

HENNEPIN COUNTY

LIBRARY BOARD




The public is welcome at all library board meetings.

June 11, 2025, 5:30-7:30 p.m.

Ridgedale Library | Ladyslipper Room | 12601 Ridgedale Drive | Minnetonka, MN 55305

Library Board Agenda

POLICY COMMITTEE

1. Welcome and Call to Order
2. Attendance
-  3. Approval of Agenda*
-  4. Approval of April 16, 2025, Meeting Minutes*
5. Patron Services Policy
-  6. Adjourn*

 *Denotes board action item

Library Board

Jessica Kraft, President | Lynn Stetler, Vice President | Amal Karim, Secretary | Gordy Aune, Jr. | Jane Brissett | Erin Brudvik | Erin Carney | Kimberly Connolly | Michael Hogan | Randy Klauk | Ashley Krohn

Library Director
Scott Duimstra



HENNEPIN COUNTY

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Hennepin County Library Board Policy Committee

Meeting Minutes

The Hennepin County Library Board Policy Committee met on April 16, 2025, at Ridgedale Library, Room 174, 12601 Ridgedale Drive, Minnetonka.

Attendees

Committee Members Present: Michael Hogan (Chair), Gordy Aune, Jr., Jane Brissett, Randy Klauk

Library Board Members Present: Kimberly Connolly

Hennepin County Staff: Scott Duimstra, Lillian Albrecht, JR Genett, Tonya Depriest, Char Kimber, Kelli Koob, Amy McNally, Anna Schwindt DeGroot, Bethany Wagenaar

Call to Order

Chair Hogan called the Hennepin County Library Board Policy Committee Meeting of April 16, 2025 to order at 5:31 p.m. and welcomed all in attendance.

Attendance of Library Board Members

Library Board Clerk Lillian Albrecht took the roll call. The Board met the quorum with 4 committee members present.

Approval of Agenda

Motion: Randy Klauk

Second: Jane Brissett

Motion passed.

Approval of February 12, 2025, Meeting Minutes

Motion: Gordy Aune, Jr.

Second: Jane Brissett

Motion passed.

Internet Public Use Policy

Attendees discussed the technical and service aspects of the policy with subject matter experts JR Genett and Bethany Wagenaar. The committee endorsed the policy with updated mission statement,

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review dates, and language clarifying “the library establishes time limitations” for public PC use. A motion was made to bring the policy to the full Board for review on May 14.

Motion: Randy Klauk

Second: Jane Brissett

Motion passed.

Adjourn

There being no further business, a motion was made to adjourn the meeting at 6:15 p.m.

Motion: Randy Klauk

Second: Gordy Aune, Jr.

Motion passed.

Amal Karim, Secretary

HENNEPIN COUNTY

LIBRARY

Library Board Policy Committee Patron Services Policy June 11, 2025

Background:

This policy provides guidance to Hennepin County Library on defining high-level, strategic library service objectives, delivery, development, evaluation, and limitations. This policy is grounded in the American Library Association's Library Bill of Rights which affirms that all libraries are forums for information and ideas and establishes basic policy areas to guide services. The current policy uses the library's previous Mission and Vision statements as a framework for defining high-level service objectives. This policy provides a strong foundation for the six priority areas of HCL's current strategic plan:

- Upholding free access to a broad spectrum of ideas
- Championing the aspirations of residents with learning, literacy, and enrichment
- Offering free access to essential technology and connectivity
- Creating inviting, inclusive, accessible, and safe public spaces
- Delivering a positive and equitable experience to every patron
- Supporting individuals and their basic human needs through connections to resources and services

For your consideration two draft versions of this policy are included in the packet. The first draft updates the library's Mission/Vision and replaces it within the document. The second draft also updates the library's Mission/Vision and pulls it out of the document. These drafts were created to provide a starting point for your conversation.

Why This is Important:

The purpose of this policy is to articulate the overarching principles and objectives which guide the development, delivery, and evaluation of patron services. This policy clearly outlines the values the library holds when creating, evaluating, and implementing services to our patrons.

Library Administration

12601 Ridgedale Drive | Minnetonka, MN 55305
612-543-8500 | hclib.org



The principles of this policy include an endorsement of the American Library Association's Equity of Access principle. The policy is centered on Hennepin County's Value of People First, which states that *People are our purpose. Residents are the center of everything we do, and our employees are our greatest asset.*

The library uses feedback from patron survey to inform decisions about services. The library serves 41 communities, each with varying needs; our services are responsive to community need. This means services may look different at different locations.

The data below provides a high-level overview of the impact of our services; Hennepin County Library serves a huge volume of patrons, providing services delivered in libraries, online, and in the community.

- **Library visits** measure the number of visits to our 41 physical library locations where patrons experience in-person services.
 - HCL saw nearly **4.8 million visits** to our spaces in 2024, a 29% increase from 2023, and the highest visit volume since 2019.
 - This is **3.7** visits per Hennepin County resident.
- Patrons receive both in-person and remote services with their **library cards** including the ability to borrow the physical and digital collection, access to databases, use of public desktop computers in our spaces, and access to free public printing credits in library buildings.
 - As of the end of April 2024, HCL has over **551,000 active cardholders** – patrons who have used their library card in the past 3 years.
 - **39%** of Hennepin County residents are active cardholders – nearly 4 in every 10 residents.
- **Website visits** measure the number of sessions initiated by users to the library's website, where patrons can access information and remote services.
 - In 2024, HCL saw nearly **15.6 million website visits**, the highest HCL has recorded and a 43% increase over 2023.
- Patrons are also able to receive remote responsive library service by call, text, chat, and email to **Ask Us services**.
 - Over **18,000 patron phone calls** and nearly **21,000 patron text, chat, and email** inquiries were managed by HCL staff in 2024.

