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LIBRARY USE

Every resident of Hopkins County is encouraged to use the Public Library facilities via Main Library, Bookmobile, or Branch Library. Each library card applicant must furnish all information requested.

Patron must supply: Official form of photo ID with current address. If photo ID does not contain the applicant's current address, then in addition to the photo ID, another form of identification may suffice for proof of address. This additional documentation must be an official piece of documentation (e.g., a city/county utility bill, a property bill, a paystub, etc.) designating the applicant's name and their correct address.

Juvenile Cards: Parent/Legal Guardian must be present to establish a juvenile card account for minors aged 3-17 years. These accounts allow full access to library materials excluding DVD/Blu-Ray titles, A/V equipment, backpacks, and cake pans. Guardian name, address, contact information, and signature is required. ID of parent/legal guardian and proof of address also required (see above).

Juvenile Limited Cards: In the event a parent/legal guardian is not available and another responsible adult is present (Grandparent, sibling, aunt/uncle, cousin over age 18) to sign, a juvenile limited card may be issued. Guardian name (or responsible adult), address, and contact information is required along with some form of

identification if available. These accounts allow computer access (where applicable) and a restricted loan limit of 3 books/audio materials (except for first-time use cards, which is two [2] books/audio materials). Videos, A/V equipment, backpacks, and cake pans may not be checked out with a juvenile limited card.

Out of County: Out-of-county library cards are available to patrons who do not live, work, or own property in Hopkins County. Out-of-county cards require a small yearly user fee, which must be paid by each member of the family receiving a card. Full-Access out-of-county cards have a \$20.00 user fee and give patrons full access to all of the same materials and services as their in-county equivalents. If an out-of-county patron wants a library card but does not require access to the Library's physical collection, an Online-Only out-of-county card is available for a \$10.00 user fee; this card gives access to all of the Library's electronic resources (use of the Library's public computers, electronic books, website resources, etc.) but does not allow for checkout of any of the Library's physical materials (physical books, DVDs, A/V equipment, etc).

Request: Patrons may request library items by filling out the appropriate request form at the front desk. Item requests will be considered according to popularity, collection development policy, general acceptance, price, content, and relation to overall library services. Not all items requested will be purchased.

Check Out: All new users will be limited to two (2) items with a first time library card. A/V equipment cannot be checked out with a first-use card. In times of high-volume requests, the library reserves the right to hold a few items on each subject within the library to supply patron demand. Each patron is limited to a total of twenty (20) items checked out at any one time with the exception of a first-use card. Patrons may request books and audio books from either the main library in Madisonville or the Dawson Springs Branch Library to be loaned between branches; however, videos and all materials less than one (1) year old may not be loaned. All items are due by close on the due date. Items returned in the book drops after close are not checked in until the next business day.

Book, Audio Book, and Music CD Checkout: Books check out for 21 business days. Audio books and music CDs check out for 14 business days. Books, audio books, and music CDs may be renewed up to two (2) times as long as there are no reserves on the item. Audio books and music CDs are limited to four (4) items each per patron. Late fees on these items are 10¢ per item per day, with a five (5) day grace period. The grace period applies only to books, audio books, and music CDs.

Video Checkout: Only those 18 and older may check out videos. Videos check out for three (3) business days and may only be renewed one (1) time. There is a limit of four (4) videos per adult, only one (1) of which may be from the TV section (Limit two items from the TV section at the Dawson Springs Branch Library). Late fees on videos are \$2.00 per item per day.

Audio/Visual: Audio/Visual equipment and screens are also available for checkout. Appropriate identification and a library card in good standing are required to borrow equipment. A 24-hour checkout time is allocated. Patron must be 18+ years of age to checkout A/V equipment. A/V equipment may not be renewed, nor checked out with a first-use card. Late fees on A/V equipment are \$5.00 per item per day.

