March 23, 2022, 5:30-7:30 p.m.
Virtual Library Board Meeting

Library Board Agenda

1. Call to order

2. Attendance of Library Board Members

3. Approval of Agenda*

4. Consent*
   A. Approval of Revised Minutes of December 1, 2021
   B. Approval of Minutes of January 26, 2022
   C. Donations

5. Public comment

6. President’s report
   A. Announcements
   B. Committee Appointments

7. Director’s report, Dan Rogan
   A. Introduction
   B. Library, Community, and County Updates

8. Library Staff Dialogue

9. Committee Reports
   A. Executive Committee
   B. FHCL
   C. Budget Committee
   D. Policy Committee
      A. Commissioned Public Art (revision)
      B. Donation Policy (revision)

10. Unfinished Business

11. New Business

12. Adjourn*
Hennepin County Special Library Board Meeting

Meeting Minutes
The Hennepin County Library Board met on Wednesday, December 1, 2021, virtually via Microsoft Teams.

Attendees
Present: Adja Kaba, Labelle Nambangi, Amal Karim, Gordy Aune, Jr., Keegan Xavi, Lynn Stetler, Tim Dolan, Sam Neisen, Erin Vrieze Daniels, and Jane Brissett

Hennepin County Staff: Chad Helton, Jeannette Lewis, Katie Zeuli, J.R. Genett, Amy McNally, Ali Turner, Patti Hetrick, and Commissioner Debbie Goettel

Guest: FHCL Director Kristi Pearson and Rahfat Hussain

Public:

Call to Order
Chair Adja Kaba called the Hennepin County Library Board meeting of December 1, 2021, to order at 5:30 p.m. and welcomed all in attendance.

Approval of Agenda
Motion: Erin Vrieze Daniels
Seconded: Lynn Stetler
Motion passed.

Approval of Consent Items
Motion: Gordy Aune, Jr.
Seconded: Erin Vrieze Daniels
Motion passed.

Public Comment
The board received one public comment from a resident of Hennepin County.

President’s Report
President Adja Kaba shared a Hennepin County update related to COVID-19 attestation.

Board Chair Adja Kaba presented commendations honoring Library Board members Rahfat Hussain and Sheila Letscher. Commendations were approved by Library Board.
Motion: Amal Karim
Seconded: Tim Dolan
Director’s Report
Director Chad Helton spoke to the Library Board on Library, Community, County, and Commissioned Art Updates.

FHCL Annual Presentation
Friends of Hennepin County Library Director Kristi Pearson presented the Annual Friends of Hennepin County Library presentation.

Library Dialogue
J.R. Genett, Deputy Director gave a presentation on Technology updates including public PC count and e-book pricing.

Committee Reports
No additional updates from Friends of Hennepin County Library.

The Budget Committee have no new updates.

The Policy Committee have no new updates.

Unfinished Business
No unfinished business.

New Business
Lynn Stetler made a motion for the Library Board to receive access to communications that are sent by administration to staff.

Keegan Xavi opened the discussion to resume in-person Library Board meetings. Erin Vrieze Daniels motioned to table the discussion until Executive Committee meeting in January.

Adjourn
There being no further business, Erin Vrieze Daniels made a motion to adjourn the meeting at 7:07 p.m.; seconded by Keegan Xavi. Motion passed. The next meeting of the Hennepin County Library Board will be held Wednesday, January 26, 2022, at 5:30 p.m., virtually via Microsoft Teams.

Tim Dolan, Secretary
Hennepin County Library Board Meeting

Meeting Minutes
The Hennepin County Library Board met on Wednesday, January 26, 2021, virtually via Microsoft Teams.

