

HENNEPIN COUNTY

LIBRARY BOARD

THE PUBLIC IS WELCOME AT ALL LIBRARY BOARD MEETINGS

May 26, 2021, 5:30-7:00 p.m.

Virtual Meeting

Library Board Agenda

POLICY COMMITTEE

1. WELCOME AND CALL TO ORDER



2. APPROVAL OF AGENDA*



3. APPROVAL OF APRIL 14, 2021 MEETING SUMMARY*

4. PATRON USE OF SPACE POLICY - DISCUSSION

5. RESERVING AND USING LIBRARY ROOMS – DISCUSSION



6. PATRON SERVICE POLICY- DISCUSSION

7. ADJOURN*



**Library Board action items*

Library Board

Erin Vrieze Daniels, President | Keegan Xavi | Jonathan Gaw | Tim Dolan, Secretary | Lynn Stetler | Adja K. Kaba | Jane Brissett | LaBelle Nambangi | Samuel Neisen | Amal Karim | Gordy Aune Jr.

Library Director

Chad Helton

HENNEPIN COUNTY

LIBRARY BOARD

The public is welcome at all library board meetings

Policy Committee

Meeting Summary

The Library Board Policy Committee met Wednesday, April 14, 2021, via Microsoft Teams.

Attendees

Present: Jane Brissett, Gordy Aune Jr, LaBelle Nambangi, Lynn Stetler and Amal Karim

Hennepin County Staff: Chad Helton, Jeannette Lewis and Johannah Genett

Public:

Welcome and Call to Order

Chair Jane Brissett called the meeting to order at 5:30 p.m. and welcomed attendees.

Approval of Agenda and Meeting Summary

Procedures – Discussion

The Policy committee discussed proposed edits for the Fee and Fine Policy. One proposed edit includes renaming the Fee and Fine Policy to just Fee Policy. The policy committee will bring forth the proposed edits of the Fee and Fine Policy, to the next Library Board meeting for final approval and vote.

Internet Public Use Policy – Discussion

Patron Services Policy – Discussion

Per Diem Policy Discussion

The Policy committee will bring the Per Diem and Expense policy to staff to answer questions and suggest revisions. The Policy committee tabled the Per Diem and Expense Policy to the next Policy committee meeting.

Library Board

Erin Vrieze Daniels, President | Keegan Xavi | Jonathan Gaw | Tim Dolan, Secretary | Rahfat Hussain | Adja K. Kaba | Jane Brissett | LaBelle Nambangi | Samuel Neisen | Sheila Letscher, Vice President | Gordy Aune Jr.

Library Director
Chad Helton



Next Policy Review

Next Policy Committee Meeting Date

ADJOURN

Chair Jane Brissett adjourned the meeting at 6:21 p.m.

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 "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 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: 3/2020

Date Approved: 9/27/2017

Date Adopted: 2017

Previous Policy Named: Customer Use of Libraries

Reserving and Using Library Rooms Policy

Hennepin County Library Board Policy

Purpose

The Library Board is “responsible for the use of library meeting rooms” per Minnesota Statute 383B.239. This policy guides the reservations and use of Hennepin County Library’s (the Library) meeting rooms, conference rooms, study rooms, and other library spaces defined in this policy. The [Meeting Room Public Use Agreement](#), on the Library’s website, outlines patrons’ responsibilities when using library spaces.

Principles

- We, the Library Board, are committed to making spaces available to the public on a fair and equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use.
- We support free reservable spaces in libraries throughout Hennepin County where groups can come together to learn and exchange information and ideas in a commercial free environment.

Definitions

The following definitions are applied to the spaces that may be reserved by the public. Use regulations may vary depending on the type of space that is reserved.

Meeting Rooms: Meeting rooms can be configured in different ways to meet the needs of different types of groups. Best suited for programs and events. Room sizes vary. Maximum room capacities range from 21-195.

Conference Rooms: Conference rooms have less flexibility than meeting rooms. Room configuration may be fixed. Room sizes vary. Maximum room capacities range from 10-20.

Study Rooms: Study rooms have fixed room configurations and are designed for small group conversations and study. Room sizes vary. Maximum room capacities range from 4-10.

Piano Room: Created for the musical enjoyment of patrons who wish to play the piano. Available at Minneapolis Central Library.