Go Packs: Themed backpack kits (Go Packs) are available for checkout. Only patrons 18 and older may check out Go Packs. Go Packs check out for fourteen (14) business days and may be renewed up to two (2) times. There is a limit of one (1) Go Pack per adult. Overdue fines for Go Packs are \$2.00 per day with a fine cap equal to the total cost of replacement (including backpack). Patrons are responsible for any missing or damaged items and must pay for item/s replacement before they can check out materials or use the Library's public computers. Go Packs may only be returned at the circulation desk and may not be left in book drops.

Cake Pans: Cake pans are available for checkout. Only patrons age 18 and over may check out cake pans. Cake pans check out for seven (7) business days and can be renewed one (1) time. There is a limit of two (2) cake pans per adult. Late fees on cake pans are \$2.00 per item per day. Cake pans must be hand-washed before being returned. Patrons will be charged a \$2.00 fee for each cake pan returned unwashed. Cake pans may only be returned at the circulation desk and may not be left in book drops.

Periodicals: Magazines and newspapers may not be checked out at the Main Library (Madisonville) and must only be used in the designated reading area adjacent to the periodical shelving. Patrons should also be mindful when using these materials, such as newspapers, that others may be waiting to use them too. Staff reserves the right to regulate a periodical's usage should any one patron have had a periodical for a significant amount of time and someone else is waiting to use it. The Dawson Springs Branch Library does check out magazines (21 business day limit) but they do not check out newspapers.

Overdues: No patron with outstanding fines or overdues may check out library materials or use the public computers. This includes situations in which a patron has outstanding fines or overdues on their own account but has another patron's permission to check out items on their account. All checkout and computer use activity is forbidden until the delinquent account is cleared. Also, since only adults can be responsible for a minor's materials, any minor residing in a household with an adult patron holding outstanding fines or materials is also ineligible for checkout if the adult is the minor's parent or legal guardian. Overdue notices are generated by computer approximately two (2) weeks after an item has been found to be overdue. These notices are mailed every two weeks to patrons. A second notice and/or phone call may be sent by the librarian offering another chance to return overdue items or to verify correct name and address.

Fine Schedule: 10¢ per item per day with a \$2.00 maximum fine on each book, audio book, or music CD; \$2.00 per day per item on DVD/Blu-Ray with a \$6.00 per item cap. A/V equipment is \$5.00 per day up to the cost of the item. Go Packs and cake pans are \$2.00 per item per day up to the cost of the items.

Reference: Reference services are available by phone, e-mail, and in-person at the library. Reference requests may be subject to staff availability and the nature of the request.

Donations: Donations may be accepted dependent upon available space and the condition of the items. Donations must be relative to library collection. Not all donations will be added to the library collection. Items not added to the library's collection may be sold to benefit the library. Any remaining books unsold or not accessioned may be recycled or given to other organizations (e.g., prisons libraries, schools, children's homes, etc.)

Bookmobile: The bookmobile is available for county-wide services. A winter and summer schedule exist which will vary depending upon service area. A printed schedule is available semi-annually. The bookmobile will notify users in a particular area when it is off the road due to weather, emergency, maintenance, illness, etc. Some bookmobile programming is available for day care centers and housing projects as well as special school programming as scheduling permits. Call the library to be placed on the schedule. Not all stops are permissible.

Book Drops: Book drops or returns are serviced on a weekly basis by the Bookmobile Librarian. They are located throughout the county. Only the book drop in front of the Main Library permits the return of video, DVD, audio, or CD materials. Heat and coldness can affect these items. The book drops at the main library and the branch library are checked frequently during regular business hours. Other book drops are checked on a weekly or semi-weekly basis. The birdhouse libraries are not owned or maintained by HCMPL. Items from the library's collection may not be returned at these locations.

False Information: False patron information deliberately given to a library employee regarding details and circulation record or identification will result in the loss of library privileges.

Children and Teen Areas: The Main Library's (Madisonville) teen and children's study tables and chairs are for children and teen use only – unless an adult is accompanied by a minor in their care. Adults wishing to study, read, etc. should use any of the other available study tables and chairs located in the reading area, adult stacks, or adult computer lab. Adult patrons unaccompanied by a minor may still browse and check out materials from both the teen and children's areas, provided they do not loiter.

