

Service Animals

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Revised

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The Library recognizes that service animals assist people with disabilities to deal with the effects of their disabilities. The most common service animals are dogs, but they may be other species. 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.

Under the Americans with Disabilities Act (ADA), organizations that serve the public, like the Library, must allow people with disabilities to bring their service animals into all areas of the facility where patrons are normally allowed to go.

Library employees may ask if an animal is a service or assistance animal required because of a disability or ask what tasks the animal has been trained to perform. *Employees cannot require documentation such as special ID cards or proof of certification for the animal or ask about the specific nature of a person's disability.* People with disabilities who use service animals will not be isolated from other patrons or employees or treated less favorably than other patrons or employees.

Animal Care and Supervision

The patron has the responsibility to care for and supervise the service animal. The patron should retain full control of the animal at all times. The patron is responsible for the safe removal of animal waste products.

Removal of a Service Animal

If a service animal is unruly or disruptive (aggressively jumping, nipping, etc.), Library staff may ask the patron to remove the animal. If the animal's inappropriate behavior happens repeatedly, the librarian may request that the patron not bring the animal into common areas of the Library until steps have been taken to mitigate the behavior.