Attendees
Present: Adja Kaba, Keegan Xavi, Jonathan Gaw, Tim Dolan, Amal Karim, Erin Vrieze Daniels, Gordy Aune, Jr., LaBelle Nambangi, Samuel Neisen, Lynn Stetler, Jane Brissett

Hennepin County Staff: Chad Helton, J.R. Genett, Commissioner Debbie Goettel, Jeannette Lewis, Katie Zeuli, Michael Ohama, Patricia Zagaros, Patti Hetrick, Amy McNally

Public:

Call to Order
President Adja Kaba called the Hennepin County Library Board meeting of January 26, 2021 to order at 5:30 p.m. and welcomed all in attendance.

Approval of Agenda – President Adja Kaba amended agenda item #5, President’s Report to add an update from Commissioner Goettel
Motion: Lynn Stetler
Seconded: Jane Brissett
Motion passed.

Approval of Consent Items – Approval of minutes of December 1, 2021, and Acceptance of Donations
Motion: Lynn Stetler
Seconded: Jonathan Gaw
Motion passed.

Public Comment
No public comment

President’s Report
Commissioner Goettel introduced Chief of Staff Michael Ohama who will temporarily take over her duties on the Library Board. President Kaba reviewed details of approved conference attendance. President Kaba will work with the board clerk to arrange accommodations.
President Kaba made recommendations to the library board on committee appointments, including: Gordy Aune, Jr. as chair of the Budget & Long-term Planning Committee, with Tim Dolan and Sam Neisen serving as members of this Committee; and Amal Karim as chair of the Nominating Committee, with LaBelle Nambangi and Tim Dolan serving as members of this Committee.

Motion: Labelle Nambangi
Seconded: Tim Dolan
Motion passed.

Director’s Report
Deputy Director J.R. Genett spoke to the Library Board on Library, Community, and County Updates. Updates included: 2021 usage statistics; potential AFSCME 2822 strike and related staffing strategies; and reopening of Osseo and St. Bonifacius Libraries.

Library Staff Dialogue
Deputy Director J.R. Genett postponed the Capital Projects and Operations presentation due to presenter absence. CFO Patti Hetrick presented update on the strategic plan process.

In-person Board Meetings
The Library Board discussed in-person board meetings which may return once Hennepin County COVID-19 Safety Plan allows for them.

Committee Reports
Executive Committee presented to the Library Board the quorum motion to be added to the by-laws, proposed by Gordy Aune, Jr. President Kaba called for a vote to update the by-laws to include roll call.
Motioned: Jane Brissett
Seconded: Gordy Aune, Jr.
Motion Passed.

The Policy Committee identified which policies need review this year based on review date. Policies include Commissioned Public Art Policy; Donation Policy; Fee Policy; Patron Data Privacy Policy; and endorsement of Library Bill of Rights.

The Budget & Long-term Planning Committee has not meet since before the previous full Library Board meeting.

The Friends of Hennepin County Library Ex officio member Jane Brissett has no new updates.

Unfinished Business
No unfinished business.
New Business
No new business.

Adjourn
There being no further business, Erin Vrieze Daniels made a motion to adjourn the meeting at 6:22 p.m.; seconded by LaBelle Nambangi. Motion passed. The next meeting of the Hennepin County Library Board will be held at 5:30 p.m., Wednesday March 23, 2022, virtually via Microsoft Teams.

Tim Dolan, Secretary
Hennepin County Library funding recently received from the
Friends of the Hennepin County Library

Friends of the Hennepin County Library
  Current Support - $300,000
Current Total = $300,000

Friends of the Hennepin County Library 2022 Support Summary
  Current Support - $300,000
  Prior Support - $200,000
  Total 2022 Support - $500,000
Rad Women: Queens of Vinyl, A Listening Party

**Thursday, March 24, 7-8:30 p.m.**

*Register for this online event*

Celebrate Women’s History Month, discover your new favorite song, and dance along from home to records spun straight from Hennepin County Library’s collection. An eclectic mix of RAD music, all performed by RAD Women! Listen and chat in real time.