Replacement Cards: Replacement cards may be purchased for a \$2.00 fee. Patrons should strive to keep up with their original wallet and keychain cards.

Lost & Damaged Materials: Patrons are responsible for the cost of any missing or damaged items and must pay for item/s replacement before they can check out materials or use the Library's public computers.

Replacement costs are calculated by adding the total cost of the item/s (shown either in the Library's catalog record or the current market price – whichever of the two is cheaper) – plus a \$1.50 processing fee per book and/or \$5.00 processing for videos, whichever is applicable, and any associated overdue fines. Patrons may also elect to purchase and donate an identical copy of the item that was lost or damaged in lieu of the Library serving as the purchasing agent. Trades are sometimes permitted, such as swapping non-identical items for lost/damaged items. These materials will be judged on a case-by-case basis by the Library Director and/or a staff designee, and are dependent upon the current needs of the collection as well as the item's currency, condition, and usefulness.

Item Refunds: Any materials lost and paid for may be reimbursed to the paying patron (less fine and processing fee) if receipt of refund showing payment for item is returned with item. Patron may not return a receipt more than six months from date of payment.

End of Day: Patrons wishing to check out library materials must do so no later than 10 minutes before closing to give staff sufficient time for closing procedures. Patrons wishing to sign up for new library cards must do so no later than 15 minutes before closing. The computer lab shuts down 15 minutes prior to closing.

Other Services: Anyone using in-house library services or bookmobile programs will be expected to adhere to all policies and regulations. Privileges can be revoked when deemed necessary. Please consult additional Hopkins County-Madisonville guidelines for additional public policy information. These are available at the Circulation Desk and on the Library's web site.

Fee Schedule

Send or Receive Fax: \$1.00 per page for first five (5) pages; additional pages: 50¢ each

Photocopies: B&W = 10¢ per page; Color = 50¢ per page

Computer Print-outs: B&W = 25¢ per page; Color = 50¢ per page

Notary: \$1.00 per notary signature

Scanning: \$1.00 per page

Earbuds: \$2.00 (Please note that the Madisonville Library does not provide free headphones for computer use except for the children's computers; however, the Dawson Springs Branch Library does provide free headphone use. Patrons using the Madisonville Library should either bring their own headphones or purchase earbuds from the Madisonville Library if they desire audio).

Kentucky Driver Manual: \$7.20 (regular sized version); \$3.70 (1/2 sized version)

Commercial Driver License Manual: Prices vary depending on which sections are needed. Please inquire at the Circulation Desk for more information.

CODE OF CONDUCT

All persons have free access to the Library during the hours it is open and the right to the reasonable use of its facilities and services. The Library, however, expects reasonable behavior from its users. Anti-social or problem behavior may infringe upon the rights of others in the use of the Library. It is the policy of the Library to maintain a safe facility, free from any threat of physical violence, emotional abuse, or any form of intimidation. Respect for other Library users and staff shall prevail always.

To ensure safety, comfort, and access to Library resources and facilities for all, the Hopkins County-Madisonville Public Library Board of Trustees have adopted this Code of Conduct. Any behavior or activity that interferes with legitimate library business will be prohibited. Persons who fail to observe the following guidelines may be asked to leave the library and library grounds, banned from library use and/or be subject to arrest under trespass laws of the Kentucky Revised Statutes, Chapter 381, Section 231 and Chapter 511, Sections 060, 070, or 080.

