

HENNEPIN COUNTY

LIBRARY BOARD

The public is welcome at all library board meetings.

November 19, 2025, 5:30-7:30 p.m.

Ridgedale Library | Meeting Room 174 | 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 October 8, 2024, Meeting Minutes*
5. Patron Use of Library Spaces 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



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Hennepin County Library Board Policy Committee

Meeting Minutes

The Hennepin County Library Board Policy Committee met on October 8, 2025, at Ridgedale Library, Room 174, 12601 Ridgedale Drive, Minnetonka.

Attendees

Committee Members Present: Michael Hogan (Chair), Erin Brudvik, Randy Klauk, Ashley Krohn

Library Board Members Present: Gordy Aune, Jr.

Hennepin County Staff: Scott Duimstra, Lillian Albrecht, Tonya Depriest, Char Kimber

Call to Order

Chair Hogan called the Hennepin County Library Board Policy Committee Meeting of October 8, 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: Ashley Krohn

Second: Erin Brudvik

Motion passed.

Approval of June 11, 2025, Meeting Minutes

Motion: Erin Brudvik

Second: Ashley Krohn

Motion passed.

Policy Committee Meeting Structure Discussion

Attendees discussed the structure of the Policy Committee and how to best provide information on policies to the group. They requested rotating meeting locations in 2026 for members to experience

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smaller libraries. The committee appreciated having a wide variety of staff viewpoints represented and requested additional feedback from all levels, allowing administration to determine how that feedback is shared. Finally, the committee agreed to continue with facilitated policy review meetings, noting how staff guidance helps to ground committee discussions.

Adjourn

There being no further business, a motion was made to adjourn the meeting at 6:17 p.m.

Motion: Randy Klauk

Second: Erin Brudvik

Motion passed.

Amal Karim, Secretary

HENNEPIN COUNTY

LIBRARY

Library Board Policy Committee Patron Use of Library Spaces November 19, 2025

Background:

This policy communicates the library's commitment to safe and welcoming spaces for our patrons. It outlines the roles and responsibilities of our patrons when they interact within both our virtual and public spaces.

This is a foundational policy; one that is directly connected to several other County and Library policies, as well as State Statutes. Most significantly, this policy is directly connected to the Patron Rules of Conduct administrative policy, which was updated January 2025.

Why This is Important:

"The purpose of this policy is to express the roles and responsibilities patrons have to ensure the library's physical and virtual spaces are welcoming, safe, and secure."

Hennepin County Library's physical and virtual spaces are exceptionally well-used by patrons. Due to the high volume of visits, it is critical that staff are prepared to address behaviors that could impact the safety and security of others.

This policy encompasses all the ways patrons engage in our library, such as interacting with library staff in person, online, or via phone, browsing the collection, picking up holds, attending programming, using public computers and technology, studying at tables, reading in lounge areas, or playing in early learning play spaces.

The data below gives you a snapshot of how active our spaces are:

Note: Library visits measure the number of visits to our 41 physical library locations.

- 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.

Library Administration

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



- Through mid-October 2025, HCL has had over **4 million visits**, a 1.3% increase over the same period last year.
- An especially fast-growing use of library public space is patron use of HCL's **meeting and study room spaces** within our libraries, with nearly **71,500** public meeting room reservations in 2024, a 17% increase from 2023, and a 47% increase from 2019. 2025 is projected to be even higher yet, with a 9% increase through April over the same period last year. [Note: This is the most recent data available as this number is not automatically calculated.]
- Patrons also connect with library staff virtually through **Ask Us services**, with **39,000** interactions in 2024 across call, text, chat, and email.

This data reflects both increased demand from patrons, as they increasingly share that they value space to meet, collaborate, and work. Visits to physical library spaces are not decreasing, even as patrons increasingly borrow materials in digital formats compared to physical materials.

This policy supports staff in making the public library a space where patrons trust staff will provide a safe and secure environment for all.

