

Agenda
Siouxland Libraries Board of Trustees
Downtown Library – 200 N Dakota Ave, Sioux Falls, SD
Wednesday, November 12, 2025 – 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 17 regular meeting
4. Review of financial and statistical reports
5. Library Director and Staff Reports
 - a) Director Report – Alysia Boysen
 - b) Downtown Update – Aldi Bonander
 - c) App & Meeting/Study Room Software – Nicole Norton
 - d) Winter Reading Preview – Jeri Light
 - e) Book Club Update – Jeri Light
6. Public Input
7. Unfinished business
8. New business
 - a) InterLibrary Loan Policy
 - b) Circulation Policy
 - c) Update Rural Branch Hours
 - d) 2026 Library Board Meeting Dates
 - e) 2026-2028 Technology Plan
9. Other
10. Next meeting: January 14, 2025, at 4:30 p.m. at the Downtown Library, 200 N Dakota Ave, Sioux Falls, SD.
11. Adjournment



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

MINUTES OF BOARD OF TRUSTEES MEETING

Siouxland Libraries

Hartford Branch

Wednesday, September 17, 2025 – 4:30 p.m.

1. Roll Call and declaration of quorum. The meeting was called to order at 4:31 PM by Murtha.
Members present: Jean Bender, Adam Emerson, Sue Ann Lang, Justine Murtha, Kelly Thompson, County Commissioner Jen Bleyenbergh and Library Director Alysia Boysen.
Members absent:
Staff present: Patricia Bates, Aldi Bonander, Kim Kobblank, Dan Neeves, Nicole Norton.
Public present: Katherine Randall
2. Adoption of the agenda. Motion by Bender and second by Emerson to adopt the agenda. Motion carried.
3. Motion by Lang and second by Bender to approve the minutes of the July 9, 2025, meeting. Motion carried.
4. Review of financial and statistical reports.
 - a. Alysia Boysen gave reports. New cardholders are trending downward, and the library is doing a push for Library Card Signup month to encourage new cards and card renewals. Website visits are down, but library app visits are up. Circulation is seeing a slight decrease in physical items, but 14% growth in digital circulation. Meeting room use and program attendance are up, too. Question regarding circulation trends: it is a national trend to see digital increases and physical decreases. Question about one-to-one programs: These are any informational interactions that take longer than 10 minutes of instruction at the public service desk.
 - b. Financial: capital budget: on track. Operations budget: on track. Technology line indicates a customer induction system for Oak View, coming with renovation.
5. Library Director and staff reports.
 - a. Director Report – Alysia Boysen
 - i. Staff Day happens twice per year. Our next meeting is October 24, 2025. We are sending a group of staff to the State Library's Tri-Conference, October 1-3, 2025. Staff will be presenting multiple sessions at the conference. Question about tier 3 programs: Konda discussed the property tax cap impact and the library's role in reducing spending. Boysen explained how the library tiered programs based on it's impact on the library's mission, cost, low attendance, etc. Question about BookPage subscription and newspaper reductions: based on ROI and service duplication, decisions were made to specific subscriptions to cut.
 - b. 2026 Library Budget – Tim Konda
 - i. Konda presented on how the City of Sioux Falls budget works and how it is funded, including a breakdown in Siouxland Libraries' budget.
 - c. Rural West Branch Services – Patricia Bates
 - i. Bates presented on Rural West updates: summer program numbers were up. Fall programs include Fire safety storytimes, guitar programming for students, etc. A Book Nook was added to a laundromat in Hartford, SD. The bookmobile will participate in Sioux Falls Touch-a-truck.
 - d. Summer Reading Program Wrapup – Nicole Norton