The following are examples of unacceptable behavior:

- Loud talking, inappropriate cell phone use, disruptive, abusive, or threatening language or behavior.
- Consumption of food and beverages in the public areas of the Library (with the exception of library-sponsored or approved events)
- Smoking, use of tobacco, vaporizers (eg. electronic cigarettes), or consumption of illegal substances.
- Consuming alcoholic beverages and/or being under the influence of drugs or alcohol.
- Use of Library computers which violates the Library Computer and Internet policies and procedures.
- Sleeping, bathing or washing clothing.
- Leaving personal belongings (eg. backpacks, coats, purses, etc.) unattended.
- Offensive body odor due to neglected hygiene or other strong scents that may be offensive or disruptive for others.
- Use of Library facilities or equipment for other than library purposes, including solicitation and/or distribution of materials, without prior written authorization.
- Running or use of bicycles, skates, skateboards or rollerblades on Library premises.
- Rearrangement of Library equipment or furniture (other than by library staff)
- Bringing pets, other than certified service animals, into the building.
- Use of Library by customers not fully clothed, including shirts and shoes.
- Damaging Library property.

- Panhandling, soliciting, gambling, or loitering on Library premises.

Additionally, the Library maintains the right to inspect all packages of visitors entering or leaving the Library. The Library has the right to restrict visitors from entering the Library with large bundles, carts, bicycles, or similar items. Anyone unable to care for, or be responsible for, him or herself must be supervised by a responsible caregiver.

None of these rules are intended to be all inclusive of every behavior that will be regulated on library property. The Hopkins County-Madisonville Public Library reserves the right to prohibit any behavior or actions which we feel may be inappropriate or disruptive.

Computer / Internet Acceptable Use Policy

The Hopkins County - Madisonville Public Library system provides access to the Internet for the recreational, research, and productivity needs of its patrons. This access is provided by means of public computers and publicly available wireless network connections (Wi-Fi).

The Internet as an information source enables the Library's staff and patrons to find a wide array of information from sources not available any other way. It allows access to ideas, information, and commentary from around the world.

In order to comply with the Children’s Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)], it is the policy of the Hopkins County - Madisonville Public Library system to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; and (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors.

Definitions:

Key terms are as defined in the Children’s Internet Protection Act (CIPA).

Internet Filtering:

The Children’s Internet Protection Act mandates that technology protection measures (or “Internet filters”) be applied within the Library (i.e., to Library-owned computers and Wi-Fi) in order to block or filter Internet, or other forms of electronic communication, from access to inappropriate information. Specifically, as required by CIPA, blocking shall be applied to visual depictions of obscene materials, child pornography, or material deemed harmful to minors. Other websites that have been determined by the Library’s staff as sites that overburden or disrupt the Library’s computer network may also be inaccessible. Filtering is applied to all modes of Library connectivity, including, but not limited to, wired and wireless Internet access as well as any means of Internet connectivity that may be implemented in future.

The web filtering categories used by the Library are maintained by a third-party vendor and are not under the direct control of the Library. The Library cannot police the entire Internet, nor can Library staff evaluate each and every site which is blocked or allowed by the filters. However, some websites which have been carefully evaluated by the Library staff may be added to a Library-specific whitelist (for sites vetted and allowed by the Library) or blacklist (for sites vetted and blocked by the Library). Patrons who believe a site has been unfairly blocked or who believe that a site which is currently unblocked violates Library policies are encouraged to fill out a "Request to Block or Unblock a Website" form. The site will be critically evaluated by two or more members of the Library staff. Sites which are found to be in violation of the Library's Computer / Internet Acceptable Use Policies or other Library policies will be added to a Library-specific blacklist and will be blocked from further access. Sites which are not found to be in violation of any Library policies will be added to a Library-specific whitelist. A decision about whether to block or unblock the site will be made within 2 weeks.

The Library also employs the use of anti-virus and anti-spyware, which is built into the Library's firewall. Some sites may occasionally be blocked by the firewall for network security purposes. These sites are blocked automatically by the firewall and cannot be unblocked by Library staff.