Rental Venues: Five specific spaces at Minneapolis Central Library that may be reserved for a fee. These spaces offer additional services and more available hours than any of the other reservable places. Events management and exclusive catering services are offered by a contract vendor.

Fees

Rooms in libraries throughout Hennepin County may be reserved free of charge. Fees are assessed for additional services provided and for the rental venues at Minneapolis Central Library. See the [Fee and Fine Schedule](#) for more information.

Pending room availability, fees may be waived for government entities, the Hennepin County Library Board, the Friends of the Hennepin County Library, and local Friends of the Library groups. These organizations may be relocated to alternate locations if fee-paying bookings intervene.

Non-endorsement

Permission to reserve and use a space does not constitute an endorsement by the Library of the group, program or point of view expressed. The name of the Library may not be used in any publicity for non-library sponsored or co-sponsored meeting except to designate the meeting location. The Library may not be identified as a co-sponsor of a meeting without prior written approval.

Reservations and Use Limitations

The public website describes the specific spaces and times that are reservable. Reservable times typically coincide with open library hours. Reservations for the rental venues at Minneapolis Central Library may extend beyond normal hours. The [Meeting Room Public Use Agreement](#) defines how far in advance rooms may be reserved.

Priority for reserving rooms will be given in the following order:

1. Library sponsored and co-sponsored programs and activities
2. Hennepin County departments and units
3. General public

The Library reserves the right to revoke permission to use a space by other entities if the room is needed for Library or Hennepin County use. Alternate locations will be sought as needed.

Patrons must review and agree to the [Meeting Room Public Use Agreement](#) before a reservation request can be approved.

In order to provide access to a wide audience of users, the Library may limit the number of confirmed reservations for any individual or group to no more than once per month. The Library does not automatically book recurring meetings.

Reserved spaces may not be used for the purpose of transacting commercial activities. This includes the provision of fee-based services. No entrance fees may be charged to meeting attendees.

The Library, the Friends of the Hennepin County Library, local library Friends' groups, and library co-sponsors may sell books and other products if the activity supplements the meeting and is not a requirement for attendance. Co-sponsorship must be confirmed in writing.

Direct fundraising activities may be conducted only by the Friends of the Hennepin County Library and the local Friends of the Library groups.

The person reserving the space determines the intended audience for the gathering. Scheduled reservations are posted at the location and/or via the public website.

Responsibilities

Patrons will comply with all federal, state, and local laws and policies. Patrons are responsible for using library spaces in accordance with the established public use agreement. Future reservations may be denied if the patron does not comply with the [Meeting Room Public Use Agreement](#).

The contact person for the reservation is liable for any damages to facilities and furnishings. The contact person shall indemnify, defend and hold harmless Hennepin County, its officers, agents, and employees from and against any and all claims, suits, actions of any kind, arising and resulting and accruing from an negligent act, omission or error of the group resulting in or relating to personal injuries or property damage arising from the use of library spaces.

Library staff are responsible for interpreting and applying this and the associated library administrative policy in daily practice. The Library Services Division Manager (or designee) is responsible for working to resolve disputes that may arise over the reservation and use of library rooms.

The Library Board is the final authority in granting or refusing permission for use of library meeting rooms, per [Minnesota Statutes 383B.239](#).

Associated Policies and Laws

- Hennepin County. [Use of Space by the Public in County Facilities](#)
- Hennepin County Library. [Patron Conduct](#)
- Hennepin County Library. [Fee and Fine Schedule](#)
- Hennepin County Library. [Meeting Room Public Use Agreement](#)
- Hennepin County Library Board. [Patron Use of Library Spaces](#)
- Hennepin County Library Board. [Library Bill of Rights](#)
- Minnesota Statute 383B.239. [Hennepin County Library] [Board](#)
- Minnesota Statute 609.595. [Damage to Property](#)
- Minnesota Statute 609.72. [Disorderly Conduct](#)

Process

This policy is reviewed every three (3) years by the Library Director (or designee), the Library's legal counsel, and the Library Board Policy Committee. The Committee revises as needed, endorses, and advances to the full Library Board for approval.