- i. Norton presented on the final SRP registration and finisher numbers. The library saw one of the highest numbers of registered participants since 2016, ending at 5,567 across all age groups. The K-5th age group had the highest number of participants who completed the program in the last five years.
 - e. Scary on the Prairie Preview – Kim Koblack
 - i. Koblack presented on the second annual campaign based on the horror and thriller genres. There will be a writing contest this October, following a horror-writing workshop. Koblack listed the complete list of programs for the campaign.
- 6. Public Input.
 - a. Randall spoke in support of library bookclubs. Randall proposed the library hosts a training on how to facilitate bookclubs.
- 7. Unfinished Business. (There was no unfinished business.)
- 8. New Business.
 - a. Programming Policy
 - i. Bonander presented an update to the programming policy.
 - ii. Motion to adopt changes to the programming policy by Emerson and second by Bender to adopt the changes, effective Monday, September 22, 2025. Motion carried.
 - b. 2025 Library Holidays Update
 - i. Motion to adopt updates to 2025 Library Holidays to include December 24 and December 26. Motion made by Emerson and second by Bender to adopt the changes. Motion carried.
 - c. 2026 Library Holidays and Closures
 - i. Motion to adopt 2026 Library Holidays. Motion made by Bender and second by Emerson. Motion carried.
- 9. Other. (There was no other business.)
- 10. The next regular meeting will be on Wednesday, November 12, 2025, at 4:30 PM at the Downtown Library, 200 N Dakota Ave, Sioux Falls, SD.
- 11. Adjournment. The meeting was adjourned at 5:47 P.M.

Nicole Norton, Library Staff

Date Approved

Alysia Boysen, Library Director

YEAR-TO-DATE BUDGET REPORT

FOR 2025 10								
ACCOUNTS FOR: 253	Capital Improvement Fund	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
076 Collections		867,000	3,136	870,136	724,610.37	.00	145,525.74	83.3%
077 Operations		0	111,667	111,667	106,908.95	.00	4,758.05	95.7%
078 Technology		0	169,671	169,671	62,118.92	28,997.00	78,555.08	53.7%
TOTAL Capital Improvement Fund		867,000	284,474	1,151,474	893,638.24	28,997.00	228,838.87	80.1%

CITY OF SIOUX FALLS

YEAR-TO-DATE BUDGET REPORT

FOR 2025 10								
ACCOUNTS FOR: 100 General Fund	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED	
048 Facilities	2,180,213	0	2,180,213	1,854,407.75	.00	325,805.04	85.1%	
076 Collections	296,450	0	296,450	176,839.46	11,000.00	108,610.54	63.4%	
077 Operations	7,589,148	0	7,589,148	5,700,134.68	36,733.81	1,852,279.81	75.6%	
078 Technology	793,121	0	793,121	728,167.54	92,789.85	-27,836.48	103.5%	
079 Program Support	65,880	0	65,880	37,560.77	1,827.14	26,492.09	59.8%	
TOTAL General Fund	10,924,812	0	10,924,812	8,497,110.20	142,350.80	2,285,351.00	79.1%	