The Hopkins County - Madisonville Public Library system respects the intellectual freedom of its patrons and recognizes that the technological limitations of Internet filtering software at the present time can place an

unfair burden on the freedom of information. No Internet filtering software is completely accurate. Filters may falsely block legal and useful material that is appropriate in a public library setting or they may fail to block access to illegal or objectionable material. Internet filtering may be disabled for adults age 18 or older, upon request, only for bona fide research or other lawful purposes. Library staff will not require an explanation for disabling the filter. Patrons who request that filters be disabled are still required to abide by Library policies. Patrons will be required to show proof of age in order to allow disabling of the filter. The filter will NOT be disabled for minors, or for computers that minors are accessing. To this end, parents will not be able to request that filters be disabled for their children, even if the parent is in attendance for the duration of the computer session. Due to the current limitations of the Library's filtering software, filters cannot be disabled for devices connected to the Library's Internet services through Wi-Fi.

Patrons may not attempt to subvert or circumvent the Library's Internet filters. Any attempts to do so could result in loss of computer / Internet privileges. The Library's policies regarding use of its computer and Internet services remain in effect when the filter has been disabled.

Choosing Internet Sources:

The Internet is an unregulated medium with a highly diverse user population, and it is possible that individuals might access information that they personally find offensive or disturbing. The Library is unable to monitor or control the content of materials on the Internet. Individual users must accept

responsibility for determining the suitability of the content they are viewing for themselves and for their children. Not all information provided through Internet sources is accurate, complete, or current. The Library assumes no responsibility for the content or accuracy of any information obtained online. As with any material provided by the Library, patrons must take responsibility for critically evaluating the validity of any online content they access.

Internet filtering is not a substitute for parental judgment or oversight. It is the belief of the Hopkins County - Madisonville Public Library system that the reading and viewing activity of children is ultimately the responsibility of parents who guide and oversee their own children's development. Parents are encouraged to explore the Internet with their children, supervise them, provide clear guidelines regarding what sites and activities are off-limits, and teach their children safety rules for dealing with strangers online.

Internet / Computer Use:

All use of the Hopkins County - Madisonville Public Library system's computer and Internet services shall be consistent with the purposes, goals, and mission of the Library and its policies. Successful operation of the Library's computer and Internet network requires that users regard the Library's computer and Internet services as a SHARED resource, and cooperate with a community of users with diverse interests for the common purpose of advancing public education in Hopkins County. Because the Library's computer system is a shared, open resource, patrons are cautioned to exercise prudence in the use of this resource. The

following are guidelines for the use of the Library's computer and Internet services:

- 1) Any use of the Library's computer or Internet services for illegal or inappropriate purposes, or in support of such activities, is prohibited. Any such use will result in the revocation of computer and Internet privileges in the Library.
- 2) No use of Library computer or Internet services shall serve to disrupt the use of the network for other patrons or staff.
- 3) Due to network bandwidth and potential copyright issues, BitTorrent and equivalent P2P (peer-to-peer) networking sites and software are prohibited on all Library computers or over the Library's Wi-Fi.
- 4) Some information found online is of a mature nature and may not be suitable for young children. Patrons under the age of 12 may not use the adult computer lab without the direct supervision of an adult responsible for their care. The responsible adult must be at the same computer as the child for the duration of the child's computer session. PARENTS AND GUARDIANS, NOT THE LIBRARY STAFF, ARE RESPONSIBLE FOR THE INFORMATION SELECTED AND/OR ACCESSED BY CHILDREN. Designated children's computers are available for patrons under the age of 12. These children's computers are pre-loaded with educational games and do not allow for web browsing.
- 5) Teen computers are available for patrons between the ages of 9 and 19. Teens and tweens are encouraged to use the teen computer lab instead of the adult computer lab whenever possible. A teen may be asked to relocate from the adult lab to the teen lab in the event that: (a) the adult lab is

full, (b) there are patrons over the age of 19 waiting for an adult computer to become available, (c) there are available computers in the teen lab, and (d) relocating will not cause undue inconvenience.

