

Minerva Free Library Board

“Libraries Change Lives”

October 7, 2025

Meeting called to order

Pledge of Allegiance

Approve Previous Meeting Minutes

Open for Public Comment (Up to 5 people, 3 minutes each)

Executive Session

Director’s Report: Cindy

Treasurer’s Report: Darlene

- Monthly beginning balance: Checking \$33,745.64 and Savings \$ 77,456.02
- Monthly ending balance: Checking \$21,092.32 and Savings \$ 80,726.02
- Endowment Balance: \$ 195,583.61
- UBS Core Savings: \$ 53,389.23

Policy Approval: See attached Policy Web Page Proposal

New Business: Nobel Winery, Board Evaluations, Update from Elizabeth, Thankfulness Open House

Next Meeting will be held on: November 4, 2025 6:00 p.m.

Upcoming Meeting focus:

Jan- Holiday Party (no meeting)

Feb- Prior year operating report, elect officers, file 990

Mar- CPA Audit, Give Big CHQ, Give 716

Apr- Short/Long Term Review, NYS Construction Grant

May- Event Programming (SRP)

June- Sexual Harassment Training, Trustee Education Requirements (2hours)

July- Summer Reading Program (no meeting)

August- Visit Town of Sherman Board

Sept- Evaluations

Oct- Bylaws Review, Posts regarding “Giving Tuesday”

Nov- Review next year’s budget

Dec- Approve next year budget

Minerva Free Library
Board of Trustees Meeting Minutes: September 2, 2025
“Libraries Change Lives”

Present Board Members: Judy Warren, Beth Armes,
Chris Labuskes, Dianne Courtney-Freeman
Krista Rhebergen, Elizabeth Meeder, Karen Croscut,

Absent: Darlene Barney, Vanessa Lutton

Director: Cindy Sears

Secretary’s Report: President Beth Armes called the meeting to order @ 6:55 PM.

The minutes from the August Board Meeting were approved. A motion was made by Karen and Seconded by Chris. All: Aye

Director’s Report: Cindy Sears

A comment was made about the bar graphs showing the circulation and Libby stats. It was stated how nice it was and that there may not be a need for the written out format since we have the bar graphs.

Internal and External policies will be addressed in a future meeting in regards to what needs to be on the website.

Treasurer's Report: Given by Beth in Darlene's absence

Buildings and Grounds Report:

Mosher Carpet will be working on the two main floors of the library beginning Monday, September 8th with the upper floor.

Grants: The Window Grant has been closed. We thank Cindy for all the work she did to secure this grant. And Gene and his crew for doing such great work.

New Business:

The annual Halloween Story Walk will take place on Saturday, October 18th from 10AM to Noon.

Noble Winery gave a donation of \$120 to the library. We may be interested in setting up an event with them in the future. We are very grateful for their generosity.

A donation was made in memory of Gladys Warren to purchase a set of new bookshelves for the kids area.

A donation was made in memory of Elizabeth Meeder's father.

Evaluations for the year will be sent out by President Armes to Board Members.

Monthly Meeting Focus Topic:Policies

Next Meeting: Tuesday, October 7th, 2025

Adjournment: President Armes adjourned the meeting
@ 7:31.

Respectfully submitted:Judith Warren

October 7, 2025 From the Director's Desk

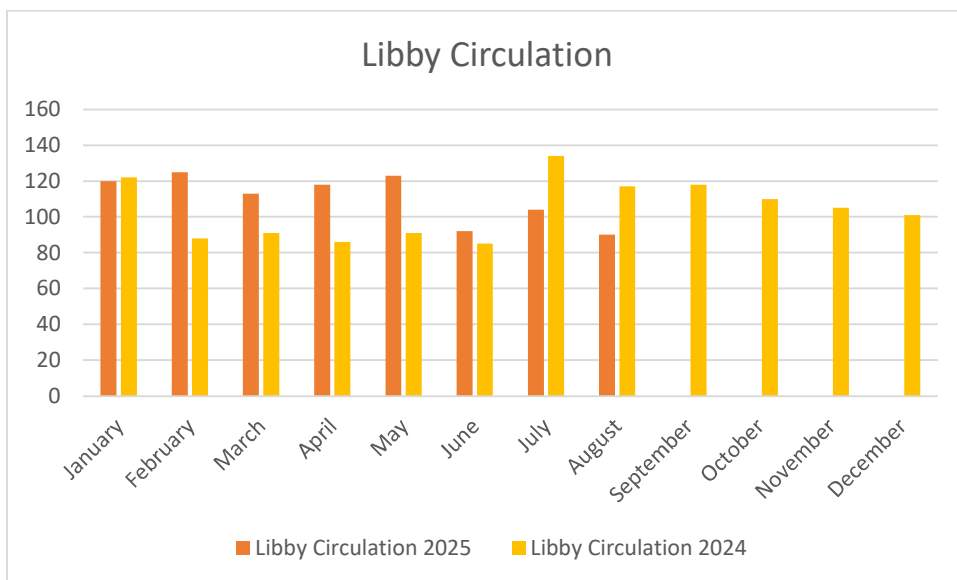
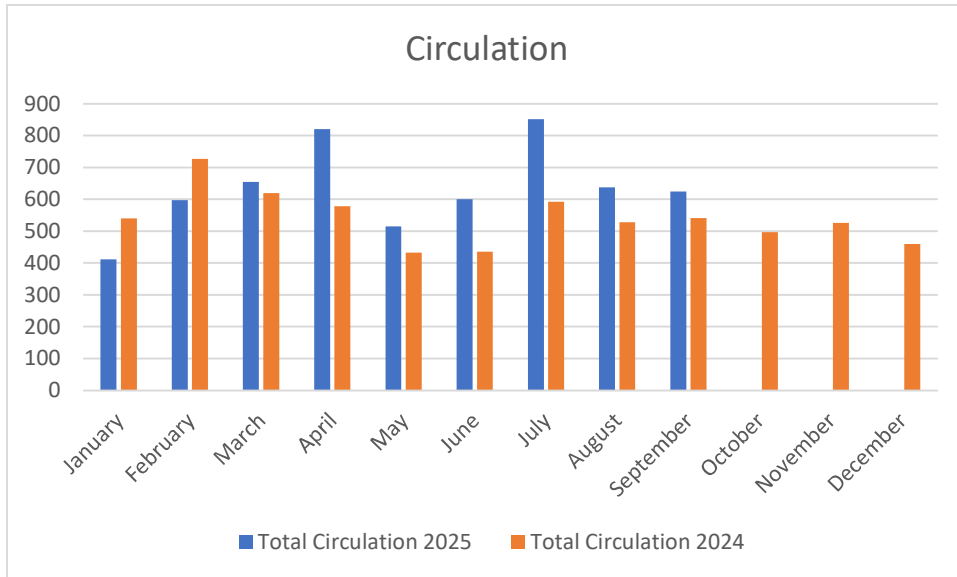
NEWS & NOTES:

I included the Web Page Policy Proposal from last month and all the policies are attached in the email again so we can edit what we would like for our library.

The carpet is installed.

The new bookshelf has arrived and is put together. I am still deciding on how I want the Children's section to look so I have not moved the children's books back to the shelves yet.