Siouxland Libraries Summary Report - October 2025

	This Month	This Month Last Year	This YTD	Last YTD	% Change YTD
People Served / Visitors					
Service area population			255,913	250,551	2.1%
New Cardholders	755	715	8,957	9,346	-4.2%
Active Cardholders			83,553	81,925	2.0%
Total Walk-in Visitors	70,200	77,378	755,795	720,104	5.0%
Website Sessions	37,630	41,969	384,247	412,486	-6.8%
Library Catalog Sessions	7,167	7,783	65,621	77,857	-15.7%
Vega Library Catalog	18,798	25,300	202,528	286,789	-29.4%
Mobile App Users	20,669	16,415	196,560	170,986	15.0%
Total Digital Sessions	84,264	91,467	848,956	948,118	-10.5%
Total Hours Open	1,811.25	2,093.00	19,549.25	20,236.75	-3.4%
Resources Used					
Circulation					
Baltic	875	736	8,099	6,241	29.8%
Bookmobile	6,842	6,427	54,223	45,573	19.0%
Brandon	9,807	9,558	95,334	94,524	0.9%
Caille	27,229	25,067	263,331	267,986	-1.7%
Colton	657	893	6,422	7,795	-17.6%
Crooks	1,353	1,312	13,313	13,556	-1.8%
Downtown	22,771	20,960	215,796	223,479	-3.4%
Garretson	1,093	683	7,606	5,556	36.9%
Hartford	1,269	1,243	13,936	14,930	-6.7%
Humboldt	377	325	3,490	4,439	-21.4%
Oak View	326	9,223	68,462	100,262	-31.7%
Prairie West	20,213	19,352	206,183	208,175	-1.0%
Ronning	32,963	29,336	330,888	307,504	7.6%
Valley Springs	135	185	1,390	1,570	-11.5%
Siouxland Use Garretson School	52	101	432	596	-27.5%
Total Physical Circulation	125,962	125,401	1,288,905	1,302,186	-1.0%
Digital Resource Use					
OverDrive eAudio	25,123	21,714	243,484	207,811	17.2%
Hoopla eAudio	4,311	4,813	48,074	47,589	1.0%
OverDrive eBook	16,758	15,817	174,104	165,904	4.9%
Hoopla eBook	2,253	1,960	23,425	18,531	26.4%
Hoopla Movie, TV, Music, Comic	1,424	1,084	12,898	9,964	29.4%
OverDrive Magazine	7,815	5,083	68,977	52,289	31.9%
Total Digital Circulation	57,684	50,471	570,962	502,088	13.7%
Total Circulation All Materials	183,646	175,872	1,859,867	1,804,274	3.1%
Interlibrary Loans					
Materials loaned	90	75	744	748	-0.5%
Materials borrowed	550	605	5,723	6,227	-8.1%
Meeting & Conference Room Use					
Total Meeting Room Use	383	430	3,606	3,656	-1.4%
Total Study Room Use	959	942	9,461	9,233	2.5%
Total Computer Sessions	8,988	11,557	109,839	118,470	-7.3%
Wi-Fi Use	50,997	42,568	478,679	467,478	2.4%

Siouxland Libraries Summary Report - October 2025

	This Month		This Month Last Year		This YTD		Last YTD		% Change YTD	
Programming										
	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended
Total Adult programs	40	520	38	886	359	5,518	262	5,326	37.0%	3.6%
Total Teen programs	2	14	10	103	137	1,639	123	1,321	11.4%	24.1%
Total Children's programs	23	510	29	2,706	285	10,561	270	11,130	5.6%	-5.1%
Total Early Learning programs	113	2,617	138	3,405	1,071	24,557	1,063	24,725	0.8%	-0.7%
Total programs	178	3,661	215	7,100	1,852	42,275	1,718	42,502	7.8%	-0.5%
Total One-to-One Programs	447		203		2,364		3,121		-24%	
Collection Statistics										
Items added	2,305		2,863		19,394		20,463		-5.2%	
Items discarded	1,064		2,798		19,097		18,752		118.6%	
Total physical items in collection					272,418		265,794		2.5%	
Digital eBooks & eAudio added	2,688		2,879		34,633		24,699		40.2%	
Digital eBooks & eAudio discarded	2,678		3,176		32,323		19,680		64.2%	
Total Digital eBooks & eAudio					40,992		41,387		-1.0%	
Total collection size					313,410		307,181		2.0%	
Outreach										
Library volunteer hours	223.00		165.00		2,030.50		1,816.60		11.8%	
Marketing events (booths, etc.)	7		2		22		37		-40.5%	
# of contacts at Marketing events	740		500		2,467		6,351		-61.2%	

Interlibrary Loan Policy

Purpose and Mission

Interlibrary Loan (ILL) is the borrowing and lending of materials between libraries. The purpose of offering ILL services is to obtain materials and information not available at Siouxland Libraries and to provide resources to other libraries. This service supports the library's mission by connecting users to a broader world of ideas and information. Interlibrary loan is intended to supplement information needs and is not a substitute for the library's collection. Items frequently requested will be considered for purchase.

Practices & Guidelines:

The conditions of this service are set by the [Interlibrary Loan Code for the United States](#), Copyright Law of the United States, and by the regulations of individual libraries. Requests for copies must comply with [Section 108](#) of the U.S. Copyright Law.