Known Changes:

- Update Mission and Vision
- Edited quote from ALA for accuracy
- Review date

Discussion:

- After reading the draft Patron Services Policy, what stands out to you? What are your initial thoughts?
- What questions do you have about the policy?
- In the policy we state, "Recognize and respond to changing communities and demographics", what does that entail?
- How could we intentionally consider race/equity with this policy?
- How would you like to integrate the Library's Mission/Vision into our policies?
- Is the Service Limitations section clear?
- Is anything missing from this policy?
- What changes may be required to this policy?

What Next:

- What further steps should be taken?
 - More information from staff?
 - Questions that require answers?
 - Ready for decision?

Patron Services Policy

Hennepin County Library Board Policy

Purpose

The purpose of this policy is to articulate the overarching principles and objectives which guide the development, delivery, and evaluation of patron services.

Principles

We endorse the American Library Association's Equity of Access principle which states, in part:

*Libraries **in America** are the cornerstones of the communities they serve. Free access to the books, ideas, resources and information in America's libraries is imperative for education, employment, enjoyment, and self-government.* Hennepin County Library operates on the principle of equity of access, which means providing all people the information they need without exception.

We recognize the critical role public libraries play in a democratic society.

Hennepin County Library's services embrace the human desire to imagine, explore, and grow. We value the vast dimension of human experience and uphold the principles of intellectual freedom.

Hennepin County Library delivers its services in myriad ways to maximize access and minimize barriers to service. We are good stewards of public resources and seek to make cost-effective and productive use of limited resources.

Service Objectives

The services provided by Hennepin County Library are designed to advance the library's mission and achieve its vision.

Our mission is to inspire, facilitate, and celebrate lifelong learning.

Shaped by the information needs and aspirations of our residents, we envision the library as a shared space of enrichment and connection.

Library Services are an important part of thriving and interconnected communities. We believe that every Hennepin County resident should have a library card and use it regularly.

~~Our mission is to nourish minds, transform lives and build community together.~~

~~We envision a Hennepin County where library services ensure every person has the opportunity and resources to read, graduate, engage, work and learn.~~

Our services **nourish minds**. We:

- Help patrons access library collections and services
- Assist them in their efforts to satisfy their informational, educational, and recreational interests
- Keep new and experienced readers engaged and excited about reading and learning

- Support families as they help their children develop into readers and become ready for school

Our services *transform lives*. We:

- Increase the level of digital literacy and access to technology in the community
- Support language learners, multicultural populations, and those seeking citizenship
- Engage residents of county correctional facilities so they may build reading, work, and other life skills

Our services *build community*. We:

- Encourage and assist children and teens to develop their interests, succeed in school, and build foundations for lifelong success
- Help patrons develop job skills and knowledge to pursue their entrepreneurial ideas
- Ensure residents have the opportunity to remain active and vitally engaged in their communities

Service Delivery

Hennepin County Library services are delivered in libraries, online, and in the community. They may be delivered to individuals or groups.

Hennepin County Library provides patrons access to:

- Places and spaces for learning, exploration, and conversation - formal and informal, physical, and virtual
- A diverse collection of books, movies, music, and online content
- Technology with opportunities to view, create, and transmit content
- Knowledgeable staff who guide patrons in and through our services and enable them to be self-reliant

Service Development and Evaluation

In order to deliver relevant library services that are responsive to change, Hennepin County Library will:

- Recognize and respond to changing communities and demographics
- Solicit and act on patron feedback
- Seek local, national, and international insights, perspectives, and experience as new services are designed and delivered
- Establish formal and informal relationships to innovate and develop services

- Provide services that are community-based - reflecting both the Hennepin County community as a whole as well as the individual communities that reside within it
- Continually evaluate services to ensure they remain relevant to the community, are cost effective, and meet desired outcomes

Service Limitations

The library may establish service limitations to ensure the effective use of limited resources and to provide patrons with fair and equitable access to library services.

Roles and Responsibilities

The Library Director (or designees) may establish administrative level policies that articulate:

- The scope and limitation of service that is available for specific service areas
- How those services are evaluated
- General service guidelines to ensure the fair and consistent provision of service to patrons

Associated Policies

- Hennepin County Library Board. [Collection Development and Management Policy](#)
- Hennepin County Library Board. [Patron Use of Library Spaces](#)
- Hennepin County Library Board. [Internet Public Use Policy](#)
- Hennepin County Library Board. [Lending Policy](#)
- Hennepin County Library Board. [Library Bill of Rights](#)
- Hennepin County Library Board. [Reserving and Using Public Gathering Places](#)

Process

This policy is reviewed by the Library Director (or designee) every four (4) years, making recommendations to the Library Board Policy Committee. The Committee reviews and revises as necessary, endorses and advances to the full Library Board for approval.

Policy History

~~Date Approved: 2021~~

Next Review Date: ~~2025~~ 2029

Date ~~Last Reviewed Adopted: 2016~~ [Insert date Board approves]

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