Munsee's farm in Panama donated the pumpkins to the library.



2025
Minerva Free Library
Approved Budget

	June	July	August	September	YTD		
UBS Fund Endowment	\$ 186,863.92	\$ 189,584.04	\$ 190,700.97	\$ -			
UBS Core Savings Account	\$ 52,918.35	\$ 53,078.18	\$ 53,078.18	\$ -			
Checking Account	\$ 51,178.67	46,639.44	\$ 38,943.55	\$ 28,647.70			
Savings Account	\$ 104,102.93	105,051.93	\$ 75,053.65	\$ 77,453.35			
Total Portfolio	\$ 395,063.87	\$ 394,353.59	\$ 167,075.38	\$ 106,101.05	\$ -		

Income	June	July	August	September	YTD	Annual Budget	\$ Remaining	%Remaining
	Actual	Actual	Actual	Actual	2025	2025	2025	2025
11.25 Balance in Operating Fund	\$ 123,693.16	\$ 120,104.65	\$ 81,577.87	\$ 72,353.74	\$ 62,884.43			
11.1 Local Funding	\$ -	\$ -	\$ -	\$ -	\$ 27,500.00	\$ 55,000.00		
11.2 Local Funding	\$ -	\$ -	\$ -	\$ -	\$ 27,500.00			
11.3 Local Library Services Aid (LLSA)	\$ -	\$ -	\$ 1,376.10	\$ -	\$ 1,525.40	\$ 2,000.00		
11.7 CCLS Grants	\$ 500.00	\$ -	\$ 862.50	\$ -	\$ 2,587.50	\$ 2,000.00		
11.8 Total System Cash Grants	\$ 500.00	\$ -	\$ 2,238.60	\$ -	\$ 4,112.90			
11.9 Other State Aid			\$ -		\$ 1,728.00	\$ -		
11.10 LSTA					\$ -			
11.11 Other Federal Aid					\$ -			
11.12 Total Federal Aid (11.10, 11.11)	\$ -	\$ -	\$ -	\$ -	\$ -			
11.14 Gifts & Endowments	\$ 2,447.57	\$ -	\$ 117.60	\$ 3,270.00	\$ 6,406.92	\$ 1,100.00		
Donation Box	\$ 123.00		\$ 97.60	\$ 3,270.00	\$ 3,490.60			
Gifts	\$ 16.00	\$ -	\$ -	\$ -	\$ 587.75			
Room donation					\$ 4,078.35			
Grants	\$ 2,308.57	\$ -	\$ 20.00	\$ -	\$ 2,328.57			
11.15 Fund Raising	\$ 20.00	\$ -	\$ -	\$ -	\$ 265.00	\$ 400.00		
candy box		\$ -						
book clubs		\$ -	\$ -		\$ 5.00			
charcuterie					\$ -			
prickly pear					\$ 240.00			
sweet pea designs	\$ 20.00	\$ -			\$ 20.00			
11.16 Income from Investments transfer	\$ 1.72	\$ 1.37	\$ 1.30	\$ -	\$ 11.42	\$ -		
11.17 Library Charges (petty cash)	\$ -	\$ -	\$ -	\$ -	\$ 220.86	\$ 200.00		
petty cash					\$ 216.86			
lost book								
Inter Library Loan					\$ 4.00			
copies								
11.18 Other Misc.	\$ 290.00	\$ -	\$ 43.50	\$ -	\$ 362.50	\$ 300.00		
book sale	\$ 290.00	\$ -	\$ 43.50		\$ 362.50			
					\$ -			
11.19 Total Other Receipts (11.14 thru 11.18)	\$ 2,759.29	\$ 1.37	\$ 162.40	\$ 3,270.00	\$ 7,266.70	\$ 61,000.00		
11.20 Total Operating Fund Receipts (Total of 11.2, 11.8, 11.12, 11.19)	\$ 3,259.29	\$ 1.37	\$ 2,401.00	\$ 3,270.00	\$ 40,607.60	\$ -		
11.26 Grand total receipts	\$ 126,952.45	\$ 120,106.02	\$ 83,978.87	\$ 75,623.74	\$ 103,492.03	\$ 61,000.00		