**Vinyl Revival** is a series of artist residencies, performances, workshops and listening opportunities.

*Funded by Minnesota’s Arts and Cultural Heritage Fund.*

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Women’s History Month

Join us as we celebrate and honor Women’s History Month in March with displays in libraries and recommended online book lists.

**Digital collections**

**Historic photos featuring local women**

**Gratia Alta Countryman Collection** includes photos of the founder of Hennepin County Library. 1866-1953.

**Barbara Flanagan Collection** features the Minneapolis journalist, her family, and many individuals she interviewed during her long career.

**Violet Glyer Collection** includes photos recording experiences of World War II U.S. Army nurse Glyer, in the 26th General Hospital Unit (University of Minnesota), 1942-1945.

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Mary Ann Key Book Club: A Conversation with Debbie Reese

**Tuesday, April 19, 7-8:30 p.m.**

*Register for this live online event*


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Mary Ann Key Book Club Discussions

**Thursday, April 28, 10-11:30 a.m.**

**Tuesday, May 10, 7-8:30 p.m.**

**Thursday, May 12, 7-8:30 p.m.**

*Register for these live online events*

Join our discussion of *An Indigenous Peoples’ History of the United States for Young People*, adapted by Debbie Reese and Jean Mendoza. Please register for only one small group discussion program.

*Mary Ann Key Book Club is presented in collaboration with Star Tribune. Sponsored by Friends of the Hennepin County Library.*
Fine Free Evaluation Report
March 2022

Hennepin County Library Goes Fine Free

Hennepin County Library is officially fine free as of March 10, 2021. HCL also offered all patrons a “fresh start.”

This means:

• Patrons are no longer being assessed fines for items returned after their due dates.
• All existing fines and fees were removed from patron accounts on that date.

This change was made to promote greater access to library resources by eliminating a financial obstacle.

Evaluation Description

This is a long-term (1-3 years) monitoring evaluation.

Evaluation questions

1. Does the removal of past fines and fees prompt patrons who had been blocked to use library services again?
2. Does the new policy mean that fewer patrons are blocked from library services going forward? Do disparities still exist in how blocking affects county residents?
3. Does the elimination of overdue fines have unintended consequences on patron behavior?

Horizon is the primary data source for monitoring change in patron behavior and circulation trends. Regularly scheduled reviews will support trend watching and ability to elevate early warning signals as needed. A survey was sent to patrons who had been blocked from borrowing to gauge initial reactions to this change.

Definitions

• Returned Patrons: Patrons who owed more than $10 and were blocked prior to March 10, 2021 (Fresh Start), who have returned to the library since the Fresh Start and checked out one or more physical materials.
• Currently Blocked: Patrons who owe more than $30 and are blocked from borrowing materials at the time of this snapshot.
• Visit: Visits where Returned Patrons checked out physical materials from a library location.

One Year Later

A year after going fine-free and clearing blocked cards, we can assess the impacts this change had on patron behavior and the library collection.

We wanted to see patrons who had stopped using the library because they were blocked from borrowing start using the library again, and we have. We expected to see library materials remain checked out longer, and we have. Materials are staying out an average of 3 days longer.

We did not want to see the library collection become less available for borrowing because of going fine free, and we have not. There is not a dramatic increase in average number of outstanding requests placed on title records, nor is there dramatic increase in the average number of items patrons have checked out at a time.
Key Findings

Patrons who had a block on their account have started using the library again.

We asked patrons who owed $10 or more and had borrowed materials within 3 years how a fresh start and going fine free changed how they thought about borrowing materials. Nearly 75% of respondents indicated that this change meant they were more likely to check out library materials.

7,018 patrons have started borrowing again as of February 10, 2022. This number continues to trend upward, although the rate slowed during the winter months.

We specifically wanted to see patrons who are disproportionately impacted by fines and fees return to the library.

This map of Hennepin County shows the percentage of cardholders in each census tract who are Returned Patrons. Note that every census tract in Hennepin County has seen returned Patrons.

