



Milanof–Schock Library

Policy: *Service Animals in Library*

SUMMARY & PURPOSE

Milanof-Schock Library (MSL) will follow the ADA guidelines to the best of its ability to ensure the rights of individuals needing a service animal's assistance are met. Under the ADA, a service animal is defined as an animal that is trained for the purpose of assisting or accommodating a person's sensory or physical disability.

STATEMENT OF POLICY

1. No pets or animals other than service animals, or service animals in training, are allowed in MSL. *Sole Exception:* Animals participating in scheduled Library programs.
2. Owners of pets will be asked to remove them from the library.
3. Service animals must be under the full custody and control of their handler. Owners must keep the service animal directly with them at all times. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).
4. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.
5. Animals may not be tied up outside the library, nor may they climb on furniture.
6. Staff may ask if an animal is a pet or a service animal. Owners of service animals, or service animals in training, will indicate that they are working service animals and not pets. Terms used may include assistance, service, guide, hearing or helping animal. Staff may not ask about the owner's disability.
7. A person with a disability cannot be asked to remove his or her service animal, or service animal in training, from the library unless the presence, behavior or actions of the service animal is unruly or disruptive, constitutes an unreasonable risk of injury or harm to property or other persons.
8. Allergy concerns, annoyance on the part of other patrons or employees, or fear of animals are generally not valid reasons for denying access or refusing service to people with service animals or service animals in training.
9. All service animals should be housebroken.
10. If other patrons complain that they are not allowed pets, staff should state that the library is working to comply with the ADA regulations on Service Animals.

AUTHORITY

The *Service Animals in Library* policy is designed to create a reference tool for the community and MSL staff to meet nationally recognized ADA regulations regarding Service Animals in a public library.

People with questions or concerns should be directed to the Library's Executive Director in person or using the contact information on the library website. The Executive Director may require a complaint be submitted in writing. Final Decisions rest with the Executive Director. Responses will be provided within 10 working days.

RATIFICATION HISTORY

2019: Approved by MSL Board of Directors (Board)
Implemented in MSL

2021: Policy Assessment Committee evaluated and proposed changes to Board.
Approved by MSL Board of Directors (Board) Aug 19, 2021