Expenses	June	July	August	September	2025	Annual Budget	\$ Remaining	%Remaining
	Actual	Actual	Actual	Actual	YTD	2025		
12.2 Other Staff	\$ 1,717.63	\$ 2,156.38	\$ 3,255.75	\$ 1,678.50	\$ 19,714.64	\$ 28,574.00	\$ 8,859.36	31%
12.3 Total Salaries and Wages	\$ 1,717.63	\$ 2,156.38	\$ 3,255.75	\$ 1,678.50	\$ 19,714.64	\$ 28,574.00		
Social Security	\$ 106.49	\$ 133.69	\$ 201.87	\$ 104.07	\$ 1,222.34	\$ 1,772.00	\$ 549.66	31%
Medicare	\$ 24.91	\$ 31.27	\$ 47.20	\$ 24.33	\$ 285.86	\$ 400.00		
Workers Compensation	\$ -	\$ -	\$ -	\$ 511.00	\$ 511.00	\$ 1,000.00	\$ 489.00	49%
Unemployment								
Disability					\$ -	\$ 400.00	\$ 400.00	100%
NYS Paid Family Leave					\$ -			
IRS payments								
12.4 Employee Benefits and Expenditures (Medicare, Workers Comp, Disability)	\$ 131.40	\$ 164.96	\$ 249.07	\$ 639.40	\$ 2,019.20	\$ 3,572.00		
12.5 Total Staff Expenditures	\$ 1,849.03	\$ 2,321.34	\$ 3,504.82	\$ 2,317.90	\$ 21,733.84	\$ 32,146.00		
12.6 Print Materials	\$ 49.76	\$ 85.86	\$ 81.49	\$ 52.79	\$ 1,639.44	\$ 2,000.00	\$ 360.56	18%
12.7 Electronic Materials	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	\$ 450.00	\$ 600.00	\$ 150.00	25%
12.8 DVDs, toys	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 250.00	\$ 250.00	100%
12.9 Total Collection Expenditures	\$ 99.76	\$ 135.86	\$ 131.49	\$ 102.79	\$ 2,089.44	\$ 2,850.00		
12.10 From Local Public Funds (71PF)					\$ -			
12.11 Other Funds Expenses	\$ 4,387.26	\$ 5,000.00	\$ 6,990.00	\$ 9,750.68	\$ 28,085.93	\$ 10,000.00		
12.12 Total Capital Expenditures	\$ 4,387.26	\$ 5,000.00	\$ 6,990.00	\$ 9,750.68	\$ 28,085.93	\$ 10,000.00		
12.13 From Local Public Funds								
12.14 From Other Funds Repairs		\$ 30,166.00	\$ 199.98		\$ 40,760.98	\$ 250.00	\$ (40,510.98)	-16204%
12.15 Total Repairs	\$ -	\$ 30,166.00	\$ 199.98	\$ -	\$ 40,760.98	\$ 250.00		
Gas	\$ 151.00	\$ 151.00	\$ 151.00	\$ 143.00	\$ 1,281.00	\$ 2,000.00	\$ 719.00	36%
Electric	\$ 103.52	\$ 131.56	\$ 169.66	\$ 161.21	\$ 980.75	\$ 1,200.00	\$ 219.25	18%
Water & Sewer	\$ -	\$ 186.38	\$ -	\$ 192.17	\$ 934.91	\$ 1,100.00	\$ 165.09	15%
Insurance Property/Liability	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,500.00	\$ 2,500.00	100%
Custodial	\$ 30.00	\$ 77.93	\$ -	\$ -		\$ 250.00		
Miscellaneous	\$ -	\$ -	\$ -	\$ -	\$ 60.00	\$ 1,054.00		
12.16 Other Disbursements for Operation & Maintenance of Buildings	\$ 284.52	\$ 546.87	\$ 320.66	\$ 496.38	\$ 3,256.66	\$ 8,104.00	\$ 4,847.34	60%
12.17 Total Operation & Maintenance of Buildings (12.15, 12.16)	\$ 284.52	\$ 30,712.87	\$ 520.64	\$ 496.38	\$ 44,017.64	\$ 8,354.00		
12.18 Office & Library Supplies	\$ 149.78	\$ -	\$ -	\$ 45.27	\$ 377.16	\$ 1,500.00	\$ 1,122.84	75%
Fax	\$ 10.64	\$ 11.61	\$ 9.52	\$ 16.81	\$ 99.54			
Phone	\$ 16.81	\$ 16.81	\$ 16.81	\$ 9.48	\$ 427.63	\$ 300.00	\$ (127.63)	-43%
Internet	\$ -	\$ 120.00	\$ -	\$ -	\$ 240.00	\$ 900.00	\$ 660.00	73%
12.19 Telecommunications	\$ 27.45	\$ 148.42	\$ 26.33	\$ 26.29	\$ 767.17	\$ 1,200.00	\$ 432.83	36%
12.20 Postage/freight	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
12.21 Professional Consultant Fees	\$ -	\$ -	\$ 51.00	\$ -	\$ 351.00	\$ 300.00	\$ (51.00)	-17%
12.22 Equipment	\$ -	\$ 13.20	\$ -	\$ -	\$ 13.20	\$ 1,800.00	\$ 1,786.80	99%
Software	\$ -	\$ 29.86	\$ -	\$ -	\$ 29.86	\$ 150.00		
SRP/Events (Halloween/Christmas, etc.)	\$ 50.00	\$ 152.00	\$ 400.85	\$ -	\$ -	\$ 1,000.00	\$ 1,000.00	100%
12.23 Other Miscellaneous	\$ -	\$ 14.60	\$ -	\$ -	\$ 765.27	\$ 1,700.00	\$ 934.73	55%
Memorial / flowers					\$ 603.17			
postage		\$ 14.60		\$ -	\$ 14.60			
Inter Library Loan					\$ 24.00			
Publicity					\$ 123.50			
12.24 Other Miscellaneous (12.18 thru 12.23)	\$ 227.23	\$ 358.08	\$ 478.18	\$ 71.56	\$ 2,991.51	\$ 7,650.00		
12.32 Total Operating Fund Disbursements	\$ 6,847.80	\$ 38,528.15	\$ 11,625.13	\$ 12,739.31	\$ 98,918.36	\$ 61,000.00		
12.36 Transfers to Other Funds								
12.38 Total Disbursements and Transfers	\$ 6,847.80	\$ 38,528.15	\$ 11,625.13	\$ 12,739.31	\$ 98,918.36	\$ 61,000.00		
12.39 Balance in Operating Fund	\$ 120,104.65	\$ 81,577.87	\$ 72,353.74	\$ 62,884.43	\$ 4,573.67			
12.40 Grand Total disbursements will equal 11.26	\$ 126,952.45	\$ 120,106.02	\$ 83,978.87	\$ 75,623.74	\$ 103,492.03			

September 2025
Checking Register

Checking Register September 2025

Check/Code	Date	Transaction	Description	Withdrawal	Deposit	Balance
			Beginning Balance			\$33,745.64
	9/4/2025	Village Of Sherman	Water & Sewer	\$192.17		\$33,553.47
	9/4/2025	Erie Insurance	Workers Comp	\$511.00		\$33,042.47
	9/4/2025	National Bank Omaha	print materials-52.79, office- 35.57	\$88.36		\$32,954.11
	9/4/2025	National Grid	Electric	\$161.21		\$32,792.90
	9/4/2025	National Fuel	Gas	\$143.00		\$32,649.90
	9/4/2025	CCLS	ebooks-50, phone-9.48, fax-16.81, receipt tape-9.70	\$85.99		\$32,649.90
6216	9/11/2025	Blakeslee Construction	Lift Project	\$6,200.00		\$32,649.90
	9/12/2025	payroll	taxes	\$215.92		\$32,433.98
	9/12/2025	payroll	direct deposit	\$758.48		\$31,675.50
	9/12/2025	payroll	Eli	\$64.42		\$31,611.08
	9/16/2025	Mosher Carpeting	carpet final payment	\$9,670.68		\$21,940.40
	9/9/2025	cash	desk	\$80.00		\$21,860.40
	9/26/2025	payroll	direct deposit	\$591.69		\$21,268.71
	9/26/2025	payroll	taxes	\$176.39		\$21,092.32
Totals		Transaction count: 14		\$18,939.31	\$0.00	\$21,092.32

September 2025

Savings Register

Check/Code	Date	Transaction	Description	Withdrawal	Deposit	Balance
			Beginning Balance			\$77,456.02
	9/4/2025	deposit	warren-3000, meeder-150, nobel-120		\$3,270.00	\$80,726.02
	9/30/2025	interst				\$80,726.02
						\$80,726.02
						\$80,726.02
						\$80,726.02
Totals		Transaction count: 2		\$0.00	\$3,270.00	\$80,726.02

Web Page Policy Proposal

Circulation

- [Customer Service \(Prendergast Library\)](#)
- [Circulation Policy 2024](#)
- [Confidentiality of Records 2024](#)
- [Copyright \(Patterson Library\)](#)

Collection

- [Book, periodical, Audio Book & DVD Policy 2025](#)
- [selection policy 2024](#)
- [Request for Review of Printed and Published Materials 2024](#)
- [Freedom to Read 2025](#)
- [Freedom to View 2025](#)
- [Library Bill of Rights](#)
- [Minerva Free Library By Laws](#)
- [Conflict of Interest Policy 2024](#)

Public Space

- [ADA \(Patterson Library\)](#)
- [Non Library Displays 2025](#)
- [Incident](#)
- [Community Meeting Room Policy 2024](#)
- [Code of Conduct 2025](#)
- [Complaints](#)
- [Open Meeting Law Regarding Documents](#)
- [Gift and Collection Policy 2025](#)
- [Unattended Children \(Minerva Library revamped from CCLS\)](#)
- [Vulnerable adults \(Patterson Library\)](#)
- [Programming \(Prendergast\)](#)
- [Tutoring](#)

Technology

- [Computer Policy 2024](#)
- [Equipment Loan Policy](#)
- [Recording Photo Policy 2024](#)
- [Privacy](#)
- [Social Media](#)
- [Website](#)
- [Wi-Fi](#)

[Sexual Harassment Policy](#)

[Pandemic Operation Plan](#)

[Minerva Free Library Long Range & Short Term Plans](#)

Web Page Policy Proposal

This is what the current web page looks like, I went to the Trustee Handbook and copied their suggested policies outline. The highlighted policies are what we do not have a written policy for. The highlighted with () show which library I got an idea from, the highlighted and blank says no one really has a policy about this. I went and found other CCLS libraries and their policies about most of the highlighted policies and have attached them to the email. We should look at our computer policy and compare it to the other policies and see if the computer one we have currently would work out just fine to include the Social Media, Privacy, Website, Wi-Fi etc... which I think it does and then I would just remove those words. I did not see anywhere that it said we had to post Sexual Harassment, pandemic, and our long range short term plans and am open to suggestions about including these or not on our web page.

