customers												
NextDoor App												
Update and implement social media guidelines and processes												
<b>Objective C1: Provide computer/technology learning opportunities for customers of all ages on a variety of topics</b>												
Implement on-demand tech help session at DT												
Evaluate expanding class offerings by partnering with other community organizations												
<b>Objective C2: Provide staff development opportunities to ensure all staff meet expected technology competency levels</b>												
Develop plans for ongoing staff training and development												