- 6) “Express Terminal” computers are available for short-term access. Sessions on express terminals are limited to a maximum of 20 minutes, with no time extensions.
- 7) The Library uses automated time-keeping software to track the use of its public computers. A valid Hopkins County - Madisonville Public Library card is required to access this system. Library cards must be in good standing; Any fines or overdues materials on the account must be cleared before computers will become accessible.
- 8) Patrons may only use their own library cards to log into the Library’s public computers. Patrons may not log into the Library’s computers using someone else’s card, even if the cardholder has given permission. If Library staff have reasonable cause to suspect that a patron may be logged into a public computer with someone else’s library card, then the library account being used to access the computer may be temporarily expired until such time as the cardholder’s identity can be verified.
- 9) A temporary guest pass for use of the Library’s public computers may be generated for out-of-county patrons who can provide a valid photo ID with proof of out-of-county residency. Guest passes are only for use with the Library’s express terminals. Out-of-county patrons must have a valid Hopkins County - Madisonville Public Library card

to use the adult or teen computer labs. Patrons who live, work, or own property in Hopkins County will be required to have a valid library card to use the Library's public computers, including the adult lab, the teen lab, and the express terminals; no guest passes will be provided to in-county residents.

- 10) Educational and employment-related use of computer and Internet services takes precedence over recreational web browsing.
- 11) Downloading is permitted on Library computers. Users must provide their own storage media devices. Downloaded materials will not be retained on the Library's computers. Files downloaded from the Internet may contain malicious elements (like computer viruses) that could result in loss of data or damage to other computer equipment. The Library is not responsible for damage to a patron's storage media nor for any loss of data, damage, or liability that may occur from the use of the Library's computer or Internet services, nor can the Library guarantee compatibility with Library hardware or software.
- 12) Patrons may not install software to the Library's computers without staff permission and oversight. Patrons are not permitted to delete, add to, or modify the installed hardware or software. Patrons who need to install software are required to ask Library staff for assistance.
- 13) Printing from the Library's computers is available for a small charge. Patrons may not print items that do not conform to the Library's policies. Doing so may result in loss of computer privileges.

Patrons are still able to log into the print release station even if their time in the computer lab has expired.

- 14) Public computers are available on a first-come, first-served basis. The adult and teen computer labs allow for sessions of up to 2 hours per day. When the computer lab is not full, computer sessions may be extended in 15-minute increments up to a total of two additional hours. Patrons must request an extension before their session expires. Time extensions are not permitted on express terminals. Guest passes will NOT be issued as a substitute for an extension in the case of an expired computer session.
- 15) Library staff are able to offer some limited basic assistance with patrons' computer needs. However, library staff have many responsibilities and constraints on their time, and therefore generally cannot provide in-depth one-on-one training on Internet, personal computer, or mobile device use. Staff members have varying levels of technological expertise. Because of scheduling, staff that is knowledgeable about a patron's particular technological needs may not always be available.
- 16) The Library staff makes every effort to provide computer and Internet services during the full operating hours of the Library. However, there may be times when these services are not operational due to Internet provider outages, computer repairs or updates, power outage, etc. Operational hours may also be restricted at times due to use of the computers for Library programming.

- 17) The Library cannot guarantee privacy for individual users online. The sending or receipt of any information through the Internet is at the sole risk of the user.
- 18) When a computer session is ended, information about that session is ordinarily deleted. Personally identifiable information, including websites visited, passwords, credit card numbers, or any other information a patron has entered, as well as any files that a patron has downloaded to the computer's hard drive, are ordinarily purged from the computer at the end of each computer session. For this reason, the Library requires that all patrons follow correct log-out procedures, in order to protect patron privacy.
- 19) From time to time, the Hopkins County - Madisonville Public Library system shall make decisions of whether uses of the computer and Internet services are consistent with the stated policies. The Hopkins County - Madisonville Public Library system shall remain the FINAL authority on the use of computer and Internet services and the allowance of use by patrons. Library staff reserve the right to terminate a patron's computer or Internet session at any time.

