

Agenda
Siouxland Libraries Board of Trustees
Downtown Library – 200 North Dakota Ave, Sioux Falls
Wednesday, March 9, 2022 – 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 January 12, 2022 regular meeting
4. Review of financial and statistical reports
5. Library Director and Staff reports
 - a) Strategic Planning Process
 - b) Everybody Reads Update
 - c) OneBook Siouxland Update – Kim Koblank
6. Public Input
7. Unfinished business
8. New business
 - a) Library Technology Plan for 2022 - 2024
9. Other
10. Next meeting: May 11, 2022 at 4:30 p.m. at the Caille Branch Library, 4100 Carnegie Circle, 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

Ronning Branch

Wednesday, January 12, 2022 – 4:30 p.m.

1. Roll Call and declaration of quorum. The meeting was called to order at 4:34 PM by Hogstad. Members present: Adam Emerson, Lorie Hogstad, Justine Murtha, Joel Rosenthal, and Library Director Jodi Fick. Members absent: Anne Land, County Commissioner Dean Karsky. Staff present: Monique Christensen and Kim Koblink. Guests present: Jim McQuisten.
2. Adoption of the agenda. Motion by Murtha and second by Emerson to move New Business after the adoption of the agenda. Motion carried.
3. Sioux Falls Resident Jim McQuisten shared that his wife Donna grew up in McCook County. A highlight of her childhood was going to the bookmobile. Before she passed on May 21, 2021 Donna and Jim discussed where they would like their estate to go. Donna wanted funds to go to the bookmobile. She was an avid reader. Jim made that promise to her. Every year for the next 10 years Jim will donate \$22,000 to Siouxland for the bookmobile or other similar outreach needs. Upon Jim's passing ¼ of his estate will go to the library as well. Motion by Rosenthal and second by Murtha to accept the donation from Jim McQuisten. Motion carried.
4. Motion by Rosenthal and second by Murtha to approve the minutes of the November 10, 2021 meeting. Motion carried.
5. Review of financial and statistical reports. Jodi shared the operating funds printout. This is the preliminary year-end report as we are still paying 2021 invoices. Final report will be presented at the March 2022 meeting. We did a good job of using the budget. Technology has a short fall but operating budget will cover that. Capital items – 20,000 was paid after this report. Great job to the collection staff. In 2021 the budget was 991,000, with 225,000 rolled over from 2020. There were order and supply chain issues in getting materials. We received a big pallet of books on December 31. The staff were able to unbox and receive so they could be paid out of 2021 budget. In statistics we are in recovery mode, increase of new library card holders by 88% over last year. Student success cards contributed to that increase. Visitor count is lower than typical but we have shorter hours, curbside pickup and decreased programming levels. Rosenthal asked about digital usage. Digital is down 3% over 2020 but physical circulation is up 31%. Meeting room use had increase but not up to precovid. Programming efforts up from 2020 but not same as precovid. Volunteer hours – in 2019 we had 60 volunteers; now we have 20.
6. Library Director and staff reports. Director report – staff update, two full time Library Associates have been hired, Brett Miller and Sophie Felecia. Library Associate Jane Healy is retiring on January 21. We are currently doing second interviews for her replacement. Librarian Justin Stevenson has moved to Aurora CO. His position is being advertised. Part time positions are being filled but still looking for a couple more. Jodi shared information about the City's Employer of Choice plan. Christensen did an update on the Ronning renovation. Beck and Hofer was awarded the contract. They are working on lining up supplies. We will determine next week whether the project has to be moved back or can stay with the original construction dates. Strategic planning process is moving

along. Next Tuesday marks the beginning of the survey to our users and potential users. Final review of the survey went out to the team. Staff have a marketing plan in place. There is a survey in English and Spanish. There will be ten focus group meetings of around 15 people each beginning February 7. Two groups will be outside of Sioux Falls: Monday the 7th in Brandon and Hartford, Tuesday the 8th. Library trustees group will be Monday the 7th 3:30-5. Everybody Reads – Community reading initiative partnership between the library and Sioux Falls School District runs the month of March. Libraries and schools will have visual representations in their spaces of how much everyone reads. A leaf for every book that people read. Schools will have other challenges - maybe between schools or between classes.

7. Public Input. (There was no public input.)
8. Unfinished Business. (There was no unfinished business.)
9. Other.
10. The next regular meeting will be on Wednesday, March 9, 2022 at 4:30 PM at the Downtown Library.
11. Adjournment. The meeting was adjourned at 5:19 P.M.