When we look at where Returned Patrons have come from by census tract, we can see that higher proportions of Returned Patrons live in areas with higher community disparity composite scores.

Returned patrons have checked out 168,769 items in the 11 months since going Fine Free.

Does a fresh start change how you think about borrowing materials?

- Yes, I am more likely to check out materials.
- No, eliminating fines will not change how frequently I check out library materials.
- I am not sure.
Fewer patrons have blocks on their accounts so far.

The number of patrons who have blocks on their accounts fluctuates daily. Replacement fees are assessed 41 days after the due date. Fees can be resolved by returning the item(s) within one year after the due date, paying the fee, or by staff waiving the fee upon request or dispute.

9,498 patrons were blocked on February 17, 2022. 1,570 (16%) of these patrons are Returned Patrons.

The percentage of cardholders blocked in each census tract is significantly less than prior to the Fresh Start. The highest percentage of blocked patrons in 2020 was 33%; the highest percentage at the time of this snapshot in 2022 is 7%. Data suggests the emerging geographic pattern of blocked cards correlates with areas experiencing higher rates of disparity.

We cannot know why every Currently Blocked patron was assessed fees for library materials. Fee Waiver reports are one source that can provide some insight into what might cause patrons to become blocked.

125 fees were waived between September – December 2021. This represents a significant drop in library staff time spent talking with patrons about fines. Prior to going fine free, HCL had an average of 1,350 fine or fee waiver transactions each month. Since going fine free, HCL has an average of 45 fee waiver transactions each month.

More than half (56%) of the fee waivers related to areas the library could have influence, such as materials handling mishaps (items are not scanned or other human errors) or not having adequately explained how one might get assessed fees or how returning materials works.

47 (38%) of the fee waivers provide some insight into the difficult circumstances patrons face that might prevent them from returning their materials, including theft, house fires, serious or prolonged illness, or being displaced from housing.

Fee waiver documentation excludes patrons who do not reach out to staff to talk about their fees. The note field prompts staff to enter a few words to document the reasoning for auditing purposes, but is not intended to capture specific information about the circumstances patrons were facing.

![Life Happens Chart](chart.png)
There have been no major unintended consequences in terms of borrowing behaviors related to going fine free.

HCL’s primary intent in going fine free was to promote greater access to library resources by eliminating a financial obstacle. However, we also wanted to monitor patron borrowing behavior overall for any unintended consequences or unexpected disruptions due to the elimination of overdue fines.

A closer look at borrowing behavior trends in 3 major areas – circulation and returns, holds, and collection availability overall – reveals insignificant change. Some things have remained steady, while other predictable changes are not out of proportion.

Circulation and Returns
The average length of time a patron kept a checked-out item increased by 3 days between March 2019 and October 2021. This increase is not a significant disruption to patron experience. This increase is reasonable given that patrons could keep items out for up to 364 days past its due date without financial penalty.

The vast majority of checked-out items (88%) are returned or renewed by the due date. This is a slight decrease from pre-pandemic levels, but is not an unexpected or alarming outcome of removing fines for late return.
Holds
The average number of requests on titles that have a wait list has decreased between March 2019 and February 2022. This indicates that wait times for materials have not been disrupted. If patrons were waiting longer for materials overall, this number would have increased.

Overall Collection Availability
One concern about removing a financial penalty for returning library materials late was whether collection availability for patrons would be affected. Would there be fewer materials on library shelves available to patrons walking in the door?

Collection availability in library locations is the same in February 2022 as it was in March 2019. Patrons walking into library locations to browse have a wide selection of materials available to them. This metric fluctuated during the COVID-19 pandemic, but we see no evidence of impact due to implementing fine-free policy.
Context Note

A complicating factor to monitoring these areas has been the impact of the COVID-19 pandemic.