Engagement:

- In October I met with the Library Youth Advisory Board (LYAC), they shared their thoughts and comments about this policy. Insights from that meeting include:
 - Their overall reaction to this policy was positive. Here is what stood out to them:
 - Appreciated clear roles and responsibilities for patrons; what is/isn't allowed.
 - Stated accountability if "rules" are not followed.
 - Plain language, clearly written, easy to understand.
 - Recognized that some items were more specific than others; this led to a discussion about behavior not always being rooted in intentional "misbehaving". The approach to behavior may depend on the situation and the language of the policy supports that.
 - Appreciation that the policy is regularly reviewed.
 - When asked what was inspiring about this policy, here is what they had to say:
 - Appreciation that time is taken to consider all perspectives
 - Inclusiveness: this policy is for everyone.
 - "All word choices are specific. Effort was put in to make it come out in a specific, yet broad way."
 - When asked what concerned them:
 - The note that parents or caregivers are responsible for kids; the lived experience didn't involve parents or caregivers joining them in their library visit.
 - The question, what is the importance of this policy, how does this policy apply to you?
 - Generally, they like rules so they know what they can/can't do, and so they can let their peers know if they are breaking those rules.
 - They don't think they are the "target audience" for this policy as they agreed that they follow the rules.
 - Having rules makes them feel safe.

- Knowing the rules saves them from embarrassment. They do not want to be called out for not knowing the rules.
- Final question, what guidance and recommendations do you have for the Library Board Policy Committee?
 - Again, they thought the policy was clear and understandable, and they appreciated having an opportunity to share their input and ask questions. They said that this engagement shows respect, and they feel like collaborators.

Known Changes:

- Update Mission
- Update Review Dates

Discussion:

- After reading the draft Patron Use of Library Spaces Policy, what stands out to you? What are your initial thoughts?
- What questions do you have about the policy?
- What implications does this policy have?
- 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?
- How do you prefer to receive information from engagement?

Patron Use of Library Spaces Policy

Hennepin County Library Board Policy

Purpose

The purpose of this policy is to express the roles and responsibilities patrons have to ensure the library's physical and virtual spaces are welcoming, safe, and secure.

Principles

- The library's mission to "~~inspire, facilitate, and celebrate lifelong learning~~~~nourish minds, transform lives, and build community together~~" is achieved in part by the willingness of its patrons to respect one another and coexist in library spaces.
- Physical and virtual library spaces are designed to be used for multiple purposes and are intended to be used by a diverse community of patrons.
- Public library spaces are precious community assets that rely on the stewardship, mutual support, and goodwill of all.

Roles and Responsibilities

Patrons are participants in a shared, public use environment and must conduct themselves accordingly. They will be courteous, considerate, and understanding of library patrons and staff.

Parents and caregivers are responsible to supervise the activities and choices of their charges.

Patrons are stewards of the library and its resources. They will value and respect library resources and conduct themselves in a safe and orderly way.

Patrons will comply with federal, state, and local laws and policies.

Library staff will work in partnership with security staff to ensure that library spaces are safe and welcoming to all. Staff will work with individuals or groups to ensure compliance with the policy. Failure to comply may result in loss of library use privileges. Illegal conduct may be referred to the proper authorities for legal action in accordance with the Minnesota Statutes cited below.

Associated Policies and Laws

This policy is subject to all federal, state, and local laws and policies including but not limited to:

- Hennepin County. [Diversity, Non-discrimination and Respectful Workplace Policy](#)
- Hennepin County. [Tobacco Free Property Policy](#)
- Hennepin County Library. [Patron Rules of Conduct](#)
- Hennepin County Library Board. [Internet Public Use](#)
- Hennepin County Library Board. [Library Bill of Rights](#)
- Minnesota Statute 609.541. [Protection of Library Property](#)
- Minnesota Statute 609.595. [Damage to Property](#)
- Minnesota Statute 609.72. [Disorderly Conduct](#)

Process

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

The Library Director (or designee) will maintain an associated administrative policy that further defines the patron conduct that is necessary to ensure the equitable and consistent application of this policy.

Policy History

Next Review Date: 2023 ~~2025~~

Date Last Reviewed: ~~9/21/2021~~ [INSERT DATE BOARD APPROVES]

Previous Policy Named: Customer Use of Libraries

HENNEPIN COUNTY

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THE PUBLIC IS WELCOME AT ALL LIBRARY BOARD MEETINGS

Policy Committee Schedule

2026

Policy Committee Meetings

DATE	TIME	LOCATION
February 11, 2026	5:30 – 7:30	Augsburg Park Library, large meeting room
April 15, 2026	5:30 – 7:30	Franklin Library, meeting room
June 10, 2026*	5:30 – 7:30	Hopkins Library, meeting room
August 12, 2026	5:30 – 7:30	Walker Library, Bde Mka Ska Room
October 7, 2026	5:30 – 7:30	Penn Lake Library, meeting room
November 5, 2026*	5:30 – 7:30	St. Louis Park, meeting room

*Same date as Budget Committee meeting, per committee requests

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