Monique Christensen
Library Staff

Date Approved

Jodi Fick
Board Secretary

CITY OF SIOUX FALLS

2022 JAN-FEB OPERATING BUDGET REPORT



FOR 2022 02

ACCOUNTS FOR: 100 General Fund	ORIGINAL APPROP	TRANSFRS/ ADJSTMNTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
048 Facilities	1,886,155	0	1,886,155	101,372.20	7,898.40	1,776,884.61	5.8%
076 Collections	232,500	0	232,500	27,522.70	13,334.00	191,643.30	17.6%
077 Operations	6,493,162	0	6,493,162	828,756.88	31,971.81	5,632,432.83	13.3%
078 Technology	623,472	0	623,472	83,922.23	149,840.23	389,709.46	37.5%
079 Program Support	50,510	0	50,510	3,680.51	7,450.00	39,379.49	22.0%
TOTAL General Fund	9,285,799	0	9,285,799	1,045,254.52	210,494.44	8,030,049.69	13.5%

CITY OF SIOUX FALLS

2021: JAN-FEB CAPITAL BUDGET REPORT



FOR 2022 02

ACCOUNTS FOR:	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
253 Capital Improvement Fund							
076 Collections	785,000	24,718	809,718	42,517.49	.00	767,200.24	5.3%
077 Operations	0	14,539	14,539	.00	.00	14,539.08	.0%
078 Technology	978,600	10,500	989,100	.00	.00	989,100.00	.0%
TOTAL Capital Improvement Fund	1,763,600	49,757	1,813,357	42,517.49	.00	1,770,839.32	2.3%

CITY OF SIOUX FALLS

2021 FINAL OPERATING BUDGET REPORT



FOR 2021 12

ACCOUNTS FOR: 100 General Fund	ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
048 Facilities	1,720,785	0	1,720,785	1,720,594.00	7,898.40	-7,707.46	100.4%
076 Collections	197,000	0	197,000	186,330.11	.00	10,669.89	94.6%
077 Operations	6,181,604	0	6,181,604	6,011,472.93	7,462.69	162,668.45	97.4%
078 Technology	540,550	0	540,550	602,933.39	6,915.00	-69,298.39	112.8%
079 Program Support	79,625	0	79,625	74,573.04	100.00	4,951.96	93.8%
TOTAL General Fund	8,719,564	0	8,719,564	8,595,903.47	22,376.09	101,284.45	98.8%

CITY OF SIOUX FALLS



2021 FINAL CAPITAL BUDGET REPORT

FOR 2021.12

ACCOUNTS FOR:	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
253 Capital Improvement Fund							
076 Collections	765,000	226,063	991,063	966,345.02	.00	24,717.73	97.5%
077 Operations	0	15,834	15,834	1,294.92	.00	14,539.08	8.2%
078 Technology	0	10,500	10,500	.00	.00	10,500.00	.0%
TOTAL Capital Improvement Fund	765,000	252,397	1,017,397	967,639.94	.00	49,756.81	95.1%

Siouxland Libraries Summary Report - February 2022

	This Month	This Month Last Year	This YTD	Last YTD	% Change YTD
People Served / Visitors					
Service area population			241,518	230,819	4.6%
New Cardholders	572	376	1,209	812	48.9%
Active Cardholders			88,195	95,494	-7.6%
Total Walk-in Visitors	54,265	31,333	109,226	63,098	73.1%
Website Sessions	31,084	28,697	66,911	61,123	9.5%
Library Catalog Sessions	28,133	31,050	62,434	69,371	-10.0%
Mobile App Users	2,304	-	4,748		
Total Digital Sessions	61,521	59,747	134,093	130,494	2.8%
Total Hours Open	1,776.25	1,475.00	3,699.75	3,035.00	21.9%
Resources Used					
Circulation					
Baltic	661	913	1,516	2,003	-24.3%
Bookmobile	5,744	3,104	12,347	6,939	77.9%
Brandon	6,165	5,816	12,912	12,367	4.4%
Caille	20,576	20,180	40,208	42,821	-6.1%
Colton	904	541	1,775	1,281	38.6%
Crooks	1,119	1,642	3,186	3,385	-5.9%
Downtown	20,008	20,234	41,983	43,069	-2.5%
Garretson	346	444	716	958	-25.3%
Hartford	898	874	1,701	1,770	-3.9%
Humboldt	243	392	530	808	-34.4%
Oak View	8,689	8,587	16,415	17,287	-5.0%
Prairie West	16,013	16,189	32,763	33,627	-2.6%
Ronning	20,679	23,213	48,174	50,203	-4.0%
Valley Springs	169	123	369	238	55.0%
Siouxland Use Garretson School	33	64	82	92	-10.9%
Total Circulation	102,247	102,316	214,677	216,848	-1.0%
Digital Resource Use					
OverDrive eAudio	10,506	8,719	21,757	17,628	23.4%
Hoopla eAudio	2,229	1,661	4,394	3,451	27.3%
OverDrive eBook	11,287	10,469	24,251	22,171	9.4%
Hoopla eBook	921	929	1,939	1,850	4.8%
Hoopla Movie, TV, Music, Comic	1,019	1,055	1,885	2,044	-7.8%
RB Digital Magazine, Comic	-	-	-	1,342	-100.0%
OverDrive Magazine	1,337	1,227	2,906	1,227	136.8%
Total Digital Circulation	27,299	24,060	57,132	49,713	14.9%
Total Circulation All Materials	129,546	126,376	271,809	266,561	2.0%
Interlibrary Loans					
Materials loaned	54	95	108	190	-43.2%
Materials borrowed	563	440	1,083	852	27.1%
Total Meeting Room Use	242	71	401	128	213.3%
Total Study Room Use	579	-	898	-	#DIV/0!
Total Computer Sessions	6,785	2,533	12,865	4,733	171.8%