Library Programming Policy

The Prendergast Library schedules, develops, and presents a wide variety of programs that provide opportunities for access to information, lifelong learning, and collaboration. Programs are intended to further the mission of the library and are consistent with the library's core values and Strategic Plan. Programs should enhance, support and fulfill the library's strategic goals and objectives.

Programs offer opportunities to highlight library materials, resources, and services and to share information and expertise. They are effective vehicles for outreach, allowing the library to forge partnerships with external groups. Programs support the library's role as a civic gathering place, increase public awareness of the library, and attract regular and new users of all ages and backgrounds.

Ultimate responsibility for programming at the Library rests with the Library Director, who administers programming under the authority of the Board of Trustees. The Library Director delegates the authority for program development and management to appropriate staff.

Library staff use the following criteria in making decisions about program topics, presenters, and related materials and resources:

- Community needs and interests
- Availability of program space
- Availability of Library staff
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, exhibits and programs

All Library programs are open to the public. Registration may be required for planning purposes or when space or supplies are limited.

The library presents programs for various age groups. Programs may be available for a general audience of all ages, or be tailored to an age-specific audience. For age-specific programs, registration and participation may be restricted to the targeted age group to ensure availability, patron safety, and the ability to achieve the goals of the program.

For programs with children ages 8 and under, a parent, guardian, or caregiver above the age of 14 must be present and actively supervising young children to ensure children's safety and appropriate behavior in the library. Children over the age of 8 who cannot adhere to the library's Rules of Conduct must also be directly supervised by a parent, guardian, or caregiver, regardless of their age.

Library staff are responsible for running programs, providing instruction, and maintaining the program space; library staff cannot directly supervise young children, ensure safety, or provide behavior

intervention. Per the Library's Child Safety Policy, parents, guardians, or caregivers are responsible for the care, safety, and behavior of children at the library.

The Library actively partners with community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Programs are not used for commercial, religious, or partisan purposes or for the solicitation of business.

Professional performers and presenters that reflect specialized expertise may be hired for Library programs. Performers and presenters will not be excluded from consideration because of their origin, background, or views. No program shall be permitted that endangers patrons, staff, Library facilities, or otherwise interferes with Library operations.

External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library's staff and secure staff approval before distributing any promotional materials. The Library reserves the right to revise and edit any copy provided by a program presenter as appropriate for the Library's various promotional outlets.

The Library's meeting rooms are available to the public for non-sponsored events. Use of a meeting room does not constitute a Library program and does not constitute Library endorsement of said event. Non-sponsored programs and events do not fall under the Library Programming Policy and are instead subject to the Library's Meeting Rooms Policy.

The Library welcomes the public's opinions and suggestions for Library programs. These suggestions or opinions should be communicated to Library staff via info@prendergastlibrary.org.

The Library's philosophy of open access to information and ideas extends to Library programming. Library sponsorship of a program does not constitute an endorsement of opinions expressed by participants or speakers.

Customer Service Policy

Purpose:

To establish the customer service philosophy and standards of the James Prendergast Library Association (JPLA). JPLA staff members serve as the link between customers and the JPLA's resources and services. JPLA's goal is to provide excellent library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities. In the fulfillment of the JPLA's Strategic Plan, the following objectives have been adopted.

Policy:

1. Ensure that Library customers consistently receive a high level of service.
2. Select, acquire, and organize sources of information and materials to meet the needs of Library patrons.
3. Be knowledgeable about Library resources, policies and procedures and be able to explain the resources, policies and procedures to patrons.
4. Identify and promote the services that meet the needs of patrons and potential patrons in the community.
5. Refrain from value judgments or opinions regarding the importance of a request or question.
6. Value the diverse community we serve by providing patron assistance without discrimination. We define diversity to include, but not be limited to, persons of varying educational levels, literacy levels, abilities, gender, religion, race, age, national origin, marital or familial status, sexual orientation, income level, and occupation.
7. Maintain the confidentiality of our patrons' transactions and records.
8. Cooperate with community agencies and organizations in an effort to serve the community.

The Board of Library Trustees authorizes the Library Director to establish procedures to administer this policy, and to delegate any and all responsibilities herein to other staff through such procedures.

Americans with Disabilities Act Compliance Policy

Approved by the Patterson Library Board of Trustees on 7-13-2023

STATEMENT OF POLICY

Patterson Library complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs, or activities.

Accordingly, Patterson Library WILL:

- Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.
- Make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability.
- Operate its programs so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

HOW TO REQUEST REASONABLE ACCOMMODATIONS

Persons who need an accommodation in order to receive the benefits of a Patterson Library service, program or activity should complete a "Reasonable Accommodation Request Form" or contact the Library Director.

GRIEVANCE PROCEDURE

Enforcement of this policy is the responsibility of all Library Staff. Persons who believe they have been discriminated against based on their disability should file a Discrimination Complaint Form, which is an attachment to this policy.

Individuals may also file a complaint with the Civil Rights Division of the U.S. Department of Justice. **See "How to File a Discrimination Complaint" for details.* Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the A.D.A.

ATTACHMENTS

1. How to File a Discrimination Complaint
2. Discrimination Complaint Form
3. Reasonable Accommodation Request Form

A.D.A. GRIEVANCE PROCESS

How to File a Discrimination Complaint

If you feel that you have been treated differently or denied service because of your disability, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if a program was not accessible to you, it may be discrimination.

You may file a complaint with Patterson Library, and/or you may file a complaint with Civil Rights Division. No one may threaten or harass you for making a complaint.

To file a complaint, request a Discrimination Complaint Form by calling the Library at 716-326-2154 or visiting the website www.pattersonlib.org. Send the completed form to the address on the form.

Appeal Process

If not satisfied with the response of the Library Director, you may appeal to the Patterson Library Board of Trustees, 40 S. Portage St. Westfield, NY 14787. If still not satisfied, you may file your complaint with the federal agency described below.

Filing an ADA Complaint with the Department of Justice, Civil Rights Division

There are three options for filing an ADA complaint:

1. Online

File a complaint by submitting a report on the Department of Justice's Civil Rights Division website <https://civilrights.justice.gov/>.

2. Mail

Fill out and send the paper ADA Complaint Form <https://ada.gov/> or a letter containing the same information, to:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington, DC 20530

3. Fax

Fill out and send the paper ADA Complaint Form <https://ada.gov/> or a letter containing the same information, and fax to (202) 307-1197.