Borrowing

Users

1. Siouxland Libraries cardholders with accounts in good standing may request material through ILL. Library cards with a temporary address, customers who receive homebound deliveries, and deposit collection deliveries are not eligible.
2. Borrowers may have a finite number of ILL requests at a time. This number is set by ILL staff based on staffing availability and cost and will be communicated to library users.
3. ILL privileges may be restricted or suspended for the following behaviors:
 - Failure to pick up five or more ILL items in a 12-month period
 - Having an overdue or lost ILL on your account
 - Returning five or more damaged ILL items
 -

Eligible Items

Siouxland Libraries will request materials from libraries throughout the United States. Some requests may not be filled due to high demand, copyright restrictions, unavailability, or policy restrictions from other libraries. Customers will be notified if a request cannot be filled.

1. Books, articles, magazines, DVDs, audiobooks, CD music, microfilm and other library materials not owned by Siouxland Libraries are eligible for interlibrary loan. Requests

may also be placed for items that are owned by Siouxland Libraries, but meet one of the following criteria:

- a. Items that have been lost for more than a month
 - b.
 - c. Items that have been withdrawn
2. Items must be more than one (1) year old. Newer items will be considered for purchase.
 3. Siouxland Libraries does not charge a fee for ILL and tries to obtain items from libraries that also provide free services. If the item is only available for a fee, ILL staff will contact the customer for approval. Any costs will be paid by the customer. Items that require tracking or insurance will not be accepted.
 4. Materials that may not be requested include, but are not limited to:
 - a. Items on order or owned by Siouxland Libraries
 - b. Items in eBook, eAudiobook, or streaming formats
 - c. New items published within the last year
 - d. Formats that require additional shipping costs

Submitting a Request

Interlibrary loan is not designed for rush or urgent requests; however, every effort will be made to order ILL requests quickly. Including correct citation information, such as format, title, author, publication date, volume and page numbers will help staff process requests swiftly and accurately. Not all requests can be fulfilled. High demand items, reference materials, textbooks, course materials, rare, valuable, or archival materials are often not available through interlibrary loan.

1. Cardholders may submit ILL requests by calling or visiting any Siouxland Libraries branch or through our website at <https://www.sioxlandlib.org/interlibrary-loans>
2. Requests should be submitted as far in advance as possible. The average request time is 1-2 weeks but could take four weeks or longer.
3. Customers will be notified through their preferred notification method when materials arrive and are available for pick-up. It is the customer's responsibility to obtain the materials in a timely fashion after notification. ILL materials will remain on the hold shelf until their due date.

Loan Period and Renewals

1. Loan periods for ILL materials are defined by the policies of the lending library.
2. Interlibrary loan items must be picked up at a Siouxland Libraries location, with the exception of articles that are electronically delivered.
3. Renewals are granted at the discretion of the lending library. One request for renewal can be placed no more than seven days before the item is due. Renewal requests cannot be placed for items that are past their due date.

4. Items are considered overdue if they are not returned to Siouxland Libraries by the assigned due date.
5. Items are considered lost if they are overdue 30 or more days.
6. Items may be recalled by the lending library at any time. If an item is recalled, customers are expected to return the item as soon as possible.

Conditions of Use

Siouxland Libraries will adhere to conditions set by the lending library for the use of their materials. Some items may be available for in-library use only.

1. Lost or damaged ILL materials are subject to the lending library's rules and policies.
2. If an ILL is lost, damaged, or cannot be returned, an estimated replacement cost will be charged to the borrower's account. Siouxland Libraries will contact the lending library to determine charges for the material. If necessary, the replacement charge may be adjusted at the discretion of ILL staff.
3. Customers are responsible for all fines or charges resulting from overdue, lost, or damaged ILL materials. If a fee is charged, Siouxland Libraries will pay the lending library and assign the fee to the customer's library account.
4. All transactions for Siouxland Libraries' customers follow the parameters found in the Circulation Policy.

Lending to Other Libraries

Siouxland Libraries does not charge to lend items through interlibrary loan and will make every effort to supply materials from our collection to other libraries in the United States. Some items may be unavailable due to cost, uniqueness, copyright restriction, demand by Siouxland Libraries customers, or other limitations.