This usage policy does not attempt to articulate all required or proscribed behavior by its patrons. Use of the Library's computer and Internet services is a privilege, not a right, and inappropriate use will result in cancellation of this privilege. Examples of inappropriate use include, but are not limited to:

- 1) Unauthorized connection to the Library's network, hacking, and other unlawful activities.
- 2) Subversion or circumvention of the Library's Internet filters.
- 3) Subversion or circumvention of the Library's authentication services, including (but not limited to) using someone else's library card to log into the Library's public computers.
- 4) Exhibition of pornographic or otherwise obscene material on Library computers or via Library Wi-Fi. (KRS 531.020)
- 5) Violation of copyright or software licenses while using Library computer or Internet services. (US copyright law, Title 17, US Code)
- 6) Use of Library computer or Internet services to harass or threaten others.
- 7) Illegal or criminal activities on Library computers or through Library Wi-Fi.
- 8) Misrepresentation of oneself on the Internet via Library computer or Internet services.
- 9) Intentional damage to workstations, printers, or other Library property.
- 10) Unauthorized tampering with computer or network hardware or software, including altering hardware/software configurations.
- 11) Violation of another user's privacy.
- 12) Violation of state obscenity and federal sexual harassment laws, which prohibit printing or display of sexually explicit materials in public places.

Abuse or misuse of equipment, software, or policies will be grounds for revocation of privileges or possible legal action.

Confidentiality and Privacy:

Kentucky law recognizes the confidentiality of library records. Personally identifiable information about users, including minors, will not be disclosed or used in any way, except to law enforcement authorities as required by law. Some library records fall under the National Homeland Security Act and therefore may be subpoenaed as court documents.

SERVICE ANIMAL POLICY

The Americans with Disabilities Act (ADA) requires that organizations that serve the public, including public libraries, must allow people with disabilities to bring their service animals into all areas of the facility where patrons are normally allowed to go. This applies to patrons and employees. The protections provided by the ADA take priority over local and state laws and regulations.

WHAT IS A SERVICE ANIMAL?

The ADA generally defines services animals as dogs. Dogs employed as service animals may be any breed, size or weight. Some, but not all, service animals wear special collars or harnesses. Service animals are not required to have special licenses, to be certified, or to have any visible identification.

In addition to the provisions about service dogs, ADA regulations allow for miniature horses that have been individually trained to do work or perform tasks for people with disabilities. Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.

NOTE: In some situations, a person with a disability may require more than one service animal, where each animal provides a different type of assistance. For example, an individual may need both a hearing dog and a seizure alert dog.

WHAT DO SERVICE ANIMALS DO?

Service animals perform various tasks and provide services for people with disabilities. Here are some examples:

- **Guide** – serves as a travel aide for a person who is legally blind.
- **Hearing or signal** – alerts a person with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door.
- **Mobility assistance** – helps a person who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up after a fall, etc.
- **Seizure response** – warns a person of an impending seizure, or provides aid during a

seizure, such as going for help or standing guard over the person.

- ***Therapeutic assistance*** – aids people with cognitive or psychological disabilities, allowing them to live more independently. These animals may bring an emergency phone during a crisis, call 911 or the suicide hotline, turn on the lights in a dark room, bring medications, bark for help in an emergency, assist a person with panic disorder in coping with crowds, etc.
- ***Psychiatric and neurological assistance*** - The use of service dogs for psychiatric and neurological disabilities is explicitly protected under the ADA.

Dogs or other animals whose sole function is “the provision of emotional support, well-being, comfort, or companionship” are not considered service animals under the ADA regulations.

SENSITIVITY AND AWARENESS

Hopkins County-Madisonville Public Library will ensure that staff members are properly trained in treating patrons and employees who require the assistance of service animals with sensitivity and respect.

Library staff cannot require patrons accompanied by service animals to provide documentation, such as special ID cards or proof of certification. Nor can they ask about the specific nature of a person's disability – e.g. "Are you blind?" or "Are you under a physician's care?"

Library staff may only ask:

1. Is your animal a service or assistance animal required because of a disability?
2. What tasks has your animal been trained to perform?