Policy History

Next Review Date: 2020

Updated: 2018

Last Date Approved: 2017

Previous Policy Named: Reserving and Using Public Gathering Places Policy

Fee Policy

Hennepin County Library Board Policy

Purpose

This policy states the principles upon which fees are established; advises the acceptable scope of library fees; and describes the roles and responsibilities for establishing and administering fees.

Principles

Our overarching value is access to and stewardship of library resources:

- Hennepin County Library serves the community as a whole and strives to make its limited collection, technology, and services freely accessible to all. We are committed to reducing economic barriers to library access and use.
- Patrons are responsible for the materials and technology they borrow. When materials or technology are returned late or are lost, they are no longer available for others.
- The library is a publicly funded institution and will establish fees and fines only after a public hearing. As of January 1, 2021, Hennepin County Library is a “fine free” library. This means that no fines are assessed for overdue library materials, and all outstanding overdue fines on patrons’ accounts have been forgiven and removed from the accounts.

Scope and Application

Patrons are responsible for the library materials and technology checked out on their cards and are expected to return borrowed items in a timely manner. A [fee](#) will be charged to a patron’s account for items not returned within 40 days of their due date. If the patron returns the overdue item within one year of the due date, the fee will be waived and removed from the patron’s account. If the fee total on a patron’s account exceeds \$10, then limitations may be placed on the account as set forth on the library’s [fee page](#). In addition, a patron who deliberately damages or steals library material or technology may have further service denied.

Fees may be established to support the provision of supplemental services (e.g., photocopying and room set-up services). Circumstances may warrant staff to waive a patron’s fees. Library staff will apply fee waivers fairly and equitably according to established practices. In addition, the Library Director may authorize some library programs or services (e.g., Outreach Services) to be exempt from fees.

Roles and Responsibilities

The Hennepin County Board of Commissioners bears the authority to establish library fees and fines.

The Library Board has the responsibility for establishing fee and fine policies which align with the decisions of the Hennepin County Board of Commissioner and leading library practice.

The Library Director, as a part of the annual budget process, briefs the Library Board regarding any proposed fee and fine changes and advances the proposed changes to the Hennepin County Board of Commissioners for approval.

The Library Services Division Manager (or designee) posts a library administrative policy that:

- establishes practices to collect and waive library fees;
- defines expectations for the timely resolution of disputes; and

- determines the necessary level of financial oversight and review.

Authorized fees are posted at <https://www.hclib.org/about/borrowing#fines-fees>. Library staff will collect fees, resolve disputes in a timely way, and work with patrons to restore borrowing and library use privileges.

Associated Policies and Laws

- Hennepin County Library Administrative Policy. Collecting Fees for Library Materials and Technology
- Hennepin County Library Administrative Policy. Fee Schedule
- Hennepin County Library Administrative Policy. Lending Rules
- Hennepin County Library Administrative Policy. Library Materials: Staff Use
- Minnesota Statute 134.14. [Public Libraries; Multicounty, Multitype Libraries. Title to Property; Free Use](#)
- Minnesota Statute 383B.118. [Hennepin County. Fees](#)
- Minnesota Statute 609.541. [Protection of Library Property](#)

Process

This policy is reviewed by the Library Board (or a committee thereof) every four years, more frequently when suggested by the Library Director, or when required to accommodate a fee or fine change made by the Hennepin County Board of Commissioners. Revisions to the policy are subject to the approval of the Library Board. Recommendations are advanced to the Library Board Policy Committee, which reviews, revises as necessary, endorses, and advances to the full Library Board for approval.

Policy History

Next Review: 2022

Date Adopted: March 24, 2021

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 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.

Equity of access means that all people have the information they need—regardless of age, education, ethnicity, language, income, physical limitations or geographic barriers. Hennepin County Library operates on the principle of providing all people the information they need regardless of race, sexual identity, age, education, beliefs, citizenship, nationality, ethnicity, language, income, physical limitations, or geographic barriers.

▲ 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 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~~ we:

- ~~Help~~ patrons access library collections and services; ~~assist~~
- 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~~ 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

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Our services *build community*. ~~W/~~ *we*:

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- 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 ~~and 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 who makes 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: 9/2016

Next Review Date: 3/20204/2025

Date Adopted: 2016

QUESTION – Have we learned anything from COVID, racial disparities that have come to light recently that need to be addressed here?