FOR FURTHER INFORMATION:

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20530;

202-514-3847 (voice)
1-855-856-1247 (toll-free)
Telephone Device for the Deaf (TTY) 202-514-0716

DISCRIMINATION COMPLAINT FORM

NAME OF COMPLAINANT: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

NAME OF THE DEPARTMENT AND/OR EMPLOYEE AGAINST WHOM THE COMPLAINT IS FILED:

DESCRIPTION of the action or treatment which you think was discriminatory. Includes information about who, what, when, where, how, why and the names, addresses and phone numbers of any witnesses, if you know them. You may write this on another sheet of paper if you need more room.

DESCRIPTION OF THE RELIEF OR SATISFACTION YOU WANT

Signature _____ Date _____

Send completed form to: Library Director, Patterson Library, 40 S. Portage St. Westfield, NY 14787

REASONABLE ACCOMMODATION REQUEST FORM

Name _____

Address _____

Phone _____

What service, program or activity does this request concern?

Date (if applicable) _____

What accommodation is requested?

For help in completing this form contact the Library Director, 40 S. Portage St. Westfield, NY 14787;
call 716-326-2154; or email director@pattersonlib.org

Signature _____ **Date** _____

Return completed form to Library Director, Patterson Library, 40 S. Portage St. Westfield, NY 14787.

Please return form promptly to allow adequate time for such accommodations to be made.

Copyright Policy

Adopted by the Patterson Library Board of Trustees 7/13/2023

Patterson Library complies with federal copyright law (Title 17, U.S. Code). It is the intent of this law to protect the rights of copyright owners from unauthorized reproduction of their works. This includes works that have been fixed in any format, including print, audio, video, and computer file, whether or not they have been published.

However, the law also recognizes the public benefit of allowing citizens to do limited copying from copyrighted works for educational purposes. Under the precepts of **fair use** (section 107), Library patrons may copy or print parts of copyrighted works for one-time, educational, non-profit activities. Copying that would replace or infringe upon a commercial sale of a copyrighted work (such as copying a work in its entirety, copying something for repeated use, or making exceedingly numerous copies of the same item) is forbidden. In such cases, Library patrons should seek permission from the copyright owner before proceeding.

Public Use of Copy Machines and Printers

The Library provides print, copy and fax services for convenience and lawful use of its patrons. While Library Staff act in good faith by posting public notices and other practices to remind Library patrons about copyright law and its restrictions, they cannot be liable for the acts of individual patrons using Library materials or equipment.

Beyond those stipulated by the law, the Library places no restrictions on the photocopying of Library materials by patrons, except in cases where fragile materials may be damaged during the photocopying process.

Staff Practices

In the course of their work, Library staff seek to adhere to the tenets of Title 17 and will not knowingly fulfill patron requests that constitute violations of copyright law.



Minerva Free Library
116 Miller Street
Sherman, NY 14781
Phone: 716-761-6378

Unattended Children Policy

The Minerva Library Library welcomes and encourages children to use its facilities and services. However, the Library cannot provide long or short-term care for children of any age. Parents/guardians/caregivers should remember that the Library is a public building, open to all and must use the same precautions for ensuring your child's safety as you would in any other public location. While our staff is concerned about the well-being of our patrons, the Library is not responsible for keeping your child safe from harm.

- Parents, guardians or caregivers are responsible for the care, safety and behavior of children of any age while the child is using the library.
- **Children 7 years old or under and not yet in second grade must be directly supervised by a parent, guardian or caregiver while in the library.**
- A caregiver must:
 - Be at least 12 years of age;
 - Provide direct supervision of the child in their care;
 - Not be using the Children's Room computers during the time they are supervising the child.
- Parents, guardians or caregivers who do not attend a Children's Room program with their child must remain in the Library if the child is 7 years old or under **and** not yet in second grade, in case the child needs to leave the program.
- Children 7 years old or older and in second grade or higher may use the Library unattended for an amount of time appropriate to their age and maturity.
- All children should have the telephone number of someone who can assist them in an emergency.
- **The Library is not responsible if children leave Library property unattended.**

Inappropriate behavior:

- Inappropriate behavior by children will be noted by the staff. Inappropriate behavior includes not treating other patrons and library staff with courtesy and dignity; rough play and excessive running; inappropriate use of library property; and other behaviors as per the Library's User Behavior Policy. The child and parent, guardian or caregiver, if present, will be informed that his/her behavior is inappropriate and will be asked to stop the activity.
- If inappropriate behavior continues, the child and/or parent, guardian or caregiver will be asked to leave the Library. If the child and/or parent, guardian or caregiver refuses to leave after being told to do so, the police will be called to escort them from the building.



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Unattended Children Policy

At Library Closing Time:

- Children must be picked up before the closing time of the library.
- Unattended children will be asked to contact their parent, guardian or caregiver 30 minutes before closing time. If a parent, guardian or caregiver cannot be reached or does not arrive by closing time, the child will be placed in the care of the [Insert Name] Police Department.

After closing time, Library staff will leave a note on the Library door stating *"Unattended child is in the custody of the [Our Town Police, 123 Central Avenue, Our Town, NY 14048; Phone no. 555-1234]"* once the child is in the care of the police. The child's name will not be listed on the sign.

Vulnerable Adult Policy

Patterson Library strives to provide a warm, welcoming and safe environment for all community members. The Library is particularly concerned for the safety of vulnerable adults* in and around the Library. A parent/guardian or caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable adults during their Library visits. Staff cannot be expected to monitor or prevent vulnerable adults from leaving the building/grounds or to assume responsibility for monitoring their behavior.

Standards and Procedures: It is up to the discretion of the library staff to determine if vulnerable adults are capable or incapable to be left unattended in the Library. The Library will adhere to the following guidelines concerning the care and behavior of vulnerable adults:

Capable Vulnerable Adults: Vulnerable adults, who can understand and follow the rules of conduct and who can care for themselves, are welcome to be in the Library unattended. Vulnerable adults will be expected to follow the rules of conduct as outlined in the Library's Patron Code of Conduct Policy. They should have contact information for a parent/guardian or caregiver who can assist them in an emergency. Staff will attempt to contact a parent/guardian or caregiver when a vulnerable adult's: health or safety is in doubt, behavior disturbs other Library users, actions violate any of the Library's policies.

Incapable Vulnerable Adults: Vulnerable adults who are unable or unwilling to care for themselves must be attended and have adequate supervision at all times. Every reasonable effort will be made by the staff to assist the vulnerable adult in contacting the appropriate adult if necessary. If no responsible adult is reached, or the vulnerable adult is not picked up within 15 minutes of Library closing, staff may notify the police.

Library staff reserve the right to contact the Chautauqua County Health Department for concerns involving the safety and well-being of vulnerable adults or the elderly at 716-363-4447.

** A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that may significantly impair that person's ability to provide adequately for their personal needs and manage their behavior without assistance.*

Patron Survey 2025 Results

Overview: 227 People Responded

Method of collections were:

- QR code flyers sent out to all libraries
- Some QR bookmarks sent out to libraries that asked
- Link on Libby

The link being on Libby could be why the data skews towards the digital collections. Participants did not have to name the library they were responding about, meaning answers are taken as a sample, not a full representation of the full community's views on specific libraries.