Based upon the answers to these questions library staff will make a determination as to the status of the animal as a pet or legitimate service animal.

The following guidelines provide some basic information on accommodating patrons and staff accompanied by service animals:

1. Staff will allow a service animal to accompany the patron/employee at all times and everywhere in the library except where animals are prohibited for safety reasons.
2. People with disabilities who use service animals will not be isolated from or treated less favorably than other patrons or employees.
3. Be aware that many people with disabilities do not care to share personal details about their disability or their service animal.
4. Do not separate or attempt to separate a patron or employee from the service animal.
5. Do not pet or talk to a service animal when it is working – this distracts the animal from its tasks.
6. Do not feed a service animal, which may have specific dietary requirements. Unusual food or food at an unexpected time may cause the animal to become ill.

7. Do not deliberately startle a service animal or make noises at the animal (barking, whistling, etc.).
8. If other patrons complain that they are not allowed pets and want to know why an exception was made, staff should state that the library complies with the Americans with Disabilities Act.

Remember, the library will not require someone to provide details about his or her disability.

RULES FOR SERVICE ANIMALS

The library cannot place limitations on the size, weight and breed of service animals. They can, however, require service animals to meet reasonable behavior rules that ensure the safety of all library patrons, and require that service animals have current appropriate vaccinations.

The owner of the service animal has the responsibility to care for and supervise the service animal. The owner should retain full control of the animal at all times.

This generally means that while the animal is in the library, it must be on leash, in a carrier, or otherwise in the direct control of its owner. When around other people or animals, the service animal should be well behaved (no jumping, snarling, nipping, excessive barking). The owner is responsible for the safe removal of animal waste products.

Special provisions apply to miniature horses. ADA regulations set out four assessment factors to assist

entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are:

1. whether the miniature horse is housebroken;
2. whether the miniature horse is under the owner's control;
3. whether the facility can accommodate the miniature horse's type, size, and weight; and
4. whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

If these criteria are satisfied, the miniature horse must be allowed to accompany the disabled person within the facility.

REMOVAL OF A SERVICE ANIMAL

If a service animal is unruly, disruptive (aggressively jumping, nipping, etc.) or not house trained, the patron/employee may be asked to remove the animal. If the animal's inappropriate behavior happens repeatedly, the patron/employee may be asked not to bring the animal into common areas of the library until steps have been taken to mitigate the behavior (such as refresher training). If the behavior poses a significant threat to patrons or employees, the owner may be required to remove the animal from the library altogether.

WHAT ABOUT OTHERS WHO ARE AFRAID OF OR ALLERGIC TO ANIMALS?

A fear of or minor allergy to dogs or other animals is not a disability, so the library does not need to “accommodate” in those situations. In rare cases, a person’s allergy may be so severe that animal contact may cause respiratory distress. In those situations, the allergic person may also request an accommodation, such as keeping the animal and the allergic person separate, as much as is possible.

Any complaints about service animals in the library should be forwarded to the director.

Smoke Free and Tobacco Use Policy

The Hopkins County-Madisonville Public Library is a smoke free campus. Cigarette smoking, e-cigarette use, and/or any other tobacco product use will not be permitted in the buildings or outside anywhere on the grounds of the Library. Patrons who violate this Smoke Free Policy are considered in violation of the HCMPL Library Behavior Policy. Appropriate signage will be posted to notify patrons of the library’s smoke free policy.



HOPKINS COUNTY MADISONVILLE
PUBLIC LIBRARY

Main Library

425 East Center Street
Madisonville, KY 42431
270-825-2680

Hours:

Mon-Fri 10-7
Sat 10-5
Sun closed

Dawson Springs Branch Library

103 West Ramsey Street
Dawson Springs, KY 42408
270-797-8990

Hours:

Tues-Fri 10-5:30
Sat 12-3
Sun-Mon closed

www.publiclibrary.org
www.facebook.com/hcmplibrary
www.facebook.com/DawsonSpringsBranchLibrary