Due to the pandemic, HCL experienced a variety of major service changes in 2020 and 2021, in addition to implementing fine free. Each of the service changes illustrated in the timeline below – closure of all HCL locations, suspension of due-dates and returns, implementation of Curbside Pickup and Grab & Go Services, and finally a return to more comprehensive library service with due dates – had significant impact on each patron borrowing behavior we monitored for this evaluation. The impact on patron borrowing behavior we saw from the pandemic and resulting service changes was far greater than the effects we have seen thus far related to going fine free.
Upcoming Events Calendar – UPDATED 3/11/22

Friends of HCL proudly presents our nation’s most thought-provoking voices in our two events series. Pen Pals continues its 2021-22 season with in-person events at Hopkins Center for the Arts and a virtual backup option should patrons feel safer staying home. Our FREE Talk of the Stacks events remain virtual until further notice.

Talk of the Stacks with Kaitlyn Greenidge
FREE Virtual Event
Tuesday, March 22, 2022 @ 7:00 p.m.

Pen Pals with Richard Powers
Ticketed Event – In-person + Virtual
Thursday, Apr. 28, 2022 @ 7:30 p.m.
Friday, Apr. 29, 2022 @ 11:00 a.m.

Pen Pals with Emily St. John Mandel
Ticketed Event – In-person + Virtual
Tuesday, May 17, 2022 @ 7:30 p.m.
Wednesday, May 18, 2022 @ 11:00 a.m.

Talk of the Stacks – Summer 2022
1 additional FREE virtual author talk TBA

Tickets to Pen Pals are now on sale at www.supporthclib.org/pen-pals
Free registration for Talk of the Stacks at www.supporthclib.org/talk-stacks
Commissioned Public Art

Hennepin County Library Board Policy

Purpose

The purpose of this policy is to express the role commissioned public art plays in libraries and to provide guidance and direction for the selection of commissioned public art. One percent of construction costs of library building projects of more than $1 million is set aside for commissioned artwork. The Board understands this policy will not anticipate the creative scope of possibilities for public art projects. It is the intent, therefore, of this policy to provide a broad framework for decision making that does not unduly limit creative potential.

Definitions

For the purpose of this policy, public art is defined as an original work of commissioned art that is accessible to the public. It is designed for a specific library, reflects the local community, and is intended to support the library as a gathering place where all residents come to learn, grow, and spend time together.

Principles

• The State of Minnesota, Hennepin County, and the Hennepin County Library Board recognize that the presence of public art contributes to the life and vitality of our community.
• Public art in library buildings contributes to the library's mission to nourish minds, transform lives, and build community together. It helps to create a community identity and a place of contemplation and curiosity.
• Public art enhances the library experience; it creates positive public environments; reflects our legacy and expresses our diversity.
• Engaged participation by members of the community strengthens the art selection process and builds community excitement.

Scope

This policy applies to the acquisition of all public art that is commissioned for the Hennepin County Library. Commissioned public art may be acquired in one of two ways:

1. through Hennepin County’s “one percent for art” program in which library capital building projects of $1 million or more have 1% of the project costs (defined herein as encompassing construction costs, architectural fees, and contingency) dedicated to the selection, purchase, and installation of works of public art.

2. Public art proposals submitted to Hennepin County Library by the Friends of the Hennepin County Library.
Art Selection Committees

The Library Director, the Hennepin County Library Board President, and the Executive Director of the Friends of the Hennepin County Library will coordinate the formation of an Art Selection Committee for each capital building project. The Art Selection Committee will include members of the community and reflect its diversity.

Additional Art Selection Committees may be established by the Library Director in response to proposals from the Friends of the Hennepin County Library to commission public art for libraries.

The Library Board President will appoint a Library Board member to each the One Percent For Art Selection Committee. Appointees will be active participants in the commissioned art selection process and report progress to the full Library Board.