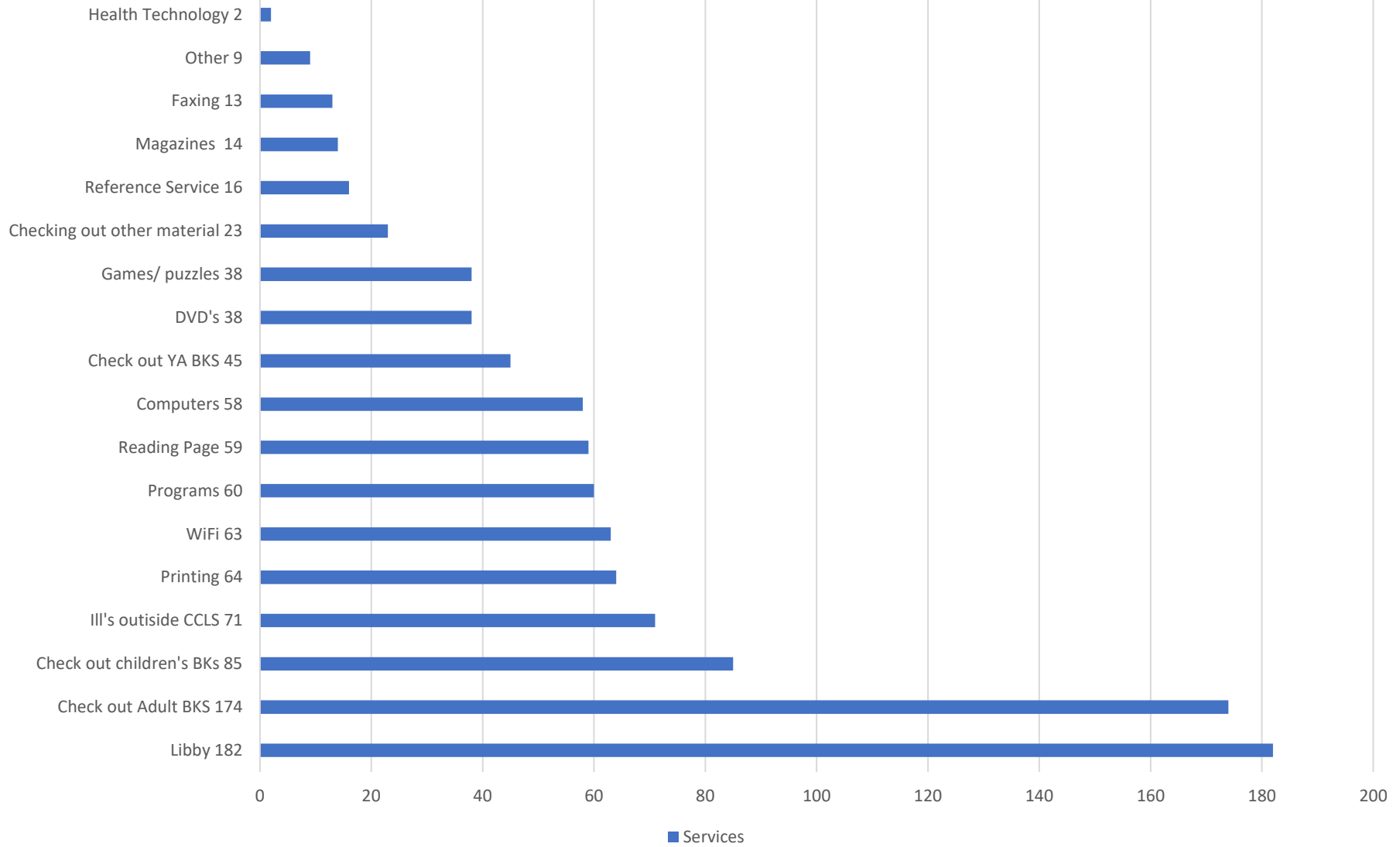
Trends noticed:

- The staff had the highest mention of the community's favorite part of the library
- Overwhelmingly positive responses, support of the library and services
- More open-ended responses were about their favorite parts of the library
- *You can't make everyone happy even with all the great services offered*

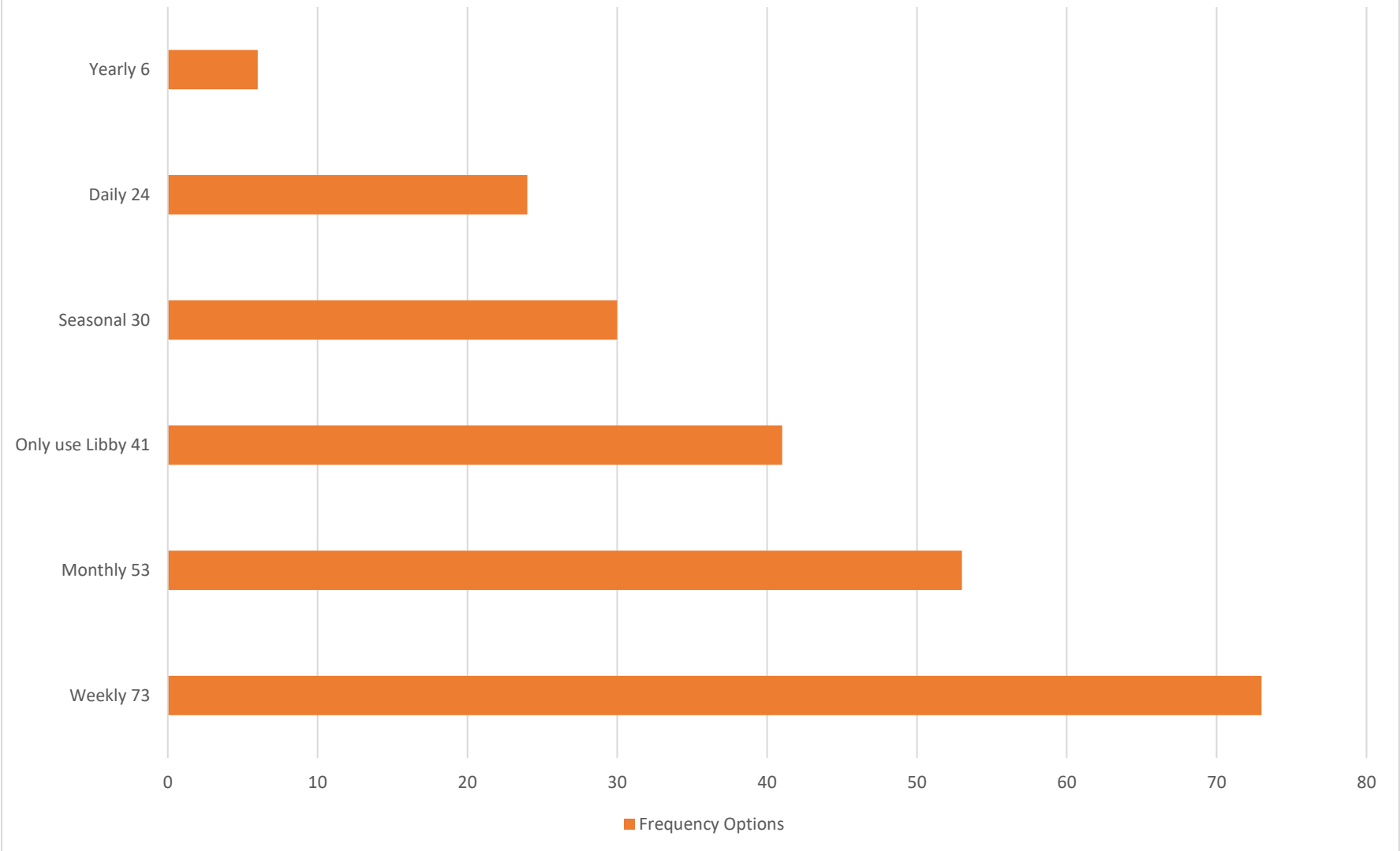
Possible quick solutions:

- More marketing of the delivery services- reminding patrons of access to selections across the system!
- Marketing programs in different venues – continue to ask community what programs they'd attend

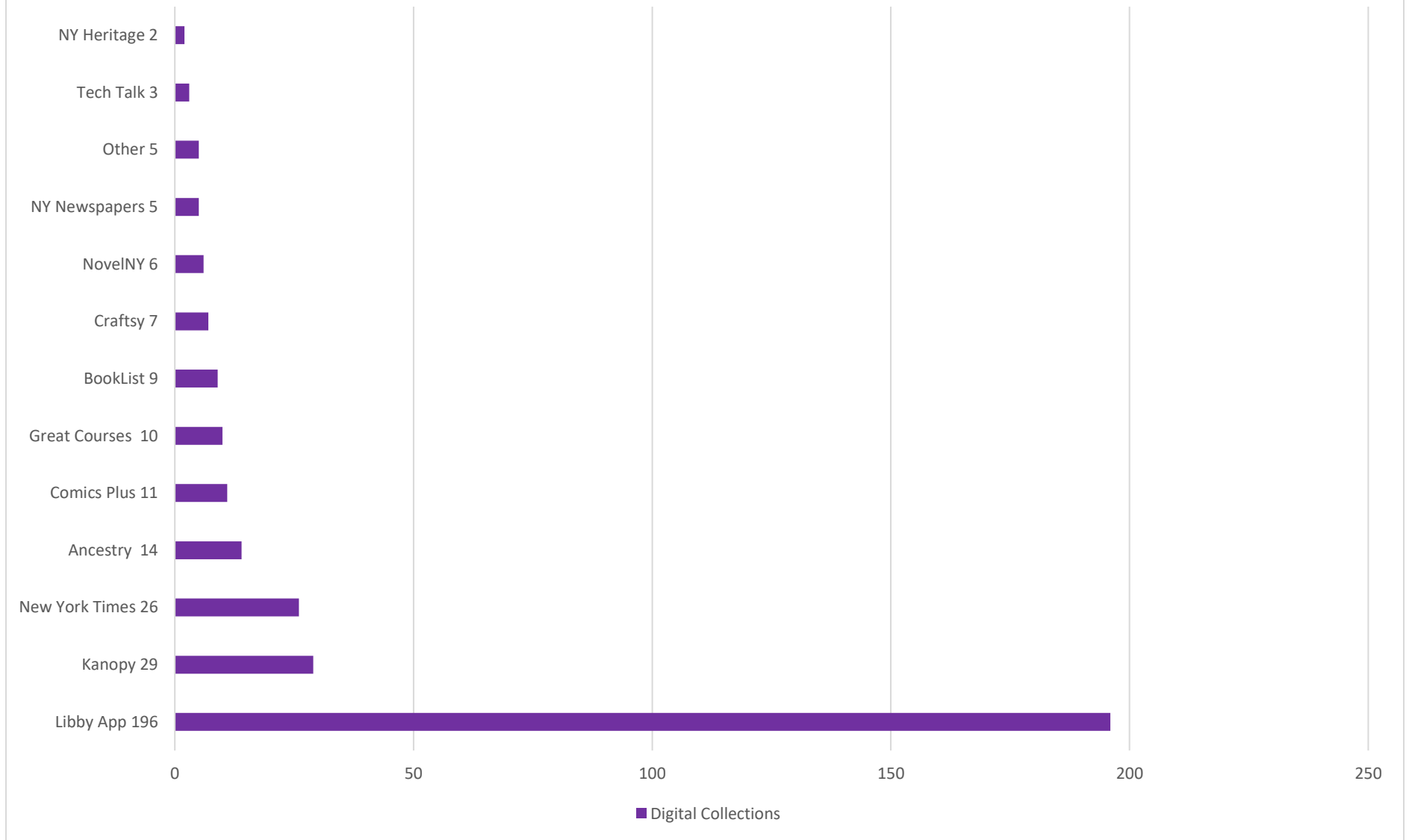
Services Used in last 6 Months



Frequency of Library Visit



Digital Collections Usage in last 6 months



Opened ended question 1: Favorite thing about the library (201 answers)

The People

- Welcoming staff **72 mentions**
 - Amazing, wonderful, helpful, knowledgeable, friendly, pleasant
 - The availability of knowledge and helpful staff who are willing to go above and beyond
 - Mayville Library, Miss Kathy, Miss Emma, Mary, and Jessie mentioned by name

Mentions of the materials and resources

- Books **47 mentions**
 - Audio Books **7 mentions**
 - If I can't find a book, I can request it from another library **4 mentions**
 - Access to literacy fic – both digital and physical copy
 - Being able to access more books than I can afford
 - Availability of new titles
 - Convenience of getting a wide variety of genres
 - CLSC Collections
 - Quality and quantity of material
 - Large selection of large print books
- Book sales **4 mentions**
- DVD's, Puzzles, free magazines
- Libby **23 mentions**

The Resources and services

- All the resources provided to the community **23 mentions**
 - So much available at no cost
 - Variety of things offered do, resources to borrow
 - So many services and choices
 - Community Information
 - Has almost everything I need
- Programs **18 mentions**
 - Family friendly activities
 - Programs meet our needs

- Summer Reading
- Enjoy activities for my grandkids and activities for my self
- I was blown away by how fun and engaging (the magic show) was! I honestly don't think the community realizes some of the amazing things you guys are doing and they are sleeping on!
- Road Trip
- Adventure passes
- Space to socialize **3 mentions**
 - Community Hub that ties our town together
- Kids area and collection **2 mentions**
- Free study space
- Child learning a love for books
- YA collection
- Homeschool extended due dates
 - No limits of # of books
- Reading suggestions

The building / Space

- Physically close and ease of use **7 mentions**
- Feel welcomed **4 mentions**
- Quiet Space **3 three mentions**
- Clean, Comfortable **2 mentions**
- Calm friendly environment **2 mentions**
- Nice space **2 mentions**
- Historical Landmark **2 mentions**
- The way it smells
- A place where things are happening. A safe and inviting place with a great kid's library
- Space to knit with friends
- Public space where not required to pay for anything
- Relaxing, fun to browse
- Open community space
- Friendly and open to all ages
- Feels like home away from home
 - Feels like family

Opened ended question 2: Has the library staff helped you find any needed info recently? (182 answers)