Siouxland Libraries Summary Report - February 2022

	This Month		This Month Last Year		This YTD		Last YTD		% Change YTD	
Programming					-		-			
	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended	Programs	Attended
Adult Programs	18	194	1	14	34	358	1	14	3300.0%	2457.1%
Teen Programs	7	56	-	-	14	102	-	-	#DIV/0!	#DIV/0!
Children's Programs	5	104	-	-	9	150	-	-	#DIV/0!	#DIV/0!
Early Learning programs	54	1,015	4	210	114	1,951	7	371	1528.6%	425.9%
Total Programs	84	1,369	5	224	171	2,561	8	385	2037.5%	565.2%
Total One-to-One Programs	78		42		130		74		76%	
Collection Statistics										
Items added	2,002		2,379		3,339		4,743		-29.6%	
Items discarded	1,303		4,748		2,933		6,923		-57.6%	
Total physical items in collection					271,814		273,765		-0.7%	
Digital eBooks & eAudio added	560		750		1,079		1,453		-25.7%	
Digital eBooks & eAudio discarded	142		230		693		(374)		-285.3%	
Total Digital eBooks & eAudio					31,464		34,336		-8.4%	
Total collection size					303,278		308,101		-1.6%	

Technology Plan



Siouxland Libraries

JANUARY 1, 2022 THROUGH DECEMBER 31, 2024

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 a variety of 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 230,819.
- In 2020, there were 96,842 cardholders, representing approximately 42% of the population.
- The average median income in Minnehaha County is \$61,772, with 8.7% of the population under the poverty level.
- Sioux Falls has a 2.8% unemployment rate, lower than the national average of 4.6%.

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 success of the plan.
- We continually monitor and review 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 in order 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
Staff Desktop	26	7	5	6	5	5	5	8	8	75
Staff Laptops	4	1	3	2	1	1	2	1	1	16
Public Laptops	0	0	0	0	0	0	0	0	0	0
Public Desktops	23	0	0	4	10	3	3	7	8	58
PD Coming Soon	9	0	0	8	7	10	6	3	0	43
Public Catalog	8	0	0	4	3	3	3	3	0	24
Self-Check Station	3	0	0	3	2	3	3	1	2	17
Print Kiosks	2	0	0	1	1	1	1	1	0	7
Tablets/iPads	2	1	0	1	1	1	1	2	5	14
Staff Printer	2	1	1	1	1	1	1	1	0	9
Public Printer/Copier	2	0	0	1	1	1	1	4	4	14
Scan Stations	1	0	0	1	1	0	0	0	0	3
Security Cameras	30	0	0	4	7	10	6	0	7	64
Webcams	7	3	5	1	2	1	1	5	4	29
Cameras	1	0	0	0	0	0	0	0	0	1
Label Printers	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	1	2
3-D Printer	0	1	0	0	0	0	0	0	0	1
Cricut	0	1	0	0	0	0	0	0	0	1

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 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 on the workstations
- Microsoft Office 2016

Network and Infrastructure

The City of Sioux Falls, Midcontinent and Alliance Communication provides 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
- City Fiber for Downtown, Oak View, Prairie West, Caille, and Ronning
- City Radio for Hartford and Brandon
- Verizon for Bookmobile

The phone lines:

- 1 telephone line for voice at each of the following locations: Golden West: Colton, Humboldt; Alliance: Baltic, Garretson and Valley Springs
- Brandon Valley School District provide phone and fax service for the Brandon Branch.