Selection Considerations

The following considerations will be used by the One Percent For Art Selection Committees to guide the evaluation and selection of commissioned art proposals. The extent to which the public art:

- Celebrates, explores and includes the diverse histories and cultures of the community
- Has broad and timeless appeal
- Represents artistic excellence and innovation
- Is designed for a publicly visible and accessible area
- Is safe, durable and able to withstand theft, vandalism and exposure to the environment
- Requires low maintenance

Roles and Responsibilities

- The Library Director (or designee) will maintain an administrative policy which details the composition, responsibilities, and authority of each Art Selection Committee and which defines the subsequent staff responsibilities for acquiring and maintaining the selected art.
- The Art Selection Committees will uphold the Principles and Selection Considerations outlined in this policy.
- Hennepin County directs the art installation by the artist.
- The Library Board will take formal action to acknowledge and receive the commissioned art, once it is installed.

Associated Resolutions and Laws

- Hennepin County Board Resolution No. 01-04-212
- Hennepin County Library Board. Donation Policy.
- Library Administration. One Percent for Art Policy.
- Minnesota State Statute: 16B.35 ART IN STATE BUILDINGS
Process
This policy is reviewed by the Library Director (or designee) every four years, or more frequently as needed. Recommendations are forwarded to a Library Board committee. The committee reviews and revises as necessary, endorses and advances to the full Library Board for approval.

Policy History
Next Review Date: 2022
Date Approved: 2018
Donation Policy

Hennepin County Library Board Policy

Purpose

Hennepin County Library welcomes and encourages donations. The purpose of this policy is to provide guidance to those who wish to support the Hennepin County Library through a financial or other donation. It describes the scope of donations received and defines the roles and responsibilities for accepting donations made to the Hennepin County Library.

Principles

- Donations are welcomed and valued expressions of individual support for Hennepin County Library and its mission to nourish minds, transform lives, and build community together.
- Donations enhance the library's services and programs.
- Financial donations enrich Hennepin County Library but do not replace public tax support.
- Planned gifts contribute to the legacy and sustain the mission of Hennepin County Library.

Roles and Responsibilities

The Hennepin County Board of Commissioners has delegated to the Library Board the authority and responsibility to accept donations to the Hennepin County Library on behalf of Hennepin County. The Library Board will acknowledge significant donations with an additional expression of appreciation to the donor.

The Library does not provide appraisals of gifts or potential gifts. All donated materials are outright gifts to the Library.

Scope and Disposition of Donations Received

- Library supporters are encouraged to make financial donations to the Friends of the Hennepin County Library, or to the individual Friends of the Library groups.
- The Library Board encourages library supporters to consider the planned giving opportunities administered by the Friends of the Hennepin County Library.
- The Library may accept donated materials. The Library Board’s Collection Development and Management Policy is the basis for staff decisions about adding materials to the collection. Materials not suitable for the collection may be given to individual Friends of the Library groups for resale.
- The decision to accept the donation of a major special collection is made by the Library Board upon recommendation of the Library Director. Donated collections become the property of Hennepin County Library, which has the authority on retention, location and disposition.
- Works of art may be donated to the Hennepin County Library. The considerations and criteria defined in the Commissioned Public Art Policy will be applied to individual works of art that may be donated. The decision to accept and utilize donated art in libraries is made by the Library Board upon recommendation of the Library Director. Donated art becomes
the property of Hennepin County Library, which has the authority on retention, location and disposition. A good faith effort will be made to keep donated art in the library intended by the donor. The Hennepin County Library is unable to accept donated works of art.

Associated Policies and County Board Resolutions

- Hennepin County Board Resolution No. 81-2-108R
- Hennepin County Board Resolution No. 96-11-695
- Hennepin County Library Board. Collection Development and Management Policy
- Hennepin County Library Board. Commissioned Public Art Policy

Process

This policy is reviewed by the Library Director (or designee) every four years, or more frequently as needed. Recommendations are forwarded to a Library Board committee. The committee reviews and revises as necessary, endorses and advances to the full Library Board for approval.

Policy History

Next Review Date: 2022
Date Approved: 2018