What can be lent and restrictions:

1. Materials that have been published or released within the last year will not be loaned through interlibrary loan.
2. Copies of magazine articles will be scanned and emailed to requesting library or customer.
3. In-state requests can be made for the Book Club to Go collection. Items must be picked up at a library that is a stop on the South Dakota intrastate courier.
4. Items in the Caille Room and Genealogy collections will be assessed on a case-by-case basis.
5. Other restricted materials include:
 - a. eContent
 - b. Games

- c. Kits
- d. Passes
- e. Items in-use or in-demand by Siouxland Libraries cardholders

Conditions of use and associated charges:

1. Materials will be loaned for a four-week period, except for Book Club to Go bags.
2. Renewals are available upon request.
3. Books borrowed from Siouxland Libraries remain the fiscal responsibility of the borrowing library until the item is received at Siouxland Libraries. Materials lost or damaged in the mail or other methods of transit are the responsibility of the borrowing library. Materials damaged while on loan to another library will be billed for replacement.
4. Items not returned after eight weeks past the due date will be billed to the borrowing library for the replacement cost of the item.

Effective Date: [date]

Approved by the Siouxland Library Board of Trustees on [date]

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 library 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 a school district 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.

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 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
- Current employment identification at the City of Sioux Falls or Minnehaha County or a school district in the library's service area

By accepting a library card, the guest agrees to:

- Accept responsibility for all activities 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, the parent/legal guardian assumes full responsibility for minor's access and borrowing of library materials.

Converting a 3-Item Limit 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.

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 the 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. To place a hold, a Siouxland Libraries card and PIN will be needed. 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.

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 occur on the due date. Items may be manually 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 the obligation to return library materials or from fees. 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 due date. 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.

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 December 1, 2024.

Approved by the Library Board of Trustees on November 13, 2024.

Rural West Proposed Open Hours

Colton	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current		2:00-6:00		2:00-6:00		9:00-1:00		12
Proposed		2:00-6:00		2:00-6:00		9:00-1:00		12

Crooks	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current	3:00-7:00	1:00-5:00	10:00-11:00	10:00-11:00	1:00-5:00	10:00-1:00		21
Proposed	3:00-7:00	10-1; 2-5	10-1; 2-5	10-1; 2-5	1:00-5:00			26

Hartford	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current		9:00-1:00	2:00-5:00	3:00-7:00	1:00-5:00	10:00-1:00		18
Proposed		10-1; 2-5	10-1; 2-5	3:00-7:00	1:00-5:00	9:00-1:00		24

Humboldt	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current	2:00-6:00		3:00-7:00		10:00-1:00			11
Proposed	2:00-6:00		2:00-6:00		1:00-5:00			12

- Total circulation is expected to increase 12% at Crooks Branch and 25% at Hartford Branch by increasing staffed hours. This is based on the ratio of Crooks Branch being 5% and Hartford Branch being 3.25% more productive during staffed hours compared to Expanded Access hours.
- Circ by the hour data show that Humboldt customers prefer the late afternoon for their visits. The change in Wednesday's hours allow the morning storyteller to work at the branch in the afternoon, allowing greater staff efficiency.
- Expanded Access will continue to operate at the branches from 8AM-9PM, Monday-Sunday (excluding holidays), when the branch is closed.

Rural East Proposed 2026 Open Hours

Baltic	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current	2:30-6:30	Expanded Access	9:00-12:00	2:30-6:30	Expanded Access	9:00-12:00	Expanded Access	14
Proposed	Expanded Access	2:00-6:00	9:00-12:00	2:00-6:00	Expanded Access	9:00-12:00	Expanded Access	14
24-25 ave circ on open hr days	189		293.67	360.25		286.33		
Choosing to drop Monday and add Tuesday to see if circulation increases.								

Brandon	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current	9:00-8:00	9:00-8:00	9:00-8:00	9:00-8:00	9:00-5:00	9:00-3:00		58
Proposed	9:00-8:00	9:00-8:00	9:00-8:00	9:00-8:00	9:00-5:00	9:00-3:00		58
No changes								

Garretson	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current	Expanded Access	3:00-6:00	3:00-7:00	3:00-6:00	Expanded Access	9:00-12:00	Expanded Access	13
Proposed	3:00-6:00	3:00-6:00	3:00-6:00	9:00-12:00, 3:00-6:00	Expanded Access	Expanded Access	Expanded Access	15
24-25 ave circ on open hr days		324.67	242.75	353 morning, 225 afternoon		223.67		

- Shortening Wednesday evenings to 6:00, as circ drops nearly in half compared to the previous three hours. This also allows staff to continue working at BR in the evening.
- Choosing to drop Saturday as it's the lowest circ day and replace with Monday afternoons. With low visits, we are choosing to lean on Expanded Access for the weekend.
- For several years, we've offered storytimes on Thursday mornings and open *unofficially* 9:30-11:30. I've chosen to make the branch officially open 9-12 in addition to the afternoon hours. The staffing for Thursday remains the same as usual, as the storyteller moves to another branch and our local part-time staff works the afternoon shift.

Valley Springs	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hours
Current		3:00-6:00		3:00-6:00				6
Proposed		3:00-6:00	3:00-6:00	3:00-6:00		9:00-12:00		12

- To revive this branch, the schedule would increase from six to twelve hours (pre-Covid hours).
- In the past 9 years+, we've never tried Saturday hours; post-covid we tried morning hours on a Friday but received very minimal usage. We're hopeful that with added imaginative/educational play offerings and refreshing the collections, we may make the branch into a Saturday family destination for Valley Springs.



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

2026 MEETING SCHEDULE

Siouxland Libraries Board of Trustees

January 14	Regular Meeting – Oak View Library – 4:30 p.m.
March 11	Regular Meeting – Ronning Branch – 4:30 p.m.
May 13	Regular Meeting – Humboldt Branch – 4:30 p.m.
July 8	Regular Meeting – Garretson Branch – 4:30 p.m.
September 9	Regular Meeting – Brandon Branch – 4:30 p.m.
November 18	Regular Meeting – Downtown Library – 4:30 p.m.

Technology Plan



Siouxland Libraries

JANUARY 1, 2026 THROUGH DECEMBER 31, 2028

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 255,913.
- In 2025, there were 83,553 cardholders, representing approximately 32.6% of the population.
- The average median household income in Minnehaha County is \$76,074, with 8.4% of the population under the poverty level.
- Sioux Falls has a 2.2% unemployment rate, lower than the national average of 4.3%.

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	22	7	3	5	5*	5	4	7	8	61
Laptop	9	3	3	3	2	2	4	2	1	29
Public Laptop	0	0	0	0	0	0	0	0	0	0
Public Desktop	31	0	0	8	10*	11	5	7	7	69
Public Catalog	6	0	0	4	2	3	3	2	1	21
Study Room Desktop	0	0	0	0	1*	0	1	0	0	1
Self-Check Station	3	0	0	3	2	3	3	3	4	21
Print Kiosk	3	0	0	1	2	2	1	1	0	10
Tablets/iPad	2	1	0	1	2	1	1	2	5	15
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	11*	10	6	7	7	69
Webcam	8	3	5	1	2	1	1	5	4	30
Camera	2	0	0	0	1	1	1	1	1	7
Label Printer	0	2	0	0	0	0	0	0	0	2
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	2	0	0	0	0	0	0	0	2
Cricut	0	1	0	0	0	0	0	0	0	1
AWE Computer	3	0	0	4	4	6	4	4	3	28
Receipt Printers	5	0	0	3	3	4	4	7	6	32

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 11 on staff workstations
- Microsoft Office 2016, Office 365, DeepFreeze, Polaris ILS, FE Tech, READsquared, Innovative, PITS, ILLiad, JAWS, MyPC(TBS), PaperCut, E-PrintIt, Patron Point, 90.io, Mango, BrainFuse, LinkedIn Learning, 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

- Install new public computers due for replacement at all library locations. (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)
- Evaluate existing technology in study rooms and determine if additional equipment should be added (TARGET: Quarter 1 2027)
- Evaluate TBS PC Booking software and onsite versus offsite servers (TARGET: Quarter 3 2027)
- Evaluate Mapping Software for wayfinding in library branches (TARGET: Quarter 1 2028)

Objective A2: Leverage new Technology

- Determine if Verify through Patron Point can be a tool to increase active library card holders (TARGET: Quarter 1 2026)*
- Check on progress of Frank Olson project and space needs for a library locker. (TARGET: Quarter 2 2026)
- Determine what technology will be incorporated into a Downtown Library renovation. (TARGET: Quarter 2 2026)
- Evaluate the need for laptop lending (TARGET: Quarter 3 2026)
- Investigate innovative ways to utilize AI to fine-tune library processes and trainings. (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

- Conduct user experience evaluation. (TARGET: Quarter 3 2026)
- Update and implement library website guidelines and processes. (TARGET: Quarter 4 2026)

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

- Update and implement social media guidelines and processes. (TARGET: Quarter 4 2026)

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

- Evaluate class recommendations from program feedback surveys to determine which should be piloted. (TARGET: Quarter 1 2026)

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

- Implement A technology knowledge survey every five years. (TARGET: Quarter 1 2027)

9. TRAINING

Staff Training

Staff receive 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, 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. 2025 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Evaluated JobNow, agreement at the end of 2025. Decided to retain the database based on usage and helpfulness to the community.
- Completed agreements for new app and equipment/calendar/meeting room scheduling.
- Evaluated and renewed the Mango language-learning database due to high usage and community interest.
- Evaluated sites hosted or leased by Siouxland Libraries for ADA digital compliance.
- Utilized Patron Point communication to reengage guests who have not been active with the library in one year or more, encouraging them to renew their library cards.
- Add text notifications as SMS messaging to replace SMTP-to-SMS messaging due to budget limitations. We have switched this goal to adding push notifications to the library app. This is in development, and Siouxland will launch when it comes out of beta testing.
- Determined the next model and features for public computers. HP models have been confirmed, and ordering will be complete by the end of 2025.
- Evaluate adding HelpNow. Currently, the SD Department of Education provides a free option to all students in South Dakota. The funding has ended for the SD Department of Education. Siouxland Libraries does not have the available budget to add alternative tutoring options. We are continuing the Tail Waggin' Tutor programs.
- Determine if the library will continue to offer Microsoft Office software on Public Computers. Siouxland Libraries will no longer offer licenses for Microsoft Office. Staff are currently testing alternative options for 2026.
- Transition Illiad hosting from on-site to vendor. After reviewing hosted costs vs. on-prem costs. It was determined that there was a significant cost savings to keep hosting locally.
- Evaluated options for hold pickup lockers for a possible southside Sioux Falls location and at rural sites. Through conversations with Parks and Rec we are currently looking at West Site Rec and Frank Olson Indoor Rec Sites.
- Evaluated adding WiFi hotspots through e-rate funding. Determined that federal funding is unrelated and have opted not to utilize e-rate funding.
- Evaluate the placement of Digital Displays and determine if additional displays are needed. All locations have been added. Purchasing additional devices is on pause as IT evaluates and determines the next generation of devices.
- Added technology into Study Rooms that allows for video calls by guests. Ronning and Oak View will start with one device each. Installation Q4 at Ronning. Q1 2026 for Oak View.
- Launched Innovative equipment/calendar/meeting room scheduling and app.
- Determined that adding Threads as a social media platform did not meet library needs at this time.

- Updated and implemented 2026 social media guidelines and processes.
- Updated plans for ongoing staff training and development regarding refreshing and onboarding training.
- Determined that library fleet optimization technology did not meet library needs at this time.
- Determined that digital signage does not meet library needs at this time.

12. Definitions

- **Innovative:** A company that provides the library with software and an app, which includes features for managing event and room booking services for libraries. This software allows promoting programs through an event calendar and reserving 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.
- **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.
- **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 12, 2025