Servers and Backups

City of Sioux Falls provides and maintains a virtual server 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, the library maintains backup for the ILS Polaris.

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
- Telephone Messaging Service

7. BUDGET

City of Sioux Falls and Minnehaha County councils approves annual appropriations, which include funding for both telecommunications and Technology. Currently, the library is operating on a four-to-five year replacement cycle for computer related equipment. In addition to yearly

expenditures, the councils have 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: Upgrade Hardware and Software

- WhoFi (TARGET: Quarter 1 2022)
- TBS/Scan Stations (TARGET: Quarter 1 2022)
- Upgrade or replace Mitel phones with Cisco phones or softphones to maintain support levels required by the vendor (TARGET: Quarter 2 2022)*
- Replace and relocate wiring rack to enable better flexibility for cable management and expanded networking capacity at the Ronning Branch (TARGET: Quarter 2 2022)*
- Replace Automatic Materials Handling system (TARGET: Quarter 2 2022)
- Vega Discovery Layer (TARGET: Purchase Quarter 1 2022, Implement Quarter 2 2022)
- Relocate wiring rack to enable better flexibility for cable management at the Baltic Branch (TARGET: Quarter 3 2022)*
- Office 365 (TARGET: Quarter 4 2022)
- Evaluate/Replace Communico (TARGET: Quarter 3 2022)*
- Evaluate/Replace Patron Incident Tracking Software, PITS (TARGET: Quarter 2 2023)*
- Evaluate/Replace ILS, Polaris (TARGET: Quarter 1 2024)*

Objective A2: Leverage new Technology

- Migrate to new meeting room software/technology for Caille, Ronning and Oak View (TARGET: Quarter 2 2022)
- Evaluate the use of Everbridge for staff notifications (TARGET: Quarter 2 2022)
- Evaluate meeting room equipment at Prairie West (TARGET: Quarter 4 2022)
- Evaluate laptop lending for flexible and convenient on-site public computer use (TARGET: Quarter 1 2023)*

- Adding Expanded Access to Humboldt, Colton, and Baltic. (TARGET: Quarter 1 2023)*
- Migrate to new meeting room software/technology for Brandon, Ronning and Oak View (TARGET: Quarter 4 2023)
- Migrate to new meeting room software/technology for Downtown Library (TARGET: Quarter ? 202?)
- Identify expanded, flexible printing services such as Papercut print management software, kiosks, and pay stations to provide flexible and wireless printing for additional library buildings. (TARGET: Quarter 4 2023)

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

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

- Content audit of library website and determine who will be involved (TARGET: Quarter 2 2022)
- Design a new library website for an enhanced user experience and improved communications (TARGET: Quarter 4 2022)
- Evaluate Customer Engagement resources such as Patron Point (TARGET: Quarter 1 2023)*
- 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 4 2022)
- Identify and implement appropriate tools to monitor and evaluate website links and content (TARGET: Quarter 4 2022)

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

- Re-evaluate all social media platforms to assess community reach and develop a plan of engagement (TARGET: Quarter 3 2022)
- Update and implement social media guidelines and processes (TARGET: Quarter 1 2023)

9. TRAINING

Staff Training

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

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. Classes may also be offered by library partner organizations.

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 Technology/Communications, in consultation with the Library Technology Committee. The Technology Management Plan will be updated as necessary and reviewed on an annual basis.

Disaster Recovery

The Library's Disaster Recovery Plan outlines disaster preparedness and recovery for library technology. The Disaster Recovery Plan is reviewed and updated as necessary and on an annual basis by the Technology Committee.

11. 2021 TECHNOLOGY PLAN ACCOMPLISHMENTS

- Developed and rolled out an updated website to serve as an intermediate site until the new developer could be hired in 2022.
- Developed processes and procedures for remote customer and staff communication and engagement.
- Upgraded internet connections to Colton, Crooks, Humboldt and Baltic to Midco high-speed internet.
- Switched over computer booking software from Envisionware to TBS.
- Added wireless printing to three additional library locations for a total of six branches now providing the service.
- Purchased four additional AWE stations for Colton, Crooks, Baltic, and Garretson and replace one old machine at Ronning.

Approved by the Siouxland Libraries Board of Trustees **Date**