Yes **126 responses**

- Help select books to enjoy / Recommend **18 responses**
- Renew card/ signing up for card **7 responses**
 - Explained how things worked when joining the library
- Always willing to help **4 responses**
 - Super friendly and helpful
 - Go above and beyond to help children and families
- Answered Libby Questions **3 responses**
- How to print **2 responses**
- Helped retrieve a dropped thumb drive (back surgery)
- Tell about free classes at the library
- How to use Pinterest
- Found a picture of grandmother's grave
- Use the online catalog
- Where to send press releases
- Find resource in library
- Summer Reading info
- Fax info
- Find a DVD
- Upcoming events
- Road Trip

Called out by name:

- Lakewood Library
- Cindy at Minerva – always helpful

No (didn't need help) **33 responses**

- Asked about library focused organizations to join, staff were unsure
- No need, retired librarian

Opened ended question 3: If you only use your library's digital services, what would bring you back to the library building (100 answers)

- Classes / programming **21 responses**
 - Crafts, events, community programming, book club, adult reading challenges, educational opportunities, family activities, adult programs, movement classes
- Use both **14 responses**
 - I'll never go completely digital
- A bigger selection of books **10 responses**
 - Wider variety of books and authors
 - More popular titles (multiple copies)
 - Books available in print but not Libby
 - Larger selection of Christian fiction for children and adults – frustrating to have to request all of them from other libraries
 - Books on Libby are not in the building yet
- Open more hours **10 response**
 - Saturdays and Sundays **3 responses**
 - Evening Hours **4 response**
 - When I retire **2 responses**
- Coffee, clubs and comfy space to read **4 responses**
 - Quiet space to read
- Not physically able / better health **3 responses**
 - I spent lots of time at the library in the past and I miss it
- Better Parking **2 responses**
- Not close to the library **2 responses**
- Nothing really **2 responses**
- Reading using Libby is easy, download anytime
- Prefer digital books
- Digital books get returned automatically taking away worrying about returns and paying late fees / card gets suspended
- More offerings to check out like games
- Have a welcoming atmosphere
- Had children / grandchildren would come
- App to communicate big events and adds events to personal calendar
- More and varied technical internet information

- Not being so over run by the homeless

Longer Responses to the question:

"I hesitate to take my kids to the children's library sometimes because the computer games the older kids play on the computers are sometimes graphic and violent, and my younger kids want to stand and watch, so we try to time it when older kids won't be there on the computers. It would be great if those types of games were only available in the teen and tween areas."

"I have heard this question many times from those above me in authority: "How can we gain support for our institutions?" Instead of asking how to get bodies in the physical building, please ask: In an era of mass declining literacy over generations, and fading popular interest in the uncountable range of well-written books--despite an increasingly bloated market for cheap genre fiction constantly pushing the latest trends--how can we fulfill our fundamental roles as librarians? By making literature accessible. Recognize the value of immersing oneself in quality books, and sharing them with others. Keep a **variety** of books available in print, and talk about them!; not primarily the bestsellers. (Re diversity: I've never seen any list of black authors mention Jamaica Kincaid, for example, or Jessie Redmon Fauset.) Proactively, continuously support people who read thoughtfully; help them connect with each other. And, please, with the greatest respect, **stop** saying libraries aren't "just" about books! **Of course** we offer other services. But libraries were founded and are funded principally to offer public access to books of all kinds. That is not a dusty relic of the past tolerated on the grounds of its basis in tradition: It is our highest purpose! Good librarianship takes PRIDE in its impact on patrons, the community, and building a wider culture of well-educated, articulate, broad-minded people. Lastly: If libraries are going to have a future, then it is imperative that we each immediately and collectively change course from timidity to strategic teamwork toward these shared goals."

Opened ended question 4: Anything else you'd like us to know about your library experience (121 answers)

Library love 91 responses

- Keep Libraries open and free! I was raised by a single mom and my childhood library opened worlds to me!
- Mobile market is a great addition in the summer
- Having a space to go to just be, whether I'm reading or writing or studying or whatever, is so important to me and my community
- Happy our school district is now able to help us get taxes
- Would be nice to Pay fees online
- Books wanted are not in available or in system **3 responses**
- I would like more eBooks for overdrive. They don't always have the next book in a series
- Digital access to series books which are still being written seem to not come available. Would be nice to acquire a full series
- I wish you also offered hoopla as they have options Libby doesn't always seem to

- I can never get what I want on digital or in the library. So I haven't used the library in over a year. I miss it, but Kindle unlimited gives me a bigger selection of books I want to read
- Even our Libby digital library is too limited, based on all the books on my To-Read list.
- Offer a variety of classes/programs at all times, not just during summer reading
- Would love to see complete collections/ series and wider selection of audiobooks
- Libraries offer too much for a family and for free!
- For myself being disabled, if I have any issues with the system, the librarian resets my password
- If at all possible could you list the series number of multiple books in the series so one would know where to start and where they were in the series
- Have more large print nonfiction and classics
- Beautiful building. Take the video screens off the outside wall
- My library is a hub of the community and its awesome librarian makes it a special place
- Our homeschooling depends on you, and we appreciate you!
- I just got my library card. Easy and simply done!
- Libraries are the best kept secrets of a democratic society. I love libraries!

Longer Responses to the question:

"I really hate the lighting that my local libraries recently changed to. The lighting is now very cold and dim, it does not give off a light that is comfortable to the eyes for reading books. Aside from that, the decor in all my local libraries is very severely outdated, very 60's and 70's. I wish libraries would join the 21st century aesthetic. For a good idea what environment makes people so comfortable that they want to stay there for hours and read, go to a popular coffee shop. It really repels the younger generation from staying in the library. Being quite bold about it, I'm very "in and out" with going to my local library in person. I don't like the strange outdated atmosphere that seems to only attract elderly patrons to stay long."

"Please critically examine the "pie chart" of available materials, on an ongoing basis. There isn't much that's more disheartening than to visit many library branches and see shelves upon shelves of and advertisements for the same few, repetitive genres and bestselling authors, while so many important books of various topics, styles, and points of view are unavailable in print anywhere in the catalog, or even on digital apps. I would suggest transferring a large number (not all!) of the previous category to e-books, so that they and similar titles remain accessible, while people with different tastes can find what they enjoy, too. Authors such as those I mentioned above, and others--e.g., Walter de la Mare; Barbara Comyns, to name two--may not top the trending lists, but libraries are for **all** readers: the minority should not be shouted down and ignored in favor of

the constant influx of “Romantasy,” etc., most of which, to be frank, are quickly forgotten anyway for the next new batch in the trends. Libraries are rapidly losing their potential for positive social influence by becoming tools of the commercialist mass market. In a few words: “Freedom” to read means nothing without access. Thank you very much for your attention and all you do. -Sincerely, A Fellow Librarian”

“Some are quite loud (90% of the time from staff) which makes it difficult to concentrate. However, we try to go to quieter ones and really enjoy having a place to spend the day or evening. It would be nice to have more open till 8pm in the winter when there's less to do. ALL staff at all locations we've been to have been nice and very helpful when needed.”

“I have another card that offers access to Hoopla and I prefer that to Kanopy. I understand it is probably more expensive. I'd love to see more financial resources dedicated to digital copies and audiobook new releases on Libby. Our library experiences at Minerva, Clymer-French Creek, Findley Lake and Lakewood libraries have